



Terms of Reference

Expert in Software Development

(located in Belgrade, Serbia)

Introduction

The Regional School of Public Administration (ReSPA) is an inter-governmental organisation established to enhance regional cooperation, promote shared learning and support the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Macedonia, Montenegro and Serbia, while public servants from Kosovo^{*1} participate in ReSPA activities funded by the European Commission. ReSPA's purpose is to help governments in the Western Balkan 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.

The European Commission (EC) provides funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process. The current EC grant supports the main objective of ReSPA work in 2018: Improve regional cooperation in the field of PAR and EU integration, and strengthen the beneficiaries' administrative capacities. This objective is being achieved through the following three pillars of ReSPA Programme of Work:

- (1) European Integration Pillar: Increased capacity of the ReSPA Members' public administrations necessary for the successful conducting of the EU integration process;
- (2) Public Administration Reform Pillar: Facilitated and enhanced cooperation and exchange of experience in Public Administration Reform and EU 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 the ReSPA Members, it has been decided that ReSPA should organize activities to contribute towards Better Regulation in the Western Balkan countries, in particular regarding improving public participation. In order to do so, ReSPA is supporting efforts in the field of Better Regulation and public participation in Serbia - by supporting the work of the Public Policy Secretariat related to improving public consultations.

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.

Purpose

The purpose of this Assignment is to support the Public Policy Secretariat of the Republic of Serbia to develop a software, and establish an on-line system for management of initiatives for simplification of administrative procedures that are submitted through its website by citizens and businesses. This software should contribute to the improvement of public consultations related to policies and legislation in the Republic of Serbia.

Background

The Public Policy Secretariat (PPS) of the Republic of Serbia is designated as the public administration body in charge of policy coordination at the national level, and is in charge of development of the national planning system in Serbia. Bearing in mind the ongoing public administration reform (PAR) process, the role and competencies of the PPS are now increased after the enactment of the Law on Planning System of the Republic of Serbia (as of April 2018). In addition to that, PPS's scope of activities shall be significantly broadened in terms of improving the existing Regulatory Impact Assessment (RIA) process, introducing of methodology for Policy Impact Assessment (PIA), preparing of public policy documents, reporting to the Government on implementation of public policy documents, establishing of the IT system for planning and budgeting at the national level, as well as supporting local self-governments in Serbia in the process of preparation of their planning documents. Goals of these activities are: better quality of regulations, improved legislative process, more transparent work of public administration, and enabled public participation. In order to facilitate public participation, PPS is inviting initiatives and suggestions from citizens and businesses regarding simplification of administrative procedures and amendments to legislation that represent barriers for the business environment in Serbia.

The Public Policy Secretariat's website - <https://rsjp.gov.rs/> - is offering possibility for citizens and businesses to provide on-line initiatives (requests) for simplification of administrative procedures – in particular through the following link: <http://epapir.rsjp.gov.rs/start> . However, there is a need for design and installation of a software solution for management of initiatives and suggestions that are submitted through this, as well as through off-line channels, for consideration by the PPS and other regulatory bodies of the Republic of Serbia.

Objective and Scope of the Assignment

The objective of the Assignment is to develop a software solution for management of initiatives (requests) submitted to the PPS on-line by citizens and businesses regarding simplification of administrative procedures.

1. The Software should support the processing of an initiative /request:
 - a. Informing key users from the PPS about the new submission / new initiative/ request;
 - b. Option for forwarding the request to an employee in charge;

- c. Follow-up on the status / progress in processing the request;
 - d. Data entry about the follow-up regarding the request, such as:
 - i. Which state authority / regulatory body is competent for the case;
 - ii. Timeline / deadline in which the authority is supposed to react;
 - iii. What are the results of the process, etc.
 - e. Informing the applicant about the key statuses of the processing of request;
2. To establish connection with the website of the PPS, in order to ensure:
- a. Automatic entry of data from submitted initiatives/ requests;
 - b. Automatic presentation of the outcome of the review process on the public website.

It is necessary to ensure the following functions:

- Services for inter-connectivity with the PPS website;
- Services for sending information to relevant users (eg. by e-mail) about key events in the business process;
- Logic for monitoring, follow-up and information about deadlines;
- Modul for monitoring progress in implementation of the request /initiative;
- Administrative requirements (codes, users, user-rights);
- A minimum of three levels of users is envisaged: coordinator, operator and administrator.

Tasks and Responsibilities

The Expert is expected to perform the following tasks:

- To review the specific technical capacity and needs of the PPS;
- To develop and install the software solution as described above;
- To prepare the report on completed activities to be submitted to ReSPA in English language (up to 3 pages).

Within the above framework, the Expert is expected to liaise with appointed person from the PPS, and the ReSPA Programme Manager in charge for management of this Activity, and to take into consideration the instructions received beforehand.

Necessary Qualifications

The Expert shall possess the following qualifications and experience:

- At least undergraduate degree (Bachelor of Science / B.S.) in programming / software development;
- Excellent knowledge of the web server software Apache and data basis MySQL;
- Minimum 5 years of experience in designing and developing software solutions;
- Excellent written and oral communication skills in English and Serbian language;

- Professional experience in a Western Balkan country (at least two years, in the past five years);
- Ability to work with people of different nationalities, religions and cultural backgrounds;
- Excellent organisational skills, proven communication and presentation skills, and ability to work in an environment requiring liaison and collaboration with multiple actors including government representatives, international organizations, and other stakeholders.

The Expert shall possess the following competencies and core values:

- Demonstrates professional competence to meet responsibilities and task requirements, and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Results orientation: plans and produces quality results to meet established goals, generates innovative and practical solutions to challenging situations;
- Communication: Excellent communication skills, including the ability to convey complex concepts and recommendations in a clear and persuasive style tailored to match different audiences;
- Team work: Ability to interact, establish and maintain effective working relations with a culturally diverse team;
- Client orientation: Ability to establish and maintain productive partnerships with regional and national partners and stakeholders, and pro-activeness in identifying the needs of beneficiaries and partners, as well as matching them to appropriate solutions.
- Demonstrates integrity and fairness by modelling ReSPA values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Time-frame, Level of Effort, and Location

- The Assignment is to be completed between 15 and 31 October 2018;
- The Level of Effort (LoE) is estimated at 8 (eight) working days, as follows:
 - 1/2 (half) day for meetings with PPS staff and confirming the details of the Assignment;
 - 7 (seven) working days for developing and installing the software solution;
 - 1/2 (half) day for preparation of the report for ReSPA.

The Assignment foresees work in Belgrade, Serbia. It is expected that the Expert will be based in Belgrade, Serbia and therefore travel costs are not envisaged.

Deliverables and Final Documentation

The following deliverables shall be produced and transferred to ReSPA during the course of the Assignment:

- Software solution to be delivered to the PPS, followed by the report from PPS to ReSPA;

- Time Sheets;
- Final report to ReSPA by 5 November 2018.

Quality Control

The Expert should ensure an internal quality control during implementation of the Assignment. Regular control of the achieved results shall be carried out by the Public Policy Secretariat. The deliverables in each phase of the implementation of the Assignment shall be approved by the Public Policy Secretariat and ReSPA.