

## Procurement Notice

Assignment name:

### ***Training Management Information System (TMIS) in National Academy of Public Administration (Serbia)***

*Reference Numbers:*

*- LOT 1: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 1 (several modules from Administrator creation to Module for content input)*

*- LOT 2: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 2 (several modules from Module for creating tests to Module for creating offline training)*

#### **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\*<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 them for membership in the European Union (EU). The European Commission (EC) provides directly managed funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process.

The new EC grant supports the main objective of ReSPA work in 2016-2017: Improving regional cooperation in the field of PAR and EU integration and strengthening administrative capacities in the beneficiaries. This objective will be achieved through the following three pillars of ReSPA Programme of Work for 2016- 2017:

- (1) European Integration Pillar: Increased capacity of public administration in the ReSPA Members necessary for successful conducting of the European Integration process;
- (2) Public Administration Reform Pillar: Facilitated and enhanced cooperation and exchange of experience in Public Administration Reform and European Integration activities in ReSPA Members;
- (3) Governance for Growth Pillar: Ensured effective coordination of the implementation of the Governance for Growth pillar of the SEE 2020 Strategy.

ReSPA is implementing its activities through the Secretariat which is consisting of 15 staff members from the Western Balkan region. The Secretariat is located in Danilovgrad, Montenegro.

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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

1.2 ReSPA now seeks to engage two IT experts (**LOT 1: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 1** assigned to design several modules from Administrator creation to Module for content input) and **LOT 2: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 2** assigned to design several modules from Module for creating tests to Module for creating offline training) as described in the ToR (pls see description of the assignment below).

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 June 2018 and will be finished in September 2018.

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 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 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:

- Length of professional experience in providing expert's assistance in the subject area (designing and setting of Training Management Information System).

2.3 The required qualifications, experience 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 for LOT 1 and for LOT 2 consisting of the following documentation:

- Proposal: explaining their experience related to the analysis 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 two 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 **08 June 2018** before Midnight. Late submissions will not be considered for evaluation. **The application should contain in the e-mail one or both positions (LOT 1 and / or LOT 2) i.e.:**



- LOT 1: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 1
- LOT 2: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 2

Public servants from ReSPA Members and Kosovo\* are not eligible to apply.

#### **Section 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, 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 of 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](mailto:g.pastrovic@respaweb.eu), by **05 June 2018** (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 **07 June 2018**. Any request for clarification must be sent by standard electronic communication to the above e-mail address.



# **LOT 1: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 1.**

*(several modules from Administrator creation to Module for content input)*

## **Terms of Reference Request for Services**

### **Background**

Regional School of Public Administration (ReSPA) is an international organisation set-up as a joint initiative of the European Union (EU) and the Western Balkan (WB) countries working towards fostering and strengthening regional cooperation in public administration, human resources management and civil service reform among its members. It seeks to offer excellent innovative and creative training events, networking activities, comparative applied research, capacity building and expert services to ensure that the shared values of respect, tolerance, collaboration and integration are reaffirmed and implemented throughout the public administrations in the Western Balkan region (further on: region). ReSPA is located in Danilovgrad, Montenegro, and its work is focused on Albania, Bosnia and Herzegovina, Kosovo<sup>2\*</sup>, Macedonia, Montenegro and Serbia.

- ReSPA is acting as a regional hub for relevant public administration reform (PAR) training and networking activities, ensuring full integration of regional lessons and specific national actions;
- ReSPA is contributing to identification and promotion of relevant good practices in public governance on PAR and European integration, and its accommodation into national administrations;
- ReSPA is becoming an effective regional dimension coordinator of the Governance for Growth pillar within the framework of the Southeast Europe (SEE) 2020 Strategy.

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<sup>2\*</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

Urgent needs mechanism is ReSPA activity that enables ReSPA members and Kosovo\* to apply for related expertise support. In the framework of the latter mentioned type of activity ReSPA is looking for **IT expert (No 1)** who would need to design the Training Management Information System (TMIS) in Serbia (**several modules from Administrator creation to Module for content input**) and all other activities as foreseen in the Description of the assignment.

## Description of the Assignment

The Law on the National Academy for Public Administration (herewith: NAPA) was adopted in October 2017. In January 2018, the Director of NAPA was appointed and the National Academy officially took up its function. The task of NAPA is to establish a system for capacity building and professional development of public administration at all levels of government. This is the first time that central training institution is established in Serbia. Although NAPA can build on previous achievements of the Government's Office for Human Resources (SUK), it aims to position itself as a modern and efficient institution that works on building the foundations of a modern and efficient public administration.

