

Procurement Notice

Assignment name: Expert for IT to develop road maps for software development in the area of training/ learning management system

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*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 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 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.

ReSPA supports its members through its mechanisms of support and one of them is the in-country support mechanism. This mechanism addresses the specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

Since civil service agencies in Bosnia and Herzegovina play key role in the process of professional development, use of innovative tools in learning process is an urgent need, and thus, each Agency has specific needs and objectives regarding upgrading and development of new software solutions. Therefore, CSAs in BiH need a support in development the Road Map document as the first step in the technology planning phase in terms of developing or upgrading TMS and LMS software platform with necessary tools of directing and organizing all **off the back–end instructor led training (ILT) and virtual instructor–led training (VILT) activities** including scheduling training activities, logistics, resource management, instructor engagement, team collaboration, delivery training cost tracking, budgeting, reporting on one side and managing eLearning for learners by enabling content management, course delivery and progress tracking for a learner.

The Road maps will provide basis for improvement/establishment of modern and functional LMS and TMS systems in respective CSAs in BiH.

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

1.2 ReSPA now seeks to engage an expert who would provide support in development of scenario-based roadmaps for software development in the area of training /learning management systems.

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

1.4 Tentative timeframe: the assignment is expected to be performed from February – April 2022.

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 **18 February 2022** before 2 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail the Reference Number 19200/ Development of the road maps for software development in the area of training/ learning management system.**

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 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: Ms. Ranka Bartula-Musikic, Programme Manager via e-mail: r.bartula@respaweb.eu, by **16 February 2022** (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 **17 February 2022**.

Terms of Reference

Request for Services

Expert for IT to develop road maps for software development in the area of training/ learning management system

Background

The Regional School of Public Administration (ReSPA) is the inter-governmental organisation for enhancing regional co-operation, 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 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.

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. So far, three EC Grant Contracts (GCs) have been implemented by ReSPA during the period 2010-2015. The current EC grant CN 2019/ 405 139 supports the implementation of the activities required for contribution to the achievement of the three strategic objectives during the period 2019-2021.

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.

² * 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

ReSPA supports its members through its mechanisms of support and one of them is the in-country support mechanism. This mechanism addresses the specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

This Terms of Reference (ToR) refers to the request submitted to ReSPA by the Civil Service Agencies in Bosnia and Herzegovina for providing support in development of scenario-based road maps for software development in the area of training/ learning management system.

Description of the assignment

Since civil service agencies in Bosnia and Herzegovina play key role in the process of professional development, use of innovative tools in learning process is an urgent need, and thus, each Agency has specific needs and objectives regarding upgrading and development of new software solutions.

The Civil Service Agency of the Federation of BiH has an old version of training management system, with partially developed tools for aggregating all data. This system is interoperable with the Registry of employees and Learning management system and, as such, needs full integration within the Registry. In the Civil Service Agency of the Republic of Srpska, there is in place TMS, synchronized with CSABIH TMS, but it lacks many features, especially in development of LMS platform.

Although Civil Service Agency of BiH has been nominated as one of the Western Balkans' institutions with innovative approach in system design of both TMS and LMS (AdobeConnect), many upgrading features are needed at the moment. Upgrading the system will also allow integration with a suite of specialist software systems.

Having in mind three software solutions which are in place in civil service agencies of BiH, a detailed system structure analysis for each agency respectively is required as well as the development of a converging Roadmaps for upgrading or development of a new software solutions. The respective Roadmaps should serve as a base for development of projects to be supported through ReSPA mechanism of support in the future.

The purpose of this assignment is to provide a Road Map document as the first step in the technology planning phase in terms of developing or upgrading TMS and LMS software platform with necessary tools of directing and organizing all **off the back-end instructor led training (ILT) and virtual instructor-led training (VILT) activities** including scheduling training activities, logistics, resource management, instructor engagement, team collaboration, delivery training cost tracking, budgeting, reporting on one side and managing eLearning for learners by enabling content management, course delivery and progress tracking for a learner.

