Procurement Notice

Assignment name: Expert in software development who would provide support in the further improvement of the demo version of the e-recruitment 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.

To conduct the recruitment so as to preserve the principles of openness and competitiveness, Civil Service Agency of the Federation of BiH, together with Civil Service Administration Agency of the Republic of Srpska, have piloted the demo version of the e-recruitment process with support of ReSPA in 2018. The demo platform has been successfully adopted in the CSAFBIH and CSARS and well presented during several meetings and sessions in order to get its content more familiar with the CSAFBIH / CSARS staff. One of the key issues, as recognised by SIGMA and ReSPA experts, is that the recruitment process in BiH is too formalistic and costly. On the other hand, submission and further screening of documents is time-consuming, and it does not clearly state how all the formalities are supported and how merit-based selection is enabled. That is why further development of the demo version of the e-recruitment system is required.

1.2 ReSPA now seeks to engage an expert in software development who would provide support in the further improvement of the demo version of the e-recruitment system.

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 December 2020 to April 2021.

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 **04 December 2020** before 2 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail the Reference Number 19200.**

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 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 **01 December 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 **02 December 2020**.

Terms of Reference
Request for Services

Expert in Software Development

Background

The Regional School of Public Administration (ReSPA) is the inter-governmental organisation 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 cooperation 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.

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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.

These Terms of Reference (ToR) refers to the request submitted to ReSPA by the Civil Service Agency of the Federation of BiH and Civil Service Administration Agency of the Republic of Srpska that requested the support in the further development of the demo version of the e-recruitment system.

Description of the assignment

In Bosnia and Herzegovina, central institutions responsible for civil service/administration are organised on all levels of government. On the level of institutions of Bosnia and Herzegovina and the Federation of Bosnia and Herzegovina, there are the Civil Service Agencies, in the Republic of Srpska there is the Civil Administration Agency, and in the Brcko District due to relatively small dimension of public administration there is only a special human resource sub-department within the Department of Professional and Administrative Affairs. At all levels of government, except the Brcko District, there is a division of responsibilities in the field of civil service and human resource management in public administration between the competent ministry (Ministry of Justice of Bosnia and Herzegovina, Ministry of Public Administration and Local Self-government of the Republic of Srpska, Federal Ministry of Justice) and the central civil service agencies.
Civil service/administration agencies carry out numerous centralised human resource management functions, development and implementation of unique rules and procedures in the field of recruitment, nomination, appointment, evaluation and advancement of civil servants, planning and realisation of needs for personnel in cooperation with administration authorities of the same authority, etc.

The recruitment process was set forth in the Law on the Civil Service and relevant bylaws. In Federation of BiH application to the vacancies is prescribed by the Rulebook on the Rules and Procedures for implementation of the public vacancy and appointment of civil servants in the civil service authorities of the FBiH. Managing the advertisement, submission and screening of the applications has been done manually. Only in 2019 CSAFBIH has received more than 13.000 applications submitted by the post. All applications have been manually managed by the staff of the CSAFBIH. The applicants have been notified only by written notes, excluding possibility of generating notification by other tools of communication. Only in 2019 CSAFBIH has allotted 30.000 BAM for the postal costs related to the notification procedure of the vacancy. Having in mind workload of the management process of the vacancies, CSAFBIH has initiated in 2019 TAIEX support on Workload analyses of all phases of vacancies managed by the CSAFBIH. The evaluation of the working process has shown that many internal procedures of the CSAFBIH need to be digitalised and customised according to the customer needs and their expectations in terms of the process of e-recruitment. It also contributes to building a positive image of the civil service, which in turn translates into establishing a citizen-state relationship based on trust in the legitimacy, fairness and rightness of actions taken by the state.

Furthermore, in the administrative bodies of the Republic of Srpska recruitment process was outlined in the Law on the Civil Servants and bylaws adopted accordingly to the Law. Managing

the advertisement, submission and screening of the applications has been done manually. The applicants have been notified only by written notes, excluding possibility of generating notification by other tools of communication.

