

Procurement Notice

Assignment name: Senior Expert in ISO 9001 QMS foundation and facilitation

Activity number: 20003 QM Webinars

Section 1. Introductory Information

1.1 Background information on the Regional School of Public Administration (ReSPA)

The Regional School of Public Administration (ReSPA) is the inter-governmental organization for enhancing regional cooperation, promoting shared learning and supporting the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, North Macedonia, Montenegro and Serbia, while Kosovo*¹ is a beneficiary. ReSPA's purpose is to help governments in the region develop better public administration, public services and overall governance systems for their citizens and businesses and prepare for the membership of the European Union.

The European Commission (EC) provides directly managed funds for the support of the ReSPA activities (research, training and networking programmes) in line with the EU accession process.

ReSPA works primarily through regional networks which operate at three levels: Ministerial, Senior Officials, and networks/working groups of experts and senior practitioners. There is one network – Programme Committee composed of the representatives of institutions in charge of PAR, Public Financial Management (PFM) and government policy planning and the European Integration (EI) coordination process and five Working groups: (1) Centre-of-Government Institutions; 2) Better Regulation; 3) Human Resource Management and Development; 4) E-Governance; and 5) Quality Management.

Following decision of the ReSPA Governing Board at ministerial level, ReSPA Working group on Quality in Public Administration and Public services has been set in 2015. In the next three years three consecutive regional studies have been realized in subject area focusing on the Western Balkans. Those studies were: Quality Management in Public Administration and Public Services (2017), Feasibility report on ReSPA Quality Management Centre (2017) and Baseline of Comparative study on service delivery (2018).

Based on the findings of the above-mentioned Feasibility report on ReSPA Quality Management Centre, has been initiated at the end of 2018 passing successfully the CAF Feedback process in June 2020 and obtaining the CAF label. As response to the situation in Public Administration in the Western Balkans caused by a global pandemic, ReSPA COVID-19 Western Balkans Digital Collaborative Platform has been established (within ReSPA Quality Management Centre) in April 2020 jointly with Office of innovation, California Health and Human Service agency (CHHS). Gathered inputs received by the public administration representatives from Albania,

¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence

Bosnia and Herzegovina, North Macedonia, Montenegro and Serbia have set a ground for number of online activities (workshops and seminars) aiming to support Public Administration institutions in overcoming crisis caused by pandemic. One of the identified topics is related to Quality Management is also obtaining necessary knowledge and skills related to the ISO 9001 QMS.

Section 2. Preparation of CVs and supporting documentation

2.1 Language of application:

The CVs (maximum 3 pages, Ariel 11) and supporting documentation shall be prepared in English.

2.2 The CVs should provide information on the qualifications and competencies of the applicant, her/his general track record and previous specific experience in similar assignments, as required by the Terms of Reference. The applicants should particularly state in their CVs:

- ✓ General professional experience;
- ✓ Specific professional experience, in line with ToR.

2.3 The required qualifications and skills: as per Terms of Reference

Section 3. Submission of CVs and supporting documentation

3.1 The interested candidates are invited to submit a proposal consisting of the following documentation:

- ✓ Proposal: explaining their experience related to the subject and how they intend to respond to the assignment;
- ✓ Personal CV including past experience in similar activities and particularly issues referred to under point 2.2 of this Procurement Notice;
- ✓ At least three contacts for references (name and position of referee, email address and phone number) which may be contacted by ReSPA. (NOTE: There is no need to submit reference letters; ReSPA will directly contact the referees).
- ✓

3.2 The required documentation should be submitted in electronic format by e-mail to the following address: procurement@respaweb.eu by **30 October 2020** before 3 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference: 20003 Senior Expert in ISO 9001 QMS foundation and Facilitation**

Public servants from ReSPA Members and Kosovo* are not eligible to apply.

Selection 4. Evaluation of offers

4.1 The offer will be evaluated against the required qualifications, experience, skills and competencies as defined in the Terms of Reference.

4.2 The applicant securing the highest final ranking will be invited to submit a financial proposal (the financial proposal shall specify a total sum amount in EURO for expert's daily fee) and negotiate the contract. If negotiations are successful, the selected candidate will be awarded the contract. Should the negotiations fail; the next ranked candidate will be invited to negotiations.

Section 5. Final Considerations

5.1 The payment will be done in one installment, as explained in the Terms of Reference, following the submission and approval of the deliverables.

5.2 The following document is attached to this Procurement Notice: Terms of Reference

5.3 ReSPA reserves the right to cancel this procurement procedure at any moment without any compensation to the applicants. The cost of preparing a proposal and negotiating a contract, including any related travel, cannot be reimbursed by ReSPA under any circumstances nor can ReSPA be held liable for it, regardless the outcome of the procurement procedure.

5.4 Should you need any further clarifications with respect to this procurement notice, please contact: Mr Goran Pastrovic, Programme Manager via e-mail: g.pastrovic@respaweb.eu, by **26 October 2020** (midnight), the latest. ReSPA will post the response, including an explanation of the query without identifying the source of inquiry, at its website (www.respaweb.eu) by **28 October 2020**.

