

# Procurement Notice

Assignment name: ***Expert for moderating the e-GOV Seasonal School on Digital Transformation***

Activity number: **21061**

## **1. Section 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 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.

## **2. 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. CV of application**

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 (ToR)

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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

### **3. 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 14 October 2021 before midnight CET**. Late submissions will not be considered for evaluation. The application should contain in the e-mail title the following reference: **21061 Expert for moderating e-GOV Seasonal School on Digital Transformation**

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

### **4. 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.

### **5. 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 12 October 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 **13 October 2021**.

# Terms of Reference

## ReSPA Seasonal School on Digital Transformation

### Expert for moderating the e-GOV Seasonal School

#### Introduction

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 2010-2018. 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.

Following the expressed interest of the members of ReSPA E GOV Working Group as well as the growing interest of E GOV practitioners in the consequences of application of new ICT technologies in public administration, it has been decided that ReSPA address this particular topic under the arc of Digital Transformation at its E GOV Seasonal School 2021.

#### Purpose

In order to implement its Programme of Work for 2021-2022, and as the continuation of previously conducted E GOV Seasonal School events, ReSPA is organising the E GOV

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## *Seasonal School 2021 on the Digital Transformation – Use of Emerging ICT Technologies in Public Administration.*

The purpose of this activity is to improve knowledge and professional skills of participants working in the areas that tackle Digital Transformation at policy and practice level and to provide them with opportunity to network with colleagues from the region.

The E GOV Seasonal School will be held in Budva, Montenegro from 25<sup>th</sup> to 29<sup>th</sup> of October 2021.

### **Description of the assignment**

Information communication technologies (ICT) can now be considered one of the key components of government administrative reform. Considering technology's ability to provide for advanced and updated technological tools and applications ICTs have been increasingly incorporated into public administration, in order to improve the organization of official data and to facilitate administrative transactions.

Emerging ICT technologies <sup>3</sup>are being more and more widely used in several domains of human activity and business as well as in public administration. Governments are keen to start using emerging ICT technologies in order to increase the level of innovativeness in service delivery but also in policy making. Some technologies like Artificial Intelligence (AI) can be used for delivering more personalized services while fostering citizen engagement while others like Blockchain can contribute to increase transparency and security through "stringer data integrity and immutability across agencies".<sup>4</sup>On the other side successful application of AI tackles more phenomena than big data and powerful algorithms. Human-centered design is also crucial and AI application must reflect realistic conceptions of user needs and of human psychology.

Additionally, and in parallel with development of emerging technologies, great concern also grows that external actors could interfere and disrupt their features and services, posing massive threat to strategically vital networks. Cybersecurity is key to trusted and sustainable digital transformation and its role is even more crucial when it refers to emerging technologies.

These described aspects of potentials, benefits and threats, proper design and protection mechanisms related to use of some of emerging ICT technologies will be discussed over five days E GOV Seasonal School.

#### The objective of E GOV Seasonal School

The objective is to:

- provide an interdisciplinary platform for practitioners from the WB public administrations, educators and researchers from EU and WB region to present and discuss the most relevant aspects of using the emerging ICT technologies in the public administration, such as *Artificial Intelligence, Cloud and Blockchain*.
- to share and discuss most recent trends, challenges, open issues and possible benefits in light of finding the answer on how governments could cope and adjust to rapidly emerging technologies, taking care especially of user centric design and of cybersecurity.

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<sup>3</sup> Artificial Intelligence (AI), Machine learning (ML), Automation, Virtualization, Smart Cities, Blockchain Networks, Big Data, Internet of Things, Cloud and Quantum Computing are some of most transformative innovations within ICT technologies that are currently under development.

<sup>4</sup> State of art in the use of emerging technologies on the public sector-OECD Working Paper, 2019

The concept of using Human-Centred Design for digitised public services, which was one of the most important topics in the Innovation Rapid Lab Seasonal School of 2019 and 2020, will be highlighted from the perspective of using new ICT technologies.

ReSPA seeks to introduce a E GOV Seasonal school set as 5-day intense training and discussion programme related to main opportunities and challenges for the use of emerging ICT technologies in the public sector.

As the expected result, the participants:

- Will have profound understanding of the Human-Centred Design as a methodology for devising digital solutions (including those that use AI) that focus on end-users from the beginning of the service creation with users testing each iteration of the product,
- Will learn of state of affairs regarding using AI in EU public administrations and of issues of good governance and dilemmas and traps in using AI (general and overview of EU experiences),
- Will learn of theoretical and practical issues related to improving the design and delivery of public services using AI and of illustrative cases of such design and delivery,
- Will learn of the Cybersecurity challenges and possible application measures regarding the use of emerging ICT technologies,
- Will get the information of opportunities to use Cloud and Blockchain in the public administration, their limitations and concerns (control, security, reliability etc) and their benefits if used properly related to efficiency and productivity.
- Will gain an outlook on the advantages of practical application of Blockchain in public sector.