In Bosnia and Herzegovina, at the State level, there is an electronic system (Moj konkurs) in place. The state-level is much more advanced in using digital solutions in the recruitment process. Submission of electronic application of candidates in the recruitment process of civil servants in the institutions of Bosnia and Herzegovina is done using the information system for electronic management for the process of recruitment of civil servants (system MojKonkurs; https://konkursi.ads.gov.ba/), which is established, maintained, and improved by the Civil service Agency of Bosnia and Herzegovina. Informing candidates about the elimination of their application, the results of the examination, and placement on the list of successful candidates, as well as other information in relation to which candidate has the right to appeal, shall be submitted to the candidates exclusively in electronic form by e-mail address entered during the registration process within the system MojKonkurs.

Electronic application of candidates in the recruitment process of civil servants in the institutions of Bosnia and Herzegovina is an electronic application form which contains all the necessary elements prescribed by Decision on the procedure of submitting electronic applications of candidates in the recruitment process of civil servants, accompanied by electronically submitted and scanned copies of documentation proving the fulfilment of general and special conditions for the vacancy for which the candidate is applying. Electronic application of candidates for the vacancy of a civil servant is possible only for registered users of the MojKonkurs system. The rights to access data in the MojKonkurs system are limited to the scope of work, which means that there are the following roles:

- User as a candidate for the position of a civil servant - editing of his user profile,

- Secretary of the Commission for the selection of civil servants in the institutions, processes the data of the applicants, following the bylaws that govern the implementation of tender procedures for the recruitment of civil servants in the institutions.

- Employees of the Agency have the right to access the system to perform administrative activities within the competence of the Agency, namely: announcing vacancies, forming selection commissions, managing the list of experts, keeping records of appointments and dismissals of civil servants, keeping reserve lists of candidates, keeping records complaints, creation and generation of reports, and administration of codebooks and system settings, in accordance with the applicable regulations governing the field of employment in the civil service.

- Members of the commission have the right to access the data they need to perform their prescribed duties.

For the storage and protection of data in the MojKonkurs system, the regulations which regulate organisational and technical measures for the protection of the integrity, confidentiality, and availability of data, and information security are applied.

At the moment, e-application is missing, and one upgraded e-application system could contribute to overall digital functionality of the e-recruitment system at the state level institutions.

The open character of recruitment to the civil service means that it is common, public and transparent, and offers equal access to all candidates. These fundamental rules are expressed by (among others) the obligation to publish announcements and results of the recruitment, to prepare recruitment report and to present information about the recruitment to the public. However, during the survey conducted by ReSPA in 2015 and in 2018 (ReSPA study on Improving the implementation of merit recruitment procedures in the Western Balkans: Analysis and recommendations) it is concluded that, in Bosnia and Herzegovina, the advertisement on the web sites of central agencies, employment portals and in various newspapers is not sufficient to reach a large enough number of competent candidates.

To conduct the recruitment so as to preserve the principles of openness and competitiveness, Civil Service Agency of the Federation of BiH, together with Civil Service Administration Agency of the Republic of Srpska, have piloted the demo version of the e-recruitment process with support of ReSPA in 2018. The demo platform has been successfully adopted in the CSAFBIH and CSARS and well presented during several meetings and sessions in order to get its content more familiar with the CSAFBIH / CSARS staff. The platform has also been presented to the participants of ReSPA Conference held in Brussels in 2018, and its further development has been planned in the CSAFBIH and CSARS Work Programme (2020).

One of the key issues, as recognised by SIGMA and ReSPA experts, is that the recruitment process in BiH is too formalistic and costly. On the other hand, submission and further screening of documents is time-consuming, and it does not clearly state how all the formalities are supported and how merit-based selection is enabled. That is why further development of the demo version of the e-recruitment system is required.

