

Terms of Reference

Request for Services

Senior Expert for the Technical Assistance for “Innovation and Learning Journey” Related to Public Administration Award 2022

1. Background

The Regional School of Public Administration (ReSPA) is the inter-governmental organisation 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. ReSPA's purpose is to help regional governments develop and anchor solid and better public administration, public services and overall governance systems for their citizens and businesses, and prepare for membership in the European Union.

ReSPA establishes close cooperation with ministers, senior public servants and heads of function in Member countries. ReSPA also works in partnership with the European Union, specifically the 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 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 to support 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 (*Specific objective 1: Improved implementation of PAR and PFM Strategies in the Western Balkans, Specific objective 2: Improved professionalisation and depoliticisation of the Senior Civil Service and Specific objective 3: Improved quality of public services*) 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.

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

2. Description of the assignment

ReSPA together with SIGMA/OECD has successfully run two editions of the Western Balkans PA Award competition, in 2020 and 2022. The purpose of the PA Award 2020 was to recognise and award initiatives, and projects in the public administrations in the WB region which have proven to be unique, effective, innovative and adaptive in the service delivery in the context of the Covid-19 crisis situation.

These exceptional practices that entailed not only the element of innovativeness in times of crises but also of sustained care for the users and predictable sustainability were in the focus of the Pa Award 2022 within the overarching theme of *Better Services for Better Lives of Citizens*.

The objective of the Western Balkans Pa Award 2022 was to recognise and reward initiatives undertaken in the Western Balkans economies for excellence, creativity and effectiveness as well as to identify and possibly disseminate inspiring (successful) practices in the Western Balkans public administrations for possible replication or adaptation.

Within the overarching theme *Better Services for Better Lives of Citizens* there were three main categories:

- Digitalisation of public services
- Quality management for bettering the services
- Enhanced accessibility to services

The PA Award 2022 was launched in April, and by the end of June 52 applications from all WB administrations were submitted, out of which the ReSPA and OECD/SIGMA Jury has, after a thorough evaluation, selected and awarded three main equal winners and nine initiatives that were awarded the Special Recognition award.

After the PA Award 2022 Ceremony held during the PAR Ministerial Conference in Skopje, North Macedonia on 15th September, ReSPA and OECD/SIGMA organised the Dialogue with the awardees within the half-day session that gathered representatives of all awarded initiatives. This session was the initial step towards building the Community of Inspirational Practices. It was accepted and supported by all attendees that the Community of inspirational practices can be a model for sharing knowledge, experience and culture of innovativeness and future looking in the provision of public services across the Western Balkans as well as the source for the referral for replication or inspiration to interested counterparts or the wider public.

The session was also used to present the awards that for this PA Award edition were conceptualised as the “Innovation and Learning Journeys”.

One of the fundamental underlying ideas of the Public Administration Awards 2022 edition is to identify and promote the successful examples of inspiring practices from Western Balkans public administrations so that they may be a model to follow or provide the capacity for faster adoption of the respective solution in the provision of public services throughout the region.

This idea is ingrained in the concept of awards with paying special attention to sharing and exchanging good practices within the Western Balkans and good practices from other parts of Europe, primarily from the EU PA Awards schemes and database. As it is well known and

evidenced, one of the most obvious ways in which to face challenges for one own public administration, in the Western Balkans and beyond, is to reach out to each other, identify (other) best practices, learn from each other, and make use of other's expertise, creating economies of scale across a network of partners.

For this reason, the three winners and initiatives awarded with Special Recognition of the 2022 PA Awards for the Western Balkan are rewarded with and will benefit from the "Innovation and Learning Journey"/ working visit to Barcelona, Spain where they will:

-meet the teams from the Spanish institutions awarded with the EU public administration awards which are identified as the good practices in the provision of the same public services as three winning initiatives of PA Award 2022, namely:

- Catalan Open Administration and E-Gov Office (AOC)
- Catalan Government's Agency for Consumer Issues
- Business Management Office (OGE), Catalan Ministry of Business and Labor

-get insight into the major trends, new methodologies for change and bettering public services in the EU and specifically Spain - *Public Management Day*

-attend an interactive workshop on how to define and build an Innovation Action Plan for the public sector for a specific type of service - *Innovation Action Day*

The abovementioned three tailored innovation and learning capacity building units will take place on the 26th, 27th and 28th of October in Barcelona, Spain.

In order to ensure the implementation of the technical side of the "Innovation and Learning Journey"/ working visit in terms of the provision of technical assistance for the moderation of the meetings (Practice Day) and co-moderation introductory and wrapping up sessions at all three days of the visit; delivery of the session of showcasing the innovative EU winning practices at the (Public Management day); and co-delivery the session related to Action Innovation Plan (Innovation Action Day), **ReSPA is engaging the Senior Expert for the Technical Assistance for "Innovation and Learning Journey" Related to Public Administration Award 2022.**

3. Tasks and responsibilities

Senior Expert should perform the following tasks and responsibilities:

Preparatory activities (up to 6 working days)

- Visit and get familiar with the identified three host good practices of similar character as the three winning initiatives and outline the plans for the implementation of peer to peer dialogue (Practices Day) and do the briefing of host practices about three PA Award 2022 winning initiatives,
- Outline the introductory and wrap-up sessions for each of the day's "Innovation and Learning Journey"

- Collect the stories of 4-6 winning cases from the EU public award competitions with the main topics corresponding to three main categories of PA Award 2022 with strong innovative features,
- Prepare the session of the Action Innovation Plan with the Senior expert for Innovation of public administration practices at the Innovation Action Day.

Technical assistance during the working visit (up to 4 working days)

- Moderate the meetings at three host institutions and co-delivery of the introductory sessions and wrap-up sessions at the Public Management Day and Innovation Action Day,
- Delivery of the session on Public Sector Innovation Practices by showcasing the selected winning stories from the EU public award competitions with strong innovative features,
- Co-delivery of the session related to the Action Innovation Plan,
- Co-moderate the meeting of the Community of Inspirational Practices on the last day of the working visit,
- Provide a report to ReSPA on the assignment completed.

The total number of days for the assignment is up to ten (10) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- University/Master's degree in Social Sciences Public Administration, Business Administration or other related fields;

General professional experience:

- 10 and more years of experience in work with public administration and event management;

Specific professional experience:

- Specific experience in conducting the Public Administration Awards and knowledge transfer between awarded practices in the EU

Skills:

- Teamwork;
- Excellent organisational;
- 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 work from home and on the site in Barcelona, in one mission. The assignment will start from the **20 October until the 5 of November 2022**.

6. Remunerations

The assignment foresees **up to ten (10) working days** for the Senior Expert for the technical assistance for the preparing meeting and conducting sessions during mitigation and of meeting at and during the working visit of the awarded teams from PA Award 2022 to Spain.

- 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 the 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

- Report on the working visit of the awardees of the PA Award 2022 to Spain from the aspects that the assignment covers.

Documents required for payment

- Invoices (original and signed);
- Timesheets (original and signed);
- Approved Report on a revised Methodology, accompanying documents and support to the process with inputs provided at stages defined in the ToR.