Terms of Reference

for the Expert for EIDAS and eIDAS 2.0 Regulation

1. Background

The Regional School of Public Administration (ReSPA) is an inter-governmental organization that promotes regional cooperation, facilitates shared learning, and supports the development of public administration in the Western Balkans. Its members include Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, and Serbia, with Kosovo* as a beneficiary. ReSPA's mission is to assist regional governments in improving public administration, public services, and governance systems, and to prepare them for European Union membership.

ReSPA collaborates closely with ministers, senior public officials, and heads of units in member countries. It also partners with the European Union, specifically the Directorate General for Neighbourhood and Enlargement Negotiations (DG NEAR), as well as regional organizations like OECD/SIGMA and the Regional Cooperation Council (RCC), along with various agencies and civil society organizations. Since its establishment, ReSPA has played a significant role in public administration reform by supporting capacity-building, networking, and producing regional research through on-demand support mechanisms and peer learning.

The European Commission (EC) provides directly managed funding to support ReSPA's activities, including research, training, and networking programs, in alignment with the EU accession process. ReSPA is currently implementing its fifth EC Grant Contract titled "Support to the Regional School of Public Administration for implementing PAR Agenda and facilitating EU accession process in the WBs," effective from January 1, 2023.

ReSPA operates mainly through regional networks at three levels: Ministerial, Senior Officials, and networks/working groups of experts and senior practitioners. It includes a Programme Committee with senior civil servants from ministries responsible for Public Administration, Finance, and European Integration, and four regional thematic groups focusing on: (1) Policy planning, better regulation, and Centre of Government coordination; (2) European integration and accession negotiations; (3) Human Resources Management and Professional Development; and (4) Service Delivery, including digitalization and quality management.

2. Problem statement and description of the assignment

IDDEEA (Identification Documents, Data Exchange, and Authentication Agency) is an administrative organization within the Ministry of Civil Affairs of Bosnia and Herzegovina, responsible for identification documents, document storage, personalization, transportation, and maintenance of central registers, as well as data exchange between competent authorities in BiH. IDDEEA collaborates with authorities in Bosnia and Herzegovina and other entities utilizing its services. It operates professionally, without representing or compromising the interests of any political party, registered organization, or group within BiH.

IDDEEA is tasked with the personalization and technical processing of various identification documents, including:

- Identity cards
- Identity cards for foreigners
- Driving licenses
- Travel documents
- Motor vehicle registration documents
- Other identification documents, as approved by competent authorities and the Council of Ministers.

The Agency maintains registers for:

- Personal identification numbers
- Permanent and temporary residence records in Bosnia and Herzegovina
- Identity cards for BiH nationals (eID)
- Civil, official, and diplomatic passports (Biometric passports of the third generation or Supplemental Access Control - SAC passports in BiH are issued since October 1, 2014)
- Driving licenses
- Motor vehicle registrations and registration documents
- Identity cards for foreigners
- Fines and infringements registers
- Other registers as approved by source authorities and the Council of Ministers.

According to the Law, IDDEEA is solely responsible for the technical maintenance and electronic storage of data and information kept in registers deemed as public welfare at the BiH level. While IDDEEA manages these data, the ownership remains with the source authorities. IDDEEA handles digital signing related to identification documents, including electronic certificates and signatures, as regulated by the law on electronic signatures. The Agency also collaborates with international institutions overseeing identification documents.

In the realm of e-Government in BiH, IDDEEA is a key institution for advancing public administration reform, particularly in service delivery to citizens. It works with various authorities at all administrative levels, focusing on data network management, information system development, ICT, civil status register management, and data exchange. This includes administration of personal documents, residence registration, personal identification numbers, vehicle registration, local border traffic permits, and tachograph cards, as well as data sharing between law enforcement and electronic data verification for identity documents.

Since the introduction of electronic ID cards on March 1, 2013, which feature electronic memory elements for digital/virtual identity, IDDEEA has been ISO/27001 and ISO/9001 certified since 2012. The Agency is committed to enhancing operational efficiency through process optimization, advanced technologies, and efficient workflows. This commitment includes aligning with EU values and promoting sustainability and self-reliance.

IDDEEA intends to include the Ministry of Transport and Communications in the upcoming

training sessions, recognizing their critical role in overseeing the legislative framework. Additionally, representatives from the Public Administration Reform Coordinator's Office (PARCO) will also participate to ensure comprehensive and integrated training efforts. This collaboration aims to foster a unified approach towards enhancing the legislative and administrative competencies necessary for the successful implementation of our initiatives.

IDDEEA seeks to improve:

- Operational Efficiency - Streamlining processes to make timely decisions and adapt to changing demands without procedural constraints.
- Long-Term Planning and Sustainability - Engaging in future planning to ensure process sustainability, infrastructure upgrades, and adaptation to demographic, technological, and security changes.
- Timely Response to Emerging Issues - Enhancing responsiveness to changes in regulations, security threats, or technological advancements by quickly allocating resources.
- Efficient Data Management and Information Sharing - Implementing robust data management and information-sharing systems for effective collaboration with EU member states and institutions, particularly in law enforcement and immigration management.
- Innovation and Adaptation - Staying abreast of evolving identification technologies and methodologies to maintain secure and up-to-date identification document processes.

3. Tasks and responsibilities

Based on the main elements described in the previous section, the Expert shall, indicatively, perform the following tasks:

1. **Introduction to eIDAS and eIDAS 2.0** (1 Day)

   Provide an overview of the eIDAS regulation, including its objectives, scope, and the key elements such as digital signatures, electronic seals, time stamps, and electronic delivery services. Introduce eIDAS 2.0, highlighting the updates and their implications for digital identity and trust services.

