

Procurement Notice

Assignment name: Expert in implementation of the Common Assessment Framework (CAF) for the project in Bosnia and Herzegovina

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 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 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.

1.2 ReSPA now seeks to engage the Senior Expert to provide expertise in implementation of CAF quality programme in the Agency for Gender Equality in Bosnia and Herzegovina.

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 June 2021 – January 2022.

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

1.5 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 **28 June 2021** before 2 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail the Reference: CAF Local Expert.**

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 the outcome of the procurement procedure.

5.4 Should you need any further clarifications with respect to this procurement notice, please contact: Ms. Olivera Damjanovic, Programme Manager via e-mail: [mailto: o.damjanovic@respaweb.eu](mailto:o.damjanovic@respaweb.eu), by **24 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) by **25 June 2021**.

Terms of Reference

Request for Services

Expert in implementation of the Common Assessment Framework (CAF) for the project in Bosnia and Herzegovina

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*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.

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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 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

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 supported³ 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 Plan⁴ 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 beneficiary of the CAF project-Agency (CAF Programme Manager and CAF Self - assessment Group) alongside the Senior Expert who will provide coaching and mentoring throughout the CAF project implementation in the period June 2021 -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.

The required expertise refers to specific expertise in the CAF 2020 model implementation comprising of direct technical assistance according to the tasks and timetable as agreed between ReSPA RQMC and Agency for Gender Equality of BiH in the Project Assignment, reflected in the tasks to be worked out as outlined below.

This assignment foresees work on the site (premises of the Agency, Sarajevo, Bosnia and Herzegovina) if allowed by the circumstances related to the pandemic caused by COVID 19 and

³“Information about activities related to development of Operational Plan for introducing quality management in the institutions of BiH for the period 2016 to 2108.” adopted at 91st session of Council of Ministers of BiH, 16.02.2017.

⁴ 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.

according to the health and restriction measures determined by the health authorities from the Federation of BiH, at the particular time of the envisaged work task. If the conditions do not allow such work the expert will provide the assistance via remote work at the time slots agreed with CAF Programme Manager, Senior Expert and ReSPA.

Tasks and responsibilities

While working alongside the Senior CAF expert the CAF Local Expert shall provide technical assistance to the beneficiary of the project performing following tasks:

1. Finalisation and overseeing of the implementation of Communication Plan together with CAF Programme Manager appointed by Agency of Gender Equality (1 working day),
2. Working out at adjusting the CAF Questionnaire (1 working day),
3. Providing all needed information (notes on how to implement CAF, clarification of open questions) about the CAF Questionnaire (0,5 day),
4. Co-training of the members of CAF self-assessment group, preparation of agenda for the training (1,5 working day),
5. Conducting of interim meetings to clarify open questions from the members of the self-assessment-group (1 working day),
6. Creation of the documents (excel document) for the evaluation workshop, communicate it to Senior expert and finalise the document based on the feedback from Senior expert (1 working day),
7. CAF Consensus workshop – to prepare, implement and document of the 2 days CAF consensus workshop (2,5 days),
8. Design of CAF Self-Assessment Report – prepare draft and communicate it to Senior expert and incorporate received feedback (1 day),
9. CAF Improvement Plan Workshop – prepare, implement and document the workshop while providing information to Senior expert and ReSPA accordingly (2 days),
10. CAF Improvement-Plan-Report – design CAF improvement plan report based on the workshop results, communicate it to Senior expert, agree on results and design the final report (1 working day),
11. Presentation of the CAF project results together with Senior expert (0,5 working day).

The Expert shall take into consideration the comments and suggestions received from Senior expert and ReSPA staff during the provision of his/her technical assistance. The engaged Expert will liaise directly with Senior expert who will provide coaching and mentoring. The instructions from ReSPA regarding the operational side of the expert assistance will be taken into consideration.

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 thirteen (13) working days.

Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

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

General professional experience:

- At least 10 years of experience in assignments related to service delivery and in particular in the area Quality management.

Specific professional experience:

- Prior strong experience in Common assessment Framework 2020 methodology and model implementation,
- Experience in delivering trainings and workshops.
- Previous engagements in assignments in Western Balkans (specifically Bosnia and Herzegovina) shall be considered an asset.

Skills:

- Excellent written and oral communication skills including the ability to convey complex concepts in a clear and persuasive style tailored to match the specific audience,
- Training and moderation skills,
- High presentation skills;
- Excellent written and oral communication skills in English and in one of the official languages of Bosnia and Herzegovina,
- Ability to write clear and coherent planning 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 in Bosnia and Herzegovina in one mission. The assignment will be realized during June 2021 – January 2022. The assignment will require up to thirteen (13) working days in total.

Remunerations

The assignment foresees up to 13 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.

Reporting and Final Documentation

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

Outputs

- Adjusted CAF questionnaires and co-delivered CAF Training
- CAF Self-Assessment Report
- Execution of the CAF Consensus workshop
- CAF Improvement Plan Report

Documents required for payment

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