

## Procurement Notice

### Assignment name: Expert/Consultant for development of System Specification (Call for proposal – TOR) for implementation of ReSPA ERP/Finance/Archive system

*Reference: TA – ERPS*

#### **Section 1. Introductory Information**

##### 1.1 Background information on the Regional School of Public Administration (ReSPA)

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\*<sup>1</sup> 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 them for membership in the European Union (EU). The European Commission (EC) provides directly managed funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process.

The main objective of ReSPA work in 2016-2017 are 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;

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<sup>1</sup> 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

(3) Governance for Growth Pillar: Ensured effective coordination of the implementation of the Governance for Growth pillar of the SEE 2020 Strategy.

ReSPA is implementing its activities through the Secretariat which is consisting of 15 staff members from the Western Balkan region. The Secretariat is located in Danilovgrad, Montenegro.

ReSPA currently operates on a Windows Server 2008 both physical and virtual environment. The current system supporting the major internal processes at ReSPA is EDOPS Software, which is mixed software solution of Document Management System and Enterprise Resource Planning System. EDOPS is licensed software tailored and modified for ReSPA needs. More information about the platform is available at [www.edops.co.rs](http://www.edops.co.rs)

1.2 ReSPA now seeks to engage one expert/consultant (legal or private entity) to develop a viable systems specification (Call for proposals – Terms of Reference) for a ERP/Finance/Archive system, aligned with the available market and institutional resources and capacities.

1.3 Expected deliverables of the assignment are: as per Terms of Reference.

1.4 Tentative timeframe: the assignment is expected to be performed during period April - June 2017.

1.5 NOTE: Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with ReSPA. In such case the applicant shall notify ReSPA in the application which institution is his/her employer.

## **Section 2. Preparation of CVs and supporting documentation**

2.1 Language of application:

The CVs and supporting documentation shall be prepared in English.

2.2 The CVs should provide information on the qualifications and competencies of the applicant, her/his general track record and previous specific experience in similar assignments, as required by the Terms of Reference. The applicants should particularly state in their CVs:

- Length of professional experience related to ERP planning process and ERP implementation projects.
- Length Senior (managerial) level experience in design, plan and implementation of ERP systems
- Length of professional experience in software/database development, integration of ERP systems;
- Certificates, achievements, references or any related documents in support of gained knowledge and skills on latest developments in the IT systems;
- Length of professional experience in fundamental modules supporting the administrative, financial, operational and program activities of corporative and/ or public financial management entities;

2.3 The required qualifications, experience and skills: as per Terms of Reference

### **Section 3. Submission of CVs and supporting documentation**

3.1 The interested candidates are invited to submit a proposal consisting of the following documentation:

- Proposal: explaining their experience related to the analysis subject and how they intend to respond to the assignment;
- Personal CV including past experience in similar activities and particularly issues referred to under point 2.2 of this Procurement Notice;
- Contacts for references (name and position of referee, email address and phone number) which may be contacted by ReSPA. (NOTE: There is no need to submit reference letters; ReSPA will directly contact the referees).

3.2 The required documentation should be submitted in electronic format by e-mail to the following address: [procurement@respaweb.eu](mailto:procurement@respaweb.eu) by 17 April 2017, 23:59. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference “TA – ERPS”.**

Public servants of ReSPA Members and Kosovo\* are not eligible to apply.

### **Section 4. Evaluation of offers**

4.1 The offer will be evaluated against the required qualifications, experience, skills and competencies as defined in the Terms of Reference.

4.2 The applicant securing the highest final ranking will be invited to submit a financial proposal (the financial proposal shall specify a total sum amount in EURO for expert’s daily fee) and negotiate the contract. If negotiations are successful, the selected candidate will be awarded the contract. Should the negotiations fail; the next ranked candidate will be invited to negotiations.

### **Section 5. Final Considerations**

5.1 The payment will be done in one installment, following the submission and approval of the deliverables.

5.2 The following document is attached to this Procurement Notice: Terms of Reference

5.3 ReSPA reserves the right to cancel this procurement procedure at any moment without any compensation to the applicants. The cost of preparing a proposal and of negotiating a contract, including any related travel, cannot be reimbursed by ReSPA under any circumstances nor can ReSPA be held liable for it, regardless the outcome of the procurement procedure.