On line platform of NAPA shall be interactive and enable application of e-services such as on-line registration of trainees at NAPA courses, automatic distribution of information, information on training curriculums, information on trainers/lecturers, as well as link to e-Learning courses of NAPA. Central registry database must be relational and easy to expand. All tables, relationship and keys must be documented. Backend must contain all necessary forms for management of all users (trainers/lecturers), courses, events and communication between NAPA and clients. This part should be implemented with custom modules and high level of security. Database/Central registry of NAPA is a database on programmes, trainings, trainees, trainers/lecturers/mentors and coaches, public bodies/beneficiaries, assessment reviews and training materials. Back-end must have reporting system that generates predefined reports by NAPA and custom reports. To enhance accessibility, platform should be developed in a user-friendly format, being available in Serbian (both Cyrillic and Latin script) whilst certain information/sub-pages should exist in English as well. Documentation must be machine readable and the customer must have permission to use and modify it, enabling the customer to improve the documentation or modify it to reflect the customer's specific rules and processes. In addition, platform of NAPA shall be designed enabling becoming interoperable in the future with the HRMIS (Human Resource Management and Information System) in Serbia.

## Tasks and Responsibilities

The expert would need to realize the following activities:

- 1. Design of Administrator creation module**

*Number of days for 1): 2 working days*

- 2. Design of General adjustment module**

Inserting the logo, favicon and platform title

Inserting links to social networks

Editing a cover page

about 4 different login positions

Inserting a background image

- Entering textual content (multilingual)
- Entering additional links
- Choosing a color scheme for the platform's appearance
- Number of days for 2): 3 working days*
- 3. Design a module for sending notifications / e-mails**
  - Creating pre-defined templates
  - Manually and automatically sending e-mails
  - An overview of sent emails
  - A mark of the sent emails sent
  - Export reviews of sent emails
  - Number of days for 3): 3 working days*
- 4. Design option to show changes on the system**
  - Shows changes on the system
  - Allows searching for changes to the system
  - Install language settings
  - Allows creating new languages
  - Allows editing existing languages
  - Allows deleting existing languages
  - Allows selecting languages while working on the platform
  - Languages on the platform must be: Serbian (Cyrillic and Latin) and English
  - Number of days for 4): 3 working days*
- 5. Design of User creation module**
  - Number of days for 5): 3 working days*
- 6. Design of Module for creating courses**
  - Allows creating new courses, editing and deleting existing courses
  - Allows creating tests
  - Allows instantly view the layout of the course
  - Number of days for 6): 3 working days*
- 7. Design of Module for content input**
  - Allows adding text (.doc and .pdf), HTML, PowerPoint (.ppt), links and video (.mp4) content
  - For each type of content, allows defining the name and description of the content, as well as define the corresponding image / icon
  - Enables the on / off state within the course
  - Allows the ban or permission to download files
  - Number of days for 7): 3 working days*
- 8. Final report design**
  - Number of days for 8): 1 working day*

**Total number of working days is 21.**

All of the activities foreseen to be implemented by the expert will be supported by the National Academy for Public Administration (Serbia) in order to assist the expert with any needs required to successfully completing the project. Liaise directly with the ReSPA and take into consideration the instructions received beforehand as well as with another engaged IT expert (No 2) i.e. LOT 2.

## Necessary Qualifications

ReSPA is looking to engage one expert who shall possess the following qualifications:

### Educational Background

- At least BsC in Computer Science, Engineering or equivalent;

### General professional experience:

- Minimum of 5 years working in eGovernment projects financed by international organizations.
- Minimum of 5 years' Experience working with eGovernment

### Specific professional experience:

- The expert must have experience in setting online platforms and be familiar with technical as well as with legal and regulatory framework in subject area (NAPA)
- Ability to write detailed documentation (use cases, configuration instructions, and models)
- Excellent analytical skills as well as written and oral communication skills in English;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

## Timing and Location

The assignment will start in June 2018 and will be finished in September 2018.

## Remuneration

The assignment foresees up to 21 working days.

Payment will be done in one installment, following the submission of the final report and its annexes.

Note: No additional payments are to be covered during the assignment (i.e. Per Diem, etc.).

## Reporting and Final Documentation

The Expert will be requested to deliver the following documents:

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

# **LOT 2: 17070 - Training Management Information System (TMIS) in NAPA - IT expert No 2.**

*(several modules from Module for creating tests to Module for creating offline training)*

## **Terms of Reference Request for Services**

### **Background**

Regional School of Public Administration (ReSPA) is an international organisation set-up as a joint initiative of the European Union (EU) and the Western Balkan (WB) countries working towards fostering and strengthening regional cooperation in public administration, human resources management and civil service reform among its members. It seeks to offer excellent innovative and creative training events, networking activities, comparative applied research, capacity building and expert services to ensure that the shared values of respect, tolerance, collaboration and integration are reaffirmed and implemented throughout the public administrations in the Western Balkan region (further on: region). ReSPA is located in Danilovgrad, Montenegro, and its work is focused on Albania, Bosnia and Herzegovina, Kosovo<sup>3\*</sup>, Macedonia, Montenegro and Serbia.

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- ReSPA is contributing to identification and promotion of relevant good practices in public governance on PAR and European integration, and its accommodation into national administrations;
- ReSPA is becoming an effective regional dimension coordinator of the Governance for Growth pillar within the framework of the Southeast Europe (SEE) 2020 Strategy.

