

Procurement Notice

Assignment name: Regional IT Expert 1 who would further develop Learning Management System (LMS) of the National Academy for Public Administration (NAPA) in Serbia

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, Macedonia, Montenegro and Serbia, while Kosovo* 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 Neighbourhood 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.

ReSPA works primarily through regional networks that 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.

Besides regionally organised activities that cover the common interests of its Members, ReSPA will, through in-country support mechanisms, target the specific demand driven topics defined by its Members. On their path towards reforming public administration particular countries face different significant challenges and ReSPA will support activities devoted to their overcoming.

By using the mentioned above mechanism, the National Academy for Public Administration from Serbia is in need of developing two complementing modules for on-line platform that would enhance internal processes of NAPA. These two additional modules should enable automatization of Programme preparation and Training monthly plan development.

1.2 ReSPA now seeks to engage the Regional IT Expert 1 who would further develop a Learning Management System (LMS) through development of Programme Compiler Module.

1.3 Expected deliverables of the assignment are: as per Terms of Reference.

1.4 Tentative timeframe: the assignment is expected to be performed during the period of December 2019 - January 2020.

1.5 NOTE: Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with ReSPA. In such a case, the applicant shall notify ReSPA in the application which institution is his/her employer.

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 **27 November 2019** before Midnight. Late submissions will not be considered for evaluation. **The application should contain in the e-mail the assignment name: Activity No: 19600**

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 of the outcome of the procurement procedure.

5.4 Should you need any further clarification with respect to this procurement notice, please contact Ms. Ranka Bartula-Musikic, Programme Manager via e-mail: r.bartula@respaweb.eu, by **25 November 2019** (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 **26 November 2019**.

Terms of Reference
Regional Expert 1 for further Development of the NAPA Learning
Management System

1. 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*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.

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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 consultations and expressed interest of ReSPA Members and Kosovo*, it has been decided that ReSPA should implement the specific scheme for its stakeholders: the in-country support mechanism. This mechanism addresses specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

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

This Terms of Reference (ToR) refers to the request submitted to ReSPA by the National Academy for Public Administration (NAPA), requiring the expert assistance in extension of NAPA Learning Management System (LMS) through development of additional modules.

NAPA is in need of developing two complementing modules for on-line platform that would enhance internal processes of NAPA. These two additional modules should enable automatization of Programme preparation and Trainings monthly plan development.

2. Description of the assignment

As a central training institution, NAPA is responsible for wide target groups including civil servants on central and local level and employees in all public administration bodies. Since April 2019, NAPA has organized a large number of training at local level, using premises of local municipalities and regional centers. However, it is not sufficient form of educational method to reach a wider group of employees. Only sustainable solution for providing training for wide target groups is developing on line courses. For this purpose, in cooperation with ReSPA, during 2018 NAPA has developed Learning Management System and number of training modules: Administrator creation module; General adjustment module; Module for sending notification/e-mails; Module for creating courses; Module for content input; Module for creating tests; Reporting module; Module for program evaluators; Module for conducting off-line courses. In order to meet NAPA needs and modern trends in professional development of public services, the LMS should be further developed. Learning Management System should be expanded with two complementing modules: Program Compiler Module and LMS Planning Module.

1) The Program Compiler Module would be integrated with the LMS system that is already operational, following the same Cloud computing concept. *The Civil Servants Continuous Education Program* is a document produced by several officials and experts of NAPA. The procedure of drafting the Program is complex and there is need for automation that would enable efficient data entry, planning and teamwork. *The Civil Servants Continuous Education Program* is a document compiled every year and is an official document approved by the Government. In the development process of this Module a standard water-flow methodology should be used due to the fact that the entire process is well known to NAPA employees and can be described in detail.

2) LMS Planning Module will be used for training planning. The automation of the process is necessary to enable quick and efficient monthly scheduling of training sessions based on various input parameters (availability of classrooms, instructors and coordinators, necessary training equipment etc). The proposed scheduling should be editable with relevant built in warnings for possible conflicts. Once confirmed, the schedule is ready to be published on the NAPA website and shared via email. This automated system would eliminate the need for manual training publishing (announcing) and this would be executed after the final approval of the *Civil Servants Continuous Education Programme*. In the development process of this module agile approach should be used. That would enable change of the requirements during the process, leaving the system open to more user input and ultimately to a more flexible and usable solution.