5.4 Should you need any further clarifications with respect to this procurement notice, please contact: Mr. Vlatko Naumovski, Operations and Finance Manager via e-mail: [v.naumovski@respaweb.eu](mailto:v.naumovski@respaweb.eu). Any request for clarification must be sent by standard electronic communication to the above e-mail address.

# Terms of Reference

## Request for Services

### for development of System Specification (Call for proposal – TOR) for implementation of the new ERP/Finance/Archive system

#### Introduction

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\*<sup>2</sup> 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 them for membership in the European Union (EU).

ReSPA Headquarters is based in Danilovgrad, Montenegro it currently operates on a Windows Server 2008 both physical and virtual environment. The current system supporting the major internal processes at ReSPA is EDOPS Software, which is mixed software solution of Document Management System and Enterprise Resource Planning System. EDOPS is licensed software tailored and modified for ReSPA needs. More information about the platform is available at [www.edops.co.rs](http://www.edops.co.rs)

#### Purpose

The purpose of this project is to develop a systems specification (Call for proposals – Terms of Reference) for a ERP/Finance/Archive system, to conduct market research and to invite interested suppliers to submit proposals. In the tendering phase the selected expert should analyze proposals, and recommend appropriate solutions.

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## Background

Consequent to the identified inadequacy in the newly developed internal control model of ReSPA, observed by the external Auditor, and consequent recommendation for designing of and adequate internal control model which will ensure segregation of duties, in 2016 ReSPA has engaged consultancy services from Ernest & Young. Related deliverables provided assistance to ReSPA in assessing compliance and implementation of redesigned ReSPA's internal control framework, as well as have compiled comprehensive and reliable package of internal control framework, which will provide reasonable level of reassurance and compliance in the implementation of its operations and program – adequately aligned with the principles of public finance management.

Still the adopted solution is demanding automatization and can be implemented only in a computerized environment, in order its input and output requirements/deliverables to be feasibly scaled down to the available Human and Financial Resources presently available at ReSPA.

In this regards ReSPA Secretariat considers to develop an advance and customized Software Solution, closely aligned with the internal processes, requirements and responsibilities, to support the growing needs of the organization, following the update if the internal control system performed by Ernest & Young, adopted by the Governing Board with some amendments, in order to meet donor requirements, compliance to international standards and implement best practices.

The ReSPA Secretariat is inviting proposals from qualified entities to provide services to review and identify the financial management system requirements of the Secretariat and identify an appropriate solution.

## Objectives and Scope of the Assignment

The terms of reference for this project are to:

1. Develop the systems specifications (Call for proposals – TOR) for new ERP/ Finance/ Archive system
2. Conduct Market research to identify potential entities capable to supply for the possible software solution
3. Develop an operational and price plan for the development and full implementation of the adopted system
4. Participation in the Tender process in capacity of expert observer, review proposals from potential suppliers, answering questions and recommend appropriate solution.

## Tasks and Responsibilities

Within the scope of the assignment, this activity will be overseen by the ReSPA Operations unit. The consultant will take the following broad approach in accomplishment of the terms of reference, for which the following tasks and responsibilities should be performed:

