



Terms of Reference

Expert for development of the IT application for e-recruitment

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*¹ is a beneficiary and observer. 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). Since its inception, ReSPA has contributed to the development of human resources and administrative capacities through training programmes and innovative cooperation mechanisms such as the exchange of good practices, peer reviews and development of know-how.

European Commission (EC) provides directly managed funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process. So far, two EC Grant Contracts (GCs) have been implemented by ReSPA, during the period 2010-2015. The new EC grant will support 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.

Following consultations and expressed interest of ReSPA Members and Kosovo*, it has been decided that ReSPA should implement the specific scheme for its stakeholders: the In-country

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



support for limited needs. This Mechanism addresses specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

This Terms of Reference (ToR) refers to the request submitted to ReSPA by the Civil Service Agency of the Federation of Bosnia and Herzegovina and the Civil Service Agency of the Republic of Srpska requiring the expert's support in development of the initial IT solution (application) for e-recruitment.

Description of Assignment

Creating an effective and at the same time the most objective and reliable mechanism of recruiting candidates for the civil service constitutes a prerequisite for proper functioning of the state. 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. The general principle governing the civil service recruitment process was set forth in the Law on the Civil Service of Bosnia and Herzegovina. Under this Law, the recruitment to the civil servants shall be open and based on the competition principle. 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.

Openness of the recruitment also ensures that every citizen who meets the requirements specified in the vacancy/recruitment announcement can apply. However, during the survey conducted by ReSPA in 2015 (*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 number of competent candidates.

In particular, young applicants do not sufficiently engage with traditional media outlets. Survey respondents therefore suggested greater efforts to use social media tools to reach a wider pool of potential applicants. In order to conduct the recruitment so as to preserve the principles of openness and competitiveness, and high level of professionalism, and with the aim of improving the recruitment process for civil service positions, the Civil Service Agency of the Federation of BiH (CSAFBIH) together with the Civil Service Administration Agency of the Republic of Srpska (CSARS) and the Civil Service Agency of BiH (CSABIH) exchanged experience with their colleagues from Albania through the Mobility scheme organised and supported by ReSPA.

Within the Mobility scheme, nine civil servants from BiH paid visit to the Department of Public Administration of Albania in order to better understand digitalized process of the recruitment in the civil service. The main challenges in this process are transposing the legal procedure into a



technical procedure; transforming a paper based process into a web application; changing the existing work culture by transforming the way things have been done for years. The experience so far proves that the use of innovative tools has greatly improved the recruitment process in Albania.

In order to digitalize the recruitment process in Bosnia and Herzegovina, the Directors of CSAFBIH and CSARS agreed that the Albanian experience could be used in BiH in order to: reduce the costs and time of the recruitment process by creating an effective monitoring mechanism and a unique information database.

Furthermore, the on-line application platform represents a valuable tool for both citizens / applicants and the civil service agencies for administration and monitoring of the recruitment process. Within the Action plan of the Reform Agenda of Bosnia and Herzegovina 2015-2018, it is stated that the governments in BiH are obliged to create more modern, competent and transparent, as well as effective, flexible public administration by initiating activities in the current civil service system.

Primary and secondary legislation for recruitment of civil service in general establish coherent and fair, merit based process, but have difficulties. One of the key issues, as recognized by OECD/SIGMA and the European Commission, is the early stage of the recruitment process – too formalistic and costly application procedure. Despite the comprehensive guidelines for validation of submitted documents, the process is too time-consuming and it is not clearly stated how all the formalities support and enable merit-based selection.

Through this assignment the Expert should provide support in development of the initial IT solution (application) for the e-recruitment. This online recruitment platform will satisfy the requirements of the Civil Service Agencies in terms of handling the vacancy process from application to the acceptance or rejection phase (request for publishing of public call, candidate application; reviewing of applications by civil service agencies; control of information and generating content).

Following the development of the recruitment system, the agencies' staff will undergo extensive training.

Tasks and Responsibilities

The expert should conduct the following tasks:

- 1. Preparation work** – Visit to the civil service Agencies and familiarization with the recruitment process. Collecting data, analyzing data, acknowledging the working procedures.
- 2. Creating application** – Development of Dynamic plan of the project which has to be approved by the CSAFBIH and CSARS. Creation of the initial IT solution through transposing the legal procedure into a technical procedure; transforming a paper based process into a web application.



The initial IT solution has to be developed in accordance with the Dynamic plan and it has to be communicated with the CSAFBIH ad CSARS representatives.

3. Development of manual/instructions and basic training materials - This application will be accompanied with the development of manual/instructions and basic training materials for efficient use / maintenance of the software.

4. Creation of the access rights - The system, in addition to the above, should define access rights (users' levels).

5. Development of the Security protocols/initial testing of the application

6. Presentation of the Application functions to the Agencies - delivery of the manual and instruction, and conducting of the basic training.

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);
- Fluency in Bosnian/Croatian/Serbian Language as well as English Language.

General professional experience:

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

Specific professional experience:

- IT development for Public Administration

Timing and Location

The assignment foresees work from home and on the site. The assignment will be performed during **May-June 2018**.



All of the activities foreseen to be implemented by the expert will be done with the close and continuous cooperation with the CSAFBIH and CSARS staff, as well as ReSPA in regard to the assignment. The Expert shall take into consideration comments and suggestions received.

The final products will be subject of approval from both CSAFBIH and CSARS and ReSPA before the payment of honoraria is executed.

Remunerations

The assignment foresees **up to 12 working days** including one day for preparation of the report on the conducted assignment.

The payment will be done in 1 instalment on completion of the assignment and the approval of the outputs by both CSAFBIH and CSARS and ReSPA.

Note: ReSPA will provide per-diems related to the assignment in line with the EC per diem rates in case of travel outside of place of work (Sarajevo). ReSPA will also reimburse the costs of the round trip travel for the Expert to the event site.

Reporting and Final Documentation

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

Outputs

- Initial version of the IT application
- Manual/instruction and training materials
- User rights defined/security protocols

Documents required for payment

- Invoice (original and signed);
- Timesheet (original and signed);
- Report on the conducted assignment with questionnaire;
- Outputs required by the assignment.