Terms of Reference

Request for Services

Senior Expert in ISO 9001 QMS FOUNDATION and FACILITATION

1. Background

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2. Description of the Assignment

Following decision of the ReSPA Governing Board at ministerial level, ReSPA Working group on Quality in Public Administration and Public services has been set in 2015. In the next three years three consecutive regional studies have been realized in subject area focusing on the Western Balkans. Those studies were: Quality Management in Public Administration and Public Services (2017), Feasibility report on ReSPA Quality Management Centre (2017) and Baseline of Comparative study on service delivery (2018).

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number of online activities (workshops and seminars) aiming to support Public Administration institutions in overcoming crisis caused by pandemic. One of the identified topics is related to Quality Management is also obtaining necessary knowledge and skills related to the ISO 9001 QMS.

ISO 9001 and the Public Sector

In these tough economic times, public sector needs to effectively manage the available resources and processes, and work together as a system. This is where ISO 9001 makes a difference. ISO 9001 constitutes an excellent tool for public sector to reassure citizens that their needs and expectations are fully understood and met on a consistent basis and in a timely manner. With a quality management system, a public sector can direct its activities to satisfy the needs and expectations of the community. Public sector organizations are the most important suppliers in the world. Their activities can include transportation, education, water supply, waste collection, sewage and drainage, public lighting and civil protection. If these activities are unreliable or lack quality, it can mean a lot of problems for a lot of people. ISO 9001 is an essential map for public sector to organize themselves in a comprehensive way, focusing on continual improvement where it matters. It will empower citizens and governments together, produce not only effectiveness but legitimacy, provide a common language and understanding between politicians and technicians, and enable comparability among countries and other local governments, serve the population by making politically viable those things that are technically indispensable, create a useful tool for the UN millennium goals and objectives for a sustainable world and smart cities, produce reliability – essential for society, etc.

With this document, ReSPA is seeking for **Senior Expert in ISO 9001 QMS Foundation and Facilitation** who would be engaged in ISO 9001 QMS 2020 consultative meetings. *The participants will include the representatives deriving from the institutions in the WB region that have implemented CAF³ (in total up to 27) and the event will be supported by ReSPA Secretariat.*

Preparation phase (up to 1.5 day in total)

- Skype interviews with responsible RESPA staff designated to the implementation of the ISO 9001 QMS 2020 designated activities;
- Get basic familiarity with ReSPA Multi-sectoral analysis
- Preparation of presentations and interactive exercises in accordance with the agenda.

³ ReSPA CAF pilots have been implemented during 2019 and 2020 within the BACID II project which is the second phase of the 3-year ADA-funded programme implemented by the Austrian Association of Cities and Towns and KDZ Centre for Public Administration Research. The main goal of latter mentioned intervention was to enable Public Administration institutions to institutionalize CAF (Common Assessment Framework).

ISO 9001 QMS 2020 consultative meetings (up to 2 days in total)

The Expert will responsible for:

1. Preparing the presentation for the first consultative meeting will be realized with the entire group of participants (*up to 27*) focusing on:
 - Understanding the elements and operations of a Quality Management System and its principal processes
 - Understanding the correlation between ISO 9001 and other Standards and regulatory frameworks
2. Second consultative meeting will be discussion with *up to 15 representatives about* potential for introducing ISO along with other QM instruments in different institutions including ReSPA Secretariat

Reporting (1 day will be designated for reporting)

The report will be up to 1 page and should be aligned with the other engaged Senior Expert in ISO 9001 QMS Foundation and Facilitation coordinated by responsible ReSPA Programme Manager.

The Expert shall take into considerations the comments and suggestions received from ReSPA staff. The engaged Expert will liaise directly with ReSPA and take into consideration the instructions received beforehand.

The final products will be subject to approval from ReSPA before the payment is executed.

Total number of days (event preparation and execution) is up to four and a half (4.5) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- At least an MSc degree in Technical Sciences, Organizational Sciences or other related fields;

General professional experience:

- At least 7 years of relevant experience in the field of ISO standards.

Specific professional experience:

- At least 5 years of experience in providing implementation of ISO standards in public administration
- Relevant international experience (Western Balkans, the EU, etc.) in speaking/training on the topic of ISO standards.
- Experience in moderating workshops, conferences, trainings would be considered as asset.

Skills:

- Team work;
- Training skills and moderation skills;

- High presentation skills;
- Excellent written and oral communication skills in English;
- Ability to write clear and coherent guidance documents;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

5. Timing and Location

The assignment foresees work from home including on line training course. The assignment will be realized during December 2020.

6. Remunerations

The assignment foresees up to four and a half (4.5) working days for the Senior Expert in ISO 9001 QMS Foundation and Facilitation.

Activity	Max. No. of working days
Preparation	1.5
ISO 9001 QMS training delivery	2
Reporting	1
TOTAL:	4.5

The payment will be done in one (1) instalment.

Note: No other costs will be covered apart from the expert cost per day. The expert cost per day comprises of expert's fee per day and a lump sum for covering related costs which include, travel, accommodation, local transport, meals and other incidentals.

ReSPA reserves the right to change the timing and volume of the assignment and will timely inform assigned expert if such changes occur.

7. Reporting and Final Documentation

The Expert will be requested to deliver the following documents before the payment is conducted:

Outputs

- Presentations as foreseen in tasks and responsibilities
- Execution of webinar.

Documents required for payment

- Invoices (original and signed);
- Timesheets (original and signed);
- Report.