Procurement Notice

Assignment name: **Senior eGovernment Expert**

Activity number: In-country mechanism in Montenegro

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.

ReSPA establishes close co-operation with ministers, senior public servants and heads of function in Member countries. ReSPA also works in partnership with the European Union, specifically Directorate General for Neighborhood and Enlargement Negotiations (DG NEAR), other regional players such as OECD/SIGMA and Regional Cooperation Council (RCC), as well as agencies and civil society organisations. Since its inception, ReSPA, as an international organisation and a key regional endeavour in Public Administration Reform, has contributed to capacity-building and networking activities through in-country support mechanisms, peering and the production of regional research material.

In-country mechanism is ReSPA activity that enables ReSPA members to apply for related expertise support. In the framework of the latter mentioned type of activity ReSPA is looking for Senior eGovernment Expert who would need to overview on situation in Montenegro concerning digital infrastructure, stakeholders involved and services in place, build or planned, prepare set of recommendations on methodology for realization of Catalogue of services, determine possible gaps and design shortcomings that may be obstacles for service delivery or further development of robust digital infrastructure, prepare simple implementation plan for selected services and set of recommendations and solutions that will improve ability for further service creation and optimization of whole digital ecosystem.

Section 2. Preparation of CVs and supporting documentation

2.1 Language of application:

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

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[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

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).
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3.2 The required documentation should be submitted in electronic format by e-mail to the following address: procurement@respaweb.eu by **31 August 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:** *Senior eGovernment Expert, In-country support in Montenegro*

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 August 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 August 2020**.

Terms of Reference

Request for Services

Senior eGovernment Expert – in country support Montenegro

Background

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, Macedonia, Montenegro and Serbia, while Kosovo*[2] 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.

ReSPA establishes close co-operation with ministers, senior public servants and heads of function in Member countries. ReSPA also works in partnership with the European Union, specifically Directorate General for Neighborhood and Enlargement Negotiations (DG NEAR), other regional players such as OECD/SIGMA and Regional Cooperation Council (RCC), as well as agencies and civil society organizations. Since its inception, ReSPA, as an international organisation and a key regional endeavor in Public Administration Reform, has contributed to capacity-building and networking activities through in-country support mechanisms, peering and the production of regional research material.

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.

In-country mechanism is ReSPA activity that enables ReSPA members to apply for related expertise support. In the framework of the latter mentioned type of activity ReSPA is looking for Senior eGovernment Expert who would need to support Ministry of Public Administration (MPA) as follows: provide comprehensive opinions on basic principles of digital transformation as well defining key strategic indicators. In addition, it is expected to deliver recommendations related to current trends in the digital world (global perspective) as well as to provide recommendations for related services and registers, and analysis of previous services and systems to facilitate the improvement of the aforementioned.

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2. Description of the assignment

The Ministry of Public Administration within the Government of Montenegro coordinates the process of development of the information society and in cooperation with other ministries is responsible for creating an environment that will facilitate other institutions to implement digitalization projects in order to transform public administration into an open, transparent, accessible to citizens and the economy. Although Montenegro is successful in this area, there are significant challenges and obstacles to this process, especially in terms of infrastructure improvements, development of new electronic services, coordination processes within public administration, as well as mechanisms for involving all stakeholders who can contribute to the digital transformation process in Montenegro.

Bearing in mind that the Government of Montenegro recognizes digitalization as one of the priorities in the development of Montenegrin society, respecting the processes that can effectively influence the improvement of quality and standard of living of Montenegrin citizens, the Ministry of Public Administration, as a proposer, in 2020, started drafting the Digital Transformation Strategy of Montenegro 2021-2025

In addition, this year represent the final year of the Public Administration Reform Strategy 2016/2020 as well as Strategy for the Information Society Development of Montenegro 2020. The Digital Transformation Strategy will be a comprehensive and logical continuation of the strategic framework that was previously recognized in strategy for information society development. It should be emphasized that the goals of new digital society will be primarily defined by digital transformation strategic framework and partially in the Public Administration Reform Strategy 2021-202. Namely, these two strategies are concerned with comprehensive digitalization in the provision of public administration services, increasing of e-business, development of interoperability and the identification of all relevant stakeholders.

Key goals of both strategies, which was to create an efficient and service-oriented public administration and development of information society is characterized by the growth of citizens' trust, increase of electronic services, establishment of e-participation processes and quality of broadband infrastructure. After the expiration of the four-year period from the beginning of the implementation, it can be stated that the planned activities have been realized and the key operational goals in both strategies have been met. Based on the results of the external evaluation on the implementation of the Public Administration Reform Strategy 2016-2020, the next Public Administration Reform Strategy 2021-2025 will define further directions of public administration reform, areas and goals of the reform, success indicators, monitoring and implementation of the strategy, as well as all other issues that are important for the process of public administration reform, for the mentioned period. On the other hand, digital transformation strategy will be focused on developing key principals of digitalization in all society as well the measurable indicators for development of digital society.

3. Tasks and responsibilities

The Expert shall conduct the following:

1) *Written opinion and recommendations* - Brief overview on situation concerning digital transformation in Montenegro, relying on the results of the evaluation on the

implementation of the PAR strategy, and results of strategy for information society development, specifically having in mind stakeholders involved in digitalization of public administration and business and especially ICT sector (3 working days);

2) *Written guidelines and recommendations* - Guidelines for implementation plan for digitalization of public services (8 working days);

3) *Written opinion and recommendations* - A set of recommendations regarding the recognition of primary indicators for Action Plan of Digital Transformation Strategy (5 working days);

4) *Written guidelines and recommendations* - Support in creating set of web services on eGovernment Portal, defined by the Ministry of Public Administration (5 working days);

5) *Written guidelines and recommendations* - Giving recommendations regarding the integrations of all shared IS which can provide quality digital transformation services (3 working days);

6) *Written guidelines and recommendations* - Consultations in the development of technical specifications (2 working days);

7) *Written guidelines and recommendations* - Evaluation of the set of procedures regarding the implementation of eServices (2 working days);

8) *Written guidelines and recommendations* - Recommendations for the better use of electronic services for citizens and the economy eServices (2 working days);

9) Drafting of report (1 working day).

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 is up to thirty-one (31) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- At least Ph.D. degree in the field mathematics and computer science, or other related fields;

General professional experience:

- Minimum 12 years of professional experience in the field of software development;

- Minimum 12 years of professional experience in the field of design and development of information systems;

Specific professional experience:

- Specific experience in field of web and cross-platform software development;

- Experience in analysis of (robust) digital infrastructure;

- Experience in introducing and management of cloud technology, big data and general new technologies;

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 consultations and if possible on-the site in Montenegro, taking into account COVID-19 pandemic which should agreed with ReSPA Secretariat and with final beneficiary. The assignment will be realized during September – November 2020.

6. Remunerations

The assignment will require up to up to thirty-one (31) working days. The payment will be done in one installment, after realization and validation of deliverables envisaged in Tasks and Responsibilities.

- 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

- All the foreseen activities and outputs as described in the Tasks and responsibilities.

Documents required for payment

- Invoices (original and signed);

- Timesheets (original and signed);

- Report.