Following the analysis regarding the current situation in using LMS/TMS software solutions, the upgrades should be proposed that will aim toward the harmonization of LMS/TMS systems. **The end software solutions will be similar as much as possible respecting the identified differences of each administrative level.** Each CSA will further separately apply for software development of LMS/TMS system, upon the expert's recommendation.

The Road maps will provide basis for improvement/establishment of modern and functional LMS and TMS systems in respective CSAs in BiH.

The expected output from this assignment is the scenario-based Roadmaps with key relevant elements:

- a) Hosting, IT infrastructure and maintenance
- b) Security
- c) TMS IT functions in place
- d) LMS IT functions in place
- e) Best practices and challenges faced
- f) Recommendation for new solutions

Having in mind the above said ReSPA is seeking for an **expert who will provide support in development of** scenario-based roadmaps for software development in the area of training /learning management systems.

Tasks and responsibilities

The expert shall perform the tasks which will include:

1. Preparation of the roadmap at the level of BiH institutions (5 days)

- Analysis of the state of art of LMS/TMS in CSA BiH through conducting one focus group (0,5 day)
- Exploring the examples of good practice in the region (0,5 day)
- Preparation of the draft Road map with recommendations. Sending draft road map for comments to respective agencies and obtaining comments (3 days)
- Finalising and presentation of Road map based on the comments obtained (1 day)

2. Preparation of the roadmap at the level of FBiH (5 days)

- Analysis of the state of art of LMS/TMS in CSA FBiH through conducting one focus group (0,5 day)
- Exploring the examples of good practice in the region (0,5 day)
- Preparation of the draft Road map with recommendations. Sending draft road map for comments to respective agencies and obtaining comments (3 days)
- Finalising and presentation of Road map based on the comments obtained (1 day)

3. Preparation of the roadmap at the level of RS (5 days)

- Analysis of the state of art of LMS/TMS in CSARS through conducting one focus group (0,5 day)
- Exploring the examples of good practice in the region (0,5 day)
- Preparation of the draft Road map with recommendations. Sending draft road map for comments to respective agencies and obtaining comments (3 days)
- Finalising and presentation of Road map based on the comments obtained (1 day)

4. Reporting (1day)

- Preparation of the report in English language for ReSPA with recommendations for potential future regional activities. (1 day)

The engaged expert will liaise directly with the Civil Service Agencies in Bosnia and Herzegovina. CSAs will provide the expert with all necessary information as well as facilities and/or necessary logistics in order to enable and facilitate implementation of the activities during preparatory phase, coordination meetings, focus group events, etc. whether held online or in conference rooms. The engaged expert shall also liaise with the ReSPA Programme Manager in charge of the assignment and will take into consideration the instructions received beforehand.

Necessary Qualifications

The experts shall possess the following qualifications:

Educational background:

- At least B.Sc. (M.Sc. would be considered as an advantage) in Law, Economy, Social Sciences, Computer Science, Business Administration, Public Administration, or related field;

General professional experience:

- Minimum 5 (five) years of experience in the field of information system development.

Specific professional experience:

- Working experience in dealing with establishment/analysis of LMS/TMS;
- Experience in drafting analytical papers or other country inputs related to the area of expertise.

Skills:

- Teamwork;
- 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.

Timing and Location

The assignment foresees work from home and on the site. The assignment will be performed within the period **February – April 2022**. The planned meetings will be implemented in line with the country COVID restriction measures. The date and place of the final event will be agreed in consultation with the CSAs in Bosnia and Herzegovina.

Remunerations

The assignment foresees up to **16 (sixteen) working days**.

The payment will be done in one instalment on completion of the assignment.

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

Reporting and Final Documentation

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

Outputs

- Three respective roadmaps for the Civil Service Agencies in BiH

Documents required for payment

- Invoice (signed original);
- Timesheets (signed original);
- Report on the conducted assignment with recommendations (in English language).