2. **Legal Framework and Compliance** (1 Day)

   Detailed examination of the legal framework surrounding eIDAS and how it integrates with national laws. Discussion on compliance requirements and the process for achieving and maintaining eIDAS compliance.

3. **Technical Aspects of eIDAS Implementation** (2 Days)

   Explore the technical requirements for implementing eIDAS-compliant systems, including secure electronic identification and trust services. Workshop on the practical aspects of deploying eIDAS solutions, including encryption, digital signatures, and the creation of electronic seals.

4. **Security and Data Protection** (2 Days)

Training on the security measures required under eIDAS, including data protection considerations. Discuss the intersection of eIDAS with the General Data Protection Regulation (GDPR) and how to ensure compliance with both. Deliver an in-depth training session on cybersecurity principles relevant to digital identities and transactions, emphasizing the importance of safeguarding against breaches and fraud. Cover best practices for risk management, including the assessment and mitigation of risks associated with digital services. Conduct practical exercises on identifying vulnerabilities and implementing security measures within digital identity frameworksDesign - create a blueprint of the software to be developed according to the conclusions with the beneficiary

5. **Case Studies and Group Work: Analyzing Successful EU Models** (3 Days)

Present a series of case studies highlighting successful implementations of eIDAS and digital identity projects within the EU. Facilitate group work sessions where participants analyze these case studies, focusing on the strategies employed, challenges overcome, and lessons learned. Guide discussions on how these models can be adapted and applied to the participants' local contexts, encouraging brainstorming on solutions to potential challenges.Testing - Check for bugs and errors and ensure the software meets requirements

6. **Strategic Planning: Creating a Roadmap for Implementation** (1 Day)

Guide participants through the process of strategic planning for the implementation of eIDAS and digital identity services within their agencies. Conduct workshops aimed at identifying specific goals, timelines, resources needed, and potential obstacles. Assist participants in developing a tailored implementation roadmap that includes short-term and long-term strategies, milestones, and performance indicators.

NOTICE: Expert will also provide suggestions for the webinar content, including topics, examples and exercises and their input may influence the final agenda of the webinar. The materials should be delivered in a digital format.

The abovementioned tasks and responsibilities represent the milestones of the assignment to be delivered within the time framework of 10 (ten) working days but the Expert may propose slight changes/adaptations upon agreement with the ReSPA Programme Manager in charge as well as the IDDEEA.

4. Necessary qualifications of the required expert

The Expert must have diverse but compatible experience working for or with the public sector, preferably in positions/assignments and tasks related to emerging technologies and the development of strategic documents, etc. More specifically, the Expert shall possess the following profile:

Qualifications and skills:

- At least Master's Degree in Electronic Engineering, Computer Science or other related fields
- PhD will be considered an asset.

General professional experience:

- At least 10 years of experience working in or with the public sector and related assignments/positions, as public servant, consultant, expert, advisor, etc.

Specific professional experience:

- At least 5 years of extensive experience of trust services and electronic identification;
- Expertise in designing and implementing digital identity verification and electronic signature solutions;
- Expereance with full compliance with European regulations for electronic identification and trust services.

Skills:

- Written and oral communication skills in English and Bosnian;
- Ability to write clear and coherent methodological and guidance documents;
- Ability to prepare and deliver well-structured presentations/trainings;
- Ability to analyze complex information and convey clear messages;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

5. Timing and Location

The assignment foresees work from the home/office and on-site in IDDEEA (Banja Luka, BIH). Digital Academy will provide quality assurance and intensive support to logistics. The assignment is expected to be performed tentatively from **September** to **November 2024.**

6. Remunerations

The assignment foresees engagement of up to 10 **(ten) expert days in the amount of up to 4.000 EUR.**

The payment will be done in one instalment upon completion of the assignment. The final outputs will be subject to approval from ReSPA before the execution of the payment.

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 (if needed) a lump sum for covering related costs which include travel, accommodation, local transport, meals and other incidentals.

7. Reporting and Final Documentation

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

Outputs

- Comprehensive presentation slides on eIDAS and eIDAS 2.0.
- A booklet or digital resource summarizing key regulation points.
- Checklist for eIDAS compliance.
- Case studies on successful compliance strategies.
- Technical guide on implementing eIDAS solutions.
- Hands-on exercise materials and examples.
- Security best practices document tailored to eIDAS implementations.
- GDPR compliance checklist for eIDAS services.
- A detailed cybersecurity best practices guide tailored to digital identity and transactions.
- Risk management templates and tools that participants can use to assess and mitigate cybersecurity risks in their operations.
- A summary of key cybersecurity concepts and measures was discussed to serve as a quick reference for participants.
- A compilation of case studies that includes detailed analyses of successful EU eIDAS implementations.
- Group work session summaries that outline the discussions, insights, and proposed solutions for adapting EU models to local contexts.
- A best practices document derived from the case study analyses and group discussions, focusing on actionable strategies for successful digital identity implementation.
- A template for creating an implementation roadmap, including sections for goals, actions, timelines, and KPIs.
- Individual or agency-specific roadmaps developed during the workshops, providing a clear plan for eIDAS and digital identity service implementation.
- A final report summarizing the strategic planning process, key outcomes, and recommendations for participants to follow as they embark on their implementation journey.

Documents required for payment

- Invoice (signed original);
- Timesheets (signed original);
- Final brief report on the assignment