1. Conduct review in a highly consultative manner with ReSPA Secretariat, meet with the relevant ReSPA partners, and their staff in order to map/document internal processes and align them with the Internal Control model set and documented by Ernst & Young. This should include but not be limited to the following – (Level of effort – 7 expert days):
  - a. Conduct Analysis/Audit of the current overall internal processes by work station, and the set requirements stipulated in the updated internal control system, compliant with the ReSPA Staff and Financial Regulation, designed by Ernest & Young (report available upon request).
  - b. Conduct Analysis/ Audit of the current processes which are performed through the current software solution - EDOPS
  - c. Document the status and propose several variant options, aligned with the requirements stipulated in the internal control model provided by E&Y, provisional cost assessment of possible software solutions applicable for ReSPA Secretariat. In this stage the consultant should highlight the following:
    - i. The identified shortcomings in the implementation of the internal control/management system
    - ii. The current and future needs of the secretariat with respect to desired outcomes from the ERP/Finance/Archive system
  - d. To present findings and viable recommended options, agreed with ReSPA Secretariat. Agreed option to be further developed in the development of system specification (Call for proposals – TOR)
2. Develop a detailed systems specification (Call for proposals – TOR) for the Secretariat identifying the critical requirements that must be available. This should include, but not be limited to the following items – (Level of effort – 10 expert days):
  - a. The system specification should identify possible solutions, including identification of all associated costs such as capital expenditure, licenses, implementation costs, maintenance costs, etc.
  - b. Defining key functional requirements for the integrated ERP, including key business functions and processes, performance requirements and reporting obligations
  - c. To identify administrative, economic and professional capacities and capabilities of potential entities who will be invited to develop the specified system solution, including quality assurance models and mechanisms to provide ReSPA with the necessary reassurance against inadequate implementation of the required system. To prepare evaluation grid for evaluation of potential bids in the consequent tendering process.
  - d. To present developed system specification expected capabilities, cost projection and estimate time of implementation and requirements included in item 2 a, b, in a comprehensive report (no more than 20 pages including any essential annexes and list of persons/entities consulted in the process) along with the executive summary (no more than 2 pages) for approval by ReSPA Secretariat
3. In line with the adopted solution to be further specified in the development of the system specification (Call for proposals – TOR) the consultant should conduct and document market research to identify potential capacities and entities capable to supply for the possible software solution – (Level of effort – 3 expert days)

4. In the tender procedure to participate as observer to the evaluation committee and to assess the proposals against the system specification requirements (Call for proposals – TOR) regarding the ERP/Finance/Archive system and identify/ advise on preferred solutions – (Level of effort – 5 expert days).

## Necessary Qualifications

ReSPA is looking to engage one consultant-expert (private or legal entity) to be in charge of the overall implementation of the Analysis. The expert shall possess the following qualifications:

- University Degree and minimum of 10 + years of relevant IT consulting professional experience;
- Prior experience should include a full range of activities from ERP planning process and ERP implementation projects.
- Senior (managerial) level experience in design, plan and implementation of ERP systems
- Proven experience in software/database development, integration of ERP systems; gained knowledge and skills on latest developments in the IT systems (certificates, achievements, references);
- Expert knowledge in Business Intelligence (BI) tools and BI software;
- Strong understanding of IT general and ERP application controls;
- Good knowledge of fundamental modules supporting the administrative, financial, operational and program activities of corporate and/ or public financial management entities;
- Technical accounting and/or information technology knowledge;
- Ability to work well with a team as well as independently;
- Ability to work under pressure and against deadlines;
- Excellent communication/presentation skills, facility in working with teams and capacity to compose clear and readable narrative reports;
- Strong oral and written communication skills and excellent knowledge of English language.

## Timing and Location

This engagement envisages Level of effort up to 25 Expert days – allocated for each individual item specified in these Terms of Reference, part Tasks and responsibilities. For the performance of this project the exact timetable will be determined by the consultant, in consultation with the Secretariat and will be undertaken in the period between April and June 2017. It is anticipated that the development of the system specification (Call for proposals – TOR) tasks stipulated in the Tasks and responsibilities item 1 and 2 will be completed and communicated with the Secretariat within one month after signing of contract.

## Remuneration

The assignment foresees up to 25 working days. Expert daily fee should include all costs related to the implementation of the assignment, including travel and accommodation, if any.

Payment will be done in one installment, following the submission of the final report and its annexes, after the approval of deliverables by ReSPA.

## Reporting and Final Documentation

The consultant will be requested to deliver the following documents:

- *Final report*, system specification – TOR, along with short narrative report which will include description of work progress, addressing the performed tasks and responsibilities, conclusions and follow-up activities, should be submitted in English, *word and pdf format*, subject of approval by ReSPA
- *Timesheet* (signed originals), subject of approval by ReSPA
- *Invoice*, after approval of deliverables by ReSPA

The above-mentioned documentation shall be delivered to the following contact person and address:

**Mr. Milutin Rasovic**  
**ReSPA Operations and IT Assistant**  
**Regional School of Public Administration - ReSPA**  
**Branelovica, 81410 Danilovgrad, Montenegro**  
[m.rasovic@respaweb.eu](mailto:m.rasovic@respaweb.eu)