It is expected that the on-line learning platform could be used also by public servants and individuals who can understand Serbian language. Also, some parts / information will be available in English language as well. As HRMS is preparing the new HR management IT system (HRMIS), it is essential that LMS can be linked with the HRMIS data. So that HRMIS can retrieve from the LMS and that there will be no double entry of the trainings-related data.

With this ToR, ReSPA is seeking for IT Expert 1 who would conduct the below-stated activities.

3. Tasks and responsibilities

The Expert 1 shall:

1) Develop a Programme Compiler Module (10 days)

Program Compiler Module must meet the following description and functionalities:

- Multiuser password protected system with basic privileges management
- The module should be capable of handling separate Program Drafts for individual calendar years.
- The Civil Servants Continuous Education Programme (PROGRAM) should have a dedicated and unique NAME, Program Code. This document is prepared by more than one expert (user).
- The PROGRAM consists of Modules and Modules consist of Topics. Each Topic is defined by the following attributes:
 - Unique Program Name
 - Code
 - Purpose of the Program
 - Program's goals
 - Expected educational outcomes
 - Program and Themes description
 - Methods and techniques
 - Program duration
 - Preparation time
 - Program target group
 - Minimum and optimal number of students
 - Estimated expenses
 - Evaluation methods
- More than one expert can work on individual Topics. They do not necessarily need to be NAPA employees, but most of them are.
- Every Topic should have three statuses: in progress, approved, finalized
- A separate form should display overall progress by indicating all statuses of Topics. Once all Topics reach the "finalized" status, the Program itself should be flagged as "finalized".
- The finalized Program document should be created through an Export function and the result should be a MS Word document. This document is then sent for approval to the Government after which the final status "Approved by Government" is awarded.

- Upon this final approval, the Program is automatically imported into the existing LMS Platform and ready to be used for the appropriate calendar year. This eliminates the need for manual entry of individual Modules and Topics into the LMS Platform.

2) Ensure data exchange between LMS and HRMS (15 days)

- Design and create Web API for data exchange between LMS and other systems (especially HRMS)
- Test and implement Web API
- Create Web API documentation

3) Prepare a report for ReSPA with recommendations (1 day)

All of the activities foreseen to be implemented by the Expert 1 will be supported by the National Academy for Public Administration and assisted by the Expert 2 to successfully complete the project.

NAPA will provide office space, existing database, input for all segments of the assignment. NAPA team will work together with the Expert 1 on this assignment and will provide all necessary information.

The Expert 1 shall liaise directly with ReSPA and take into consideration the instructions received beforehand. The Expert 1 shall also liaise with another engaged IT expert (Expert 2).

The final product will be a subject to approval from both NAPA and ReSPA before the payment is executed.

4. Necessary Qualifications

The Expert 1 shall possess the following qualifications:

Educational background:

- At least BsC Degree in Information Technology, ICT, Computer Science, Information Science or equivalent;

General professional experience:

- At least 5 (five) years of experience in programming or performing similar assignments

Specific professional experience

- Specific knowledge and experience in the fields of: Design of E-Learning software, Cloud Software as a Service (SaaS) solutions and web applications.

Skills:

- Team work;
- Fluent in both BCMS and English language;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

5. Timing and Location

The assignment foresees work from the office space provided by NAPA. The assignment is planned to be implemented from December and it will be finished at the end of January 2020.

6. Remunerations

The assignment foresees engagement of up to 26 (twenty-six) man days. The daily fee will be defined in accordance with the ReSPA expert selection procedure, based on assessed and evaluated expert's capacity. The payment will be made in one instalment, following the submission of the publication and its approval by ReSPA.

Note: No other costs will be covered apart from the expert cost per day.

7. Reporting and Final Documentation

The Expert 1 will be requested to deliver the following documents before the payment is conducted:

Output

- Final version of the module as requested by the ToR;

Documents required for payment

- Single report;
- All-inclusive consolidated report (both experts consolidated inputs).
- Invoice (original and signed);
- Timesheets (original and signed).