

# Procurement Notice

*Assignment name: Senior Expert CAF*

**Activity number: 21038**

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\*<sup>1</sup> 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 organization 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.

## **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

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<sup>1</sup> \* 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

### **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 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](mailto:procurement@respaweb.eu) by **21 June 2021** before midnight CET. Late submissions will not be considered for evaluation. The application should contain in the e-mail title the following reference: **21038 Senior Expert in Common Assessment Framework (CAF)**

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 instalment, 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 clarifications to this procurement notice, please contact Ms Olivera Damjanovic, Programme Manager via e-mail: [o.damjanovic@respaweb.eu](mailto:o.damjanovic@respaweb.eu), by **17 June 2021** (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](http://www.respaweb.eu)) by **18 June 2021**.

# Terms of Reference

## Request for Services

### *Senior Expert in Common Assessment Framework (CAF)*

#### 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\*<sup>2</sup> 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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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 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.

ReSPA is developing the activities in the portfolio of the Regional Quality Management Centre (RQM Centre) established within ReSPA structure by endorsing the Memorandum of Establishment and Operation (Memorandum) signed by the ReSPA Member countries

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ministers in February 2021. As envisaged by the Memorandum (Article 1.2) – “the Centre will operate, inter alia, as a Regional CAF Resource Centre for the institutions and organisations in the Western Balkans that intend to undergo the CAF and PEF processes”

In the framework of the letter CAF projects will be implemented in the interested institutions from the WB regions and for that purpose ReSPA is looking for the senior expert to provide expertise in implementation of CAF quality programme in the Agency for Gender Equality in Bosnia and Herzegovina.

## 2. Description of the assignment

The key requirement of the service delivery (SIGMA 5th Principle) is to create citizens-oriented administration with ensuring the quality and accessibility of public services. Hence, the improvement of public administration and public services through introducing instruments for quality management in the public administration institutions is seen as one of key prerequisites for sustainability of reforms and better performance of public administration.

Bosnia and Herzegovina, at all levels of governing and administration, has a mixed experience with bottom-up and top-down approach in the implementation process of quality management and CAF specifically. Council of Ministers of BiH has officially supported<sup>3</sup> the introduction of CAF and ISO in the institutions at the level of Bosnia and Herzegovina and reiterated this position about introducing QM, namely CAF and ISO, when adopting the Action Plan<sup>4</sup> of the PA Strategic Framework for BiH for the period 2018-2022.

Agency of Gender Equality of BiH (Agency) has, in liaison with BiH CAF correspondent, approached ReSPA for the assistance in implementation of quality management check-up of the work performance in this institutions aiming at improving certain services and tasks that Agency is delivering according to its mandate. After presenting the CAF model it has been agreed that CAF project is the most appropriate to address identified performance issues by the Agency. In order to implement CAF project, according to standardised model of CAF 2020 implementation, the respective tasks of the Agency and ReSPA RQM Centre have been identified and formally agreed in the Project Assignment for the implementation period May – January 2022.

This project requests external expertise in providing technical assistance to actors of the CAF project: Agency (CAF Programme Manager and CAF Self - assessment Group) and the Local CAF expert for the implementation of CAF project activities planned for the period June-January 2022. ReSPA through RQM Centre will ensure project management and will engage its staff to provide part of technical assistance and entire logistical support for smooth implementation of the CAF project in the Agency of Gender Equality of BiH. Agency has nominated CAF programme Manager and CAF Self-assessment Group (Team) as the indispensable persons and bodies to be included in the CAF project implementation.

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<sup>3</sup>Information about activities related to development of Operational Plan for introducing quality management in the institutions of BiH for the period 2016 to 2018.” adopted at 91<sup>st</sup> session of Council of Ministers of BiH, 16.02.2017.

<sup>4</sup> Action Plan Public Administration Reform Strategic Framework for BiH, 2018-2022, Measure 4.1 Determine instruments of quality of services provided by public administration and the focus on service users.

The required expertise refers to specific expertise in the CAF 2020 model implementation comprising of direct technical assistance, coaching and mentoring throughout the project duration, according to the tasks and timetable as agreed between ReSPA RQMC and Agency for Gender Equality of BiH in the Project Assignment.

### 3. Tasks and responsibilities

The Expert shall provide technical assistance to actors of the project while performing following tasks within CAF project implementation:

1. Adjustment of CAF questionnaire - to provide mentoring to CAF-Programme Manager and Local Expert, via online-meetings and by giving proposals for adjustment (1 working day),
2. Training of CAF-Self Assessment Group - to provide a one day CAF-Online-Training of the members of CAF self-assessment group together with Local Expert, preparation of agenda, in one day CAF Online-training (2 working days),
3. Individual Self-Assessment Phase - setting up CAF Online – to provide to each member of the Self-assessment Group a personalized and anonymous access to CAF-Online as well as clarifications of open questions (1 working day),
4. On the basis of the CAF online assessment to develop (as the basis for Consensus workshop) one Excel document with all assessments, strengths, areas for improvement and suggestions for improvement by providing feedback and mentoring to the Local Expert, who is evaluating the results of CAF-Online and preparing the common excel file (1 working day),
5. CAF Consensus workshop – to prepare, implement and document of the 2 days CAF consensus workshop by providing feedback, mentoring and co-facilitating the Local expert (3,5 days),
6. CAF Self-Assessment Report – to provide feedback and mentoring to the Local expert, designing the report ( 1 day),
7. CAF Improvement Plan Workshop - to provide support to the Local expert in preparing the workshop and to co-facilitate the workshop with the Local expert (2 days),
8. CAF Improvement-Plan-Report - to compile the CAF improvement plan report based on the workshop results by providing feedback and mentoring to the Local expert (1 working days),
9. Presentation of the CAF project results - to provide mentoring to CAF programme manager and Local Expert (1,5 working day).

The Expert shall take into considerations the comments and suggestions received from ReSPA staff during the provision of his/her technical assistance. The engaged Expert will liaise directly with ReSPA and take into consideration the instructions received beforehand.

The final products, namely CAF Self - assessment report and CAF Improvement Plan Report will be subject to approval from ReSPA before the payment is executed.

**Total number of days is up to fourteen (14) working days.**

## 4. Necessary Qualifications

The Expert shall possess the following profile:

### Qualifications and skills:

- At least BsC degree in Human Resource Management, Social Sciences, Public Administration, or other related fields;

### General professional experience:

- 10 and more years of experience in working with Public Administration, in particular in the area Quality management
- Specific professional experience:
- Prior strong experience in Common assessment Framework 2020 methodology and model implementation,
- Experience in domain of Training and Facilitation in the Western Balkans and the EU member states,

### 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 and on the site in Bosnia and Herzegovina in one mission. The assignment will be realized during June – January 2022. The assignment will require up to fourteen days (14) working days in total.

## 6. Remunerations

The assignment foresees up to 14 working days.

The payment will be done in one 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***

- Adjusted CAF questionnaires and CAF Training
- Execution of the CAF Consensus workshop and CAF Self-Assessment Report

### ***Documents required for payment***

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