

Terms of Reference

Request for Services

Senior Expert in Common Assessment Framework (CAF) Methodology

1. 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 Kosovo² 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 organizations. Since its inception, ReSPA, as an international organisation 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.

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 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.

In-country mechanism is ReSPA activity that enables ReSPA members to apply for related expertise support. In the framework of the latter mentioned type of activity, ReSPA is looking for Senior Expert in Common Assessment Framework (CAF) methodology who would need

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

to review CAF questionnaires and facilitate two days CAF consensus workshop in Bosnia and Herzegovina.

2. Description of the assignment

The key requirement of the service delivery (SIGMA principles for Service Delivery) 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 the key prerequisites for the sustainability of reforms and better performance of public administration. Bosnia and Herzegovina have mixed experience with the bottom-up and top-down approach in the implementation process of quality management. The first introduction of the Common Assessment Framework system was initiated at the end of 2004 when the EDA organization assisted six local governments to make self-assessment and prepare improvement plans. As a part of the OSCE project „Local First“ in BiH, thirty municipalities were assisted to introduce the CAF system during the period 2010-2012. There is no evidence that any of those local governments still use the CAF.

In order to systematize this process, and in line with the Decision of the Government of the Republic of Srpska Government, Civil Service Agency (CSA) of the Republic of Srpska has undertaken several steps and activities within public authorities in promoting CAF model and its implementation. The CSA RS CAF experts possess the knowledge, but further external assistance in facilitating consensus workshop in the RS Ministry of Administration and Local Self-Governance is needed. Specifically, there is a need for engagement of one Senior Expert in Common Assessment Framework (CAF) methodology who would provide expertise in reviewing CAF questionnaires, facilitate two days CAF consensus workshop and provide coaching and mentoring to the officials of CSA.

3. Tasks and responsibilities

The Expert shall perform the following tasks and responsibilities:

- 1) To design and develop Training curriculum related to CAF consensus workshop (1 working day)
- 2) To review CAF questionnaires provided by the beneficiary (1 working day)
- 3) To facilitate the Consensus Workshop (2 working days)
- 4) To provide coaching and mentoring to designated persons from CSA who would work alongside an expert in tasks under 1.), 2.) and 3.) (3, 5 working days).
- 5) To produce reports with recommendations (1 working day)

The Expert shall take into considerations the comments and suggestions received from ReSPA staff. The engaged Expert will liaise directly with ReSPA and take into consideration the instructions received beforehand.

The final products will be subject to approval from ReSPA before the payment is executed.

Total number of days is up to eight and half (8,5) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

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

General professional experience:

- 7 and more years of experience in working with Public Administration

Specific professional experience:

- Prior strong experience in Common assessment Framework methodology
- Experience in domain of Training and Facilitation in the Western Balkans and the EU member states

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

5. Timing and Location

The assignment foresees the co-facilitation of the workshop in Banja Luka, Republika Srpska, BiH. If the situation with the COVID-19 does not allow this, the facilitation will be done online. The assignment will be realized in the period February-April 2021. The assignment will require up eight and a half (8,5) working days in total.

6. Remunerations

The assignment foresees up to 8,5 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.

7. Reporting and Final Documentation

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

Outputs

- Designed training curriculum related to CAF consensus workshop
- Reviewed CAF questionnaires provided by the beneficiary
- Coaching and mentoring provided to CAS designated persons
- Report on the facilitated CAF Consensus workshop
- Report on expertise provided with recommendation

Documents required for payment

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