Urgent needs mechanism is ReSPA activity that enables ReSPA members and Kosovo\* to apply for related expertise support. In the framework of the latter mentioned type of activity ReSPA is looking for **IT expert (No 2)** who would need to design the Training Management Information System (TMIS) in Serbia (**several modules from Module for creating tests to Module for creating offline training**) and all other activities as foreseen in the Description of the assignment.

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<sup>3\*</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



## Description of the Assignment

The Law on the National Academy for Public Administration (herewith: NAPA) was adopted in October 2017. In January 2018, the Director of NAPA was appointed and the National Academy officially took up its function. The task of National Academy for Public Administration (herewith: NAPA) is to establish a system for capacity building and professional development of public administration at all levels of government. This is the first time that central training institution is established in Serbia. Although NAPA can build on previous achievements of the Government's Office for Human Resources (SUK), it aims to position itself as a modern and efficient institution that works on building the foundations of a modern and efficient public administration.

On line platform of NAPA shall be interactive and enable application of e-services such as on-line registration of trainees at NAPA courses, automatic distribution of information, information on training curriculums, information on trainers/lecturers, as well as link to e-Learning courses of NAPA. Central registry database must be relational and easy to expand. All tables, relationship and keys must be documented. Backend must contain all necessary forms for management of all users (trainers/lecturers), courses, events and communication between NAPA and clients. This part should be implemented with custom modules and high level of security. Database/Central registry of NAPA is a database on programmes, trainings, trainees, trainers/lecturers/mentors and coaches, public bodies/beneficiaries, assessment reviews and training materials. Back-end must have reporting system that generates predefined reports by NAPA and custom reports. To enhance accessibility, platform should be developed in a user-friendly format, being available in Serbian (both Cyrillic and Latin script) whilst certain information/sub-pages should exist in English as well. Documentation must be machine readable and the customer must have permission to use and modify it, enabling the customer to improve the documentation or modify it to reflect the customer's specific rules and processes. In addition, platform of NAPA shall be designed enabling becoming interoperable in the future with the HRMIS (Human Resource Management and Information System) in Serbia.

## Tasks and Responsibilities

The expert would need to realize the following activities:

### 1. **Module for creating tests**

Allows defining the name and description of the test, as well as defining the corresponding image / icon

Allows creating the following types of questions:

Questions with one correct answer

Multiple-answer questions

Open answer questions

Provides the following types of options:

Setting the threshold

Display questions by: all on one page / question per page

Questions selected: sequential / random

Ability to skip questions: yes / no

Defining how many times the same test can be done

Defining the allowed time for the test

Quoting questions - choosing questions by random selection from a library of questions

Allows you to store questions in a library that can be called up later

Enables the on / off state within the course

*Number of days for 1): 3 working days*

## **2. Reporting module**

Allows the following general reports

Total number of users who completed the course

Total number of users who successfully passed the test

Total number of correct answers in question

Total number of incorrect answers in question

Allows the following individual reports

Test result

Number of test attempts

Insight into the test of the tester

Start date and end of the test

The status of reviewing each individual material within the course

Generates reports from database about

Programs

Lecturers

Institutions

Contact person from institution

Users

*Number of days for 2): 10 working days*

## **3. Module for program evaluations**

Allows users to fill out anonymous on-line evaluation form

Allows statistical analysis (average trainer's grade, remarks of training content, durations etc.)

Allows reporting

*Number of days for 3): 3 working days*

## **4. Module for conducting off-line training**

Scheduling training for off-line positions

Editing (creating, editing and deleting) off-line training administrators

Leading the administration of attendees and their results for off-line trainings

Track available resources for off-line training

*Number of days for 4): 5 working days*

## **5. Final report design**

*Number of days for 5): 1 working day*

**Total number of working days is 22**

All of the activities foreseen to be implemented by the expert will be supported by the National

Academy for Public Administration in order to assist the expert with any needs required to successfully completing the project. Liaise directly with the ReSPA and take into consideration the instructions received beforehand as well as with another engaged IT expert (expert No 1) i.e. LOT 1.

## Necessary Qualifications

ReSPA is looking to engage one expert who shall possess the following qualifications:

### Educational Background

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

### General professional experience:

- Minimum of 5 years or more experience in eGovernment
- Minimum of 3 years working in projects financed by international organizations.

### Specific professional experience:

- The experts must have experience in trusted services and be familiar with eGovernment legal and regulatory framework of Serbia and the developments on ICT sector.
- Ability to write detailed documentation (use cases, configuration instructions, and models) for both technical and non-technical audiences
- Excellent analytical skills as well as written and oral communication skills in English;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

## Timing and Location

The assignment will start in June 2018 and will be finished in September 2018.

## Remuneration

The assignment foresees up to 22 working days.

Payment will be done in one installment, following the submission of the final report and its annexes.

Note: No additional payments are to be covered during the assignment (i.e. Per Diem, etc.).

## Reporting and Final Documentation

The Expert will be requested to deliver the following documents:

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