Additionally, participants will have the opportunity to listen and voice their opinions about various communications challenges during transformational processes and about the research findings on the anxiety and fear of users to adopt and use ICT technology that most often stems from a lack of knowledge. The issue of specific terms and vocabulary of the IT sector and personnel as a barrier to effective communication and a better understanding of “digital transformation” by decision-makers and colleagues will also be presented and discussed.

This Seasonal Schools will bring together experts and researchers from EU and Western Balkans and representatives of governmental institutions, senior to mid-level professionals working in the domain of E Government /digitalisation of public services from Albania, Bosnia and Herzegovina, Serbia, Montenegro and North Macedonia.

In order to implement this activity, ReSPA shall contract several (not more than 7) experts familiar with the described specific Digital transformation issues.

With this document, ReSPA is seeking for Seasonal School Expert for delivering sessions related to use of Artificial Intelligence (EU perspective) in public administration

## **Tasks and responsibilities**

The Expert shall perform the following tasks and responsibilities:

To assist in preparations and conduct moderation of the Seasonal School undertaking the specific activities:

### **Preparation phase ( up to 1 day in total)**

- Get basic familiarity with ReSPA reports from Seasonal School held in 2019 and 2020, ReSPA PoW in the section related to Digitalization of public services, E Gov pilots initiative and report from the E GOV WG meeting held in June 2021.
- meeting with responsible RESPA staff designated to the implementation of the Seasonal School;
- communicate to all hired experts about his role and model of work and make consultations related to possible adjustments or changes in the timing or schedule of sessions prior to Seasonal School commencing.

### **Seasonal School delivery (up to 5 days)**

The Expert will be engaged in moderating all sessions at the Seasonal School, on days: Day 1, Day 2, Day 3, Day 4 and Day 5, i.e in total 5 days for the moderation, and more specifically:

- ✓ 1<sup>st</sup> day and 5<sup>th</sup> day of the Seasonal School (25<sup>th</sup> October 2021):
  - On the 1<sup>st</sup> day-Introductory speech with the emphasis on the central topic – Use of emerging ICT technologies in public administration with focus on opportunities & challenges
  - On the 5<sup>th</sup> day-Closing remarks and wrap up.
- ✓ 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> day of the Seasonal School (25<sup>th</sup> October to 29<sup>th</sup> October)
  - Moderating all sessions while adjusting the moderation to participants and lecturers who are attending in person and those who are participating in online modality.

### **Reporting (0.5 day will be designated for reporting)**

- To prepare a report with recommendations for follow up activities – to be submitted to ReSPA in English language, after the E GOV Seasonal School

**Total number of days (event preparation, execution and reporting) is up to six and half (6,5) working days.**

The Expert shall take into considerations the comments and suggestions received from ReSPA staff. The engaged expert should liaise directly with the ReSPA and take into consideration the instructions received beforehand, as well as to revise the inputs if needed, after receiving feedback from ReSPA Secretariat.

## **Necessary Qualifications**

The Expert shall possess the following profile:

### **Qualifications and skills:**

- At least a BSc/BA degree in Computer Science, Human Resource Management, Social Sciences, Public Administration, or other related fields;

### **General professional experience:**

- At least 10 years of relevant experience in the field of event management, innovation, ideation process planning, strategic development or IT;

### Specific professional experience:

- Relevant international experience in speaking/training on the topic of Digital Transformation.

### 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.

## **Time-frame, Level of Effort, and Location**

The main assignment is to be completed between 25<sup>th</sup> and 29<sup>th</sup> October. The Assignment foresees work at the post of EGOV Seasonal School.

## **Remunerations**

The payment will be done in one installment after the completion of all envisaged tasks as described in the Tasks and Responsibilities.

<b>Activity</b>	<b>Max. No. of working days</b>
Preparation	1
Delivery-moderation of Seasonal School	5
Reporting	0,5
<b>TOTAL:</b>	<b>6,5</b>

Note: No other costs will be covered apart from the expert costs 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**

- All the foreseen activities and outputs as described in the Tasks and responsibilities.

***Documents required for payment***

- Invoices (original and signed);
- Timesheets (original and signed);
- Brief Report on deliverables (up to 1.5 page)

The originals of the abovementioned documentation shall be delivered to the following contact person and address:

**Mr. Slaven Bukarica**

**Programme Assistant**

**Regional School of Public Administration - ReSPA**

**PO BOX 31, 81410 Danilovgrad, Montenegro**

[s.bukarica@respaweb.eu](mailto:s.bukarica@respaweb.eu)