With this document, ReSPA is seeking for an expert who would provide support in the further development of the demo version of the e-recruitment system recently supported by ReSPA.

Tasks and responsibilities

The Expert shall perform the tasks listed below:

1) Develop a functional analysis of the software application "E-prijava" based on the civil service agency needs (7 days)

The online recruitment platform for the e-application should satisfy the requirements of civil service agencies in terms of handling the vacancy process from application to its acceptance or rejection. The platform should enable:

- Posting advertisements for vacancies by CSA employees;

- Possibility to review/search published jobs by citizens;

- Registration of users in the system by citizens;

- Creating an "Online Profile" of registered users that contains personal information, contact information, information on education, work experience and skills. The user profile is used for easier "Online application" for published jobs;

- Possibility of "Online application" for open positions by citizens - registered users;

- Informing registered users - applicants about the status of their application for published jobs;

- Publishing information on scheduled exams (e.g. public and professional exams), as well as electronic notification of registered candidates on exam dates and results (SMS and E-mail notifications);

- Business intelligence - providing structured information to the CSA management to enable strategic and operational decisions to improve further the competitive procedures for hiring civil servants.

The analysis should be conducted accordingly.

2) Develop a software platform "E-prijava" for FBiH and RS (30 days)

Development of the software will be conducted in two phases[3]. The first phase, which will be covered through this assignment, will cover the development of e-application (E-prijava system). It will include: Administration of roles and users, Codebook (Šifrarnik) administration, Administration of vacancy types, Exam Type Administration, Administration of Experts, Administration of notification types, Review and search of published vacancies, User registration, Administration of a user profile, Administration application for the vacancy, Review of Notices.

3) Upgrading the e-application system for the BiH state level (3 days)

Development of e-application for BiH state level and upgrading of the e-application system which shall contribute to overall digital functionality of the e-recruitment system at the state level institutions.

4) Preparation of the report (1 day)

Preparation of the report for ReSPA with recommendations for potential future regional activities.

The engaged expert will liaise directly with the representatives of CSAFBiH, CSARS and CSA BiH state level who will support the expert in conducting the assignment and provide all necessary information. 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.

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[3] Second phase which will not be covered through this assignment will cover Exam administration: Administration of the Selection Committee, Application Administration, Exam Administration, Record of exam results, Appointment Record, Administration of Complaints, Administration of web announcements and candidate notices, System Resource Calendar Administration, Reports generation.

Necessary Qualifications

The Expert shall possess the following qualifications:

Qualifications and skills:

- B.Sc. in Computer Sciences, Law, Economy, Social Sciences, Business Administration, Public Administration or Software developer/IT administrator (certificate in the area);

General professional experience:

- At least three years of the active engagement as a Software developer/IT administrator;
- Engagement in the Western Balkans on similar projects will be considered as an advantage.

Specific professional experience:

- IT development for Public Administration

Skills:

- Teamwork;
- Fluency in the Bosnian/Croatian/Serbian Language as well as English Language;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

Timing and Location

The assignment foresees work from home and on location. Due to the pandemic situation face to face meetings could be held online. The assignment will be performed from December 2020 to April 2021.

Remunerations

The assignment foresees up to **41 (forty-one) working days** for the Expert.

No	Activity	Maximum No of working days
1.	Develop a functional analysis of the software application "E-prijava" based on the civil service agency needs	7
2.	Develop software platform "E-prijava" for FBiH and RS *(FIRST PHASE)	30
3.	Develop e-application and upgrading of the e-application system (BiH state level)	3
4.	Preparation of the report	1
	TOTAL:	**41**

The payment will be done in two (2) instalments.

- The first instalment will be transferred on completion of the activity 1 (7 days);
- The second instalment will be transferred on completion of the activities 2, 3 and 4 (34 days);

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

- Proof of platform development (screen shots of the platform that will be included in the final report, as well as the link to the platform).

Documents required for payment

- Invoice (signed original);
- Timesheets (signed original);
- Report.