



PROCUREMENT NOTICE FOR EXPERT

Assignment: Development and piloting of the user-friendly video tutorial pertaining to the online application procedure for vacant positions in the civil service.

Section 1 Introductory Information

1.1 Assignment:

The main objective of the Assignment is development of the explanatory videos (video tutorial) which will instruct the candidate step-by-step through the application procedure, from the initial phase of creating a personal account on DoPA's official website until uploading all documents needed. This will be a positive step towards increasing transparency further and improving communication

ReSPA is seeking to engage **one Expert** who shall develop and pilot of the video tutorial pertaining to the online application procedure for vacant positions in the civil service.

A detailed description of the Assignment is provided in the Terms of Reference attached to this Procurement Notice. Interested qualified individuals are invited to apply for this Assignment in order to be considered by ReSPA through a competitive procedure.

1.2 Purpose of the Assignment:

Based on the recruitment procedure thus far, there is a need to communicate as effectively as possible to potential candidates not only the technical steps, but also the recruitment process in its entirety, clarifying employment possibilities for each of those who are interested, in line with their field of study.

The purpose of the consultancy is to develop and pilot the user-friendly video tutorial which would explain to the candidates the full recruitment procedure in a visual-friendly manner.

1.3 Expected deliverables / results:

- Review of the current online application procedure in line with the legal provisions, analysing the process and detailing all the steps required in an online application procedure in order to comprehend in practice how the process works. (1 day)
- Establish main deficiencies in the way the application process is organized from an outside point of view- application steps, information required, the technical aspects, etc. (1 day)
- Review main reasons why candidates are disqualified in the pre-selection phase, analyse and determine a link (if any) on the disqualification reasons and the application process itself. (1 day)

- Conduct meetings with the recruitment and IT staff in order to detail the best approach towards presenting and explaining the entire recruitment process in a visually friendly way and in line with the legislation. (1 day)
- Structure the video tutorial and draft the video contents (visual aspect and explanatory audio text) (1 day)
- Work on producing the video tutorial and content and preparing the video (technical aspects) (2 days)
- Prepare the video- (visual registration) (1 day)
- Prepare the video- (addition of the explanatory text in written and audio form) (1 day)
- Pilot the video tutorial, and meet with DoPA staff to share final version, making final adjustments accordingly. (1 day)
- Deliver the final version of the video tutorial pertaining to the online application procedure for vacant positions in the civil service.
- Reporting with recommendations for usage of video tutorial for the region (1 day)

1.4 Tentative timeframe: The Assignment shall be completed by the end of February 2017.

1.5 Estimated number of days: The Expert is estimated to allocate up to 10 working days + 1 day for reporting, in total 11 working days (detailed description in the ToR) to complete the tasks outlined in the attached Terms of Reference.

1.6 Budget and payment conditions: The budget for the contract will be based on a daily rate to be agreed upon with ReSPA, with a payment in one instalment.

1.7 Note: Any individual employed by a company, organization or institution who would like to submit an offer in response to this Procurement Notice must do so in his/her individual capacity, even if he/she expects his/her employer to sign a contract with ReSPA. In such a case the expert shall notify ReSPA in the Application on the company, organization or institution is his/her employer. **Please note that public servants from ReSPA Members and Kosovo*¹ are not eligible to apply / will not be considered under this Procurement Notice.**

1.8 Request for clarification: Any request for clarification of this Procurement Notice must be sent in writing by e-mail, to the e-mail address indicated at the end of this Notice, by **13 February 2017** the latest. ReSPA will post the response, including an explanation of the query without identifying the source of inquiry, at its website (www.respaweb.eu) by **14 February 2017**.

Section 2 Preparation of CV and supporting documentation

2.1 Language: The CV and supporting documentation shall be written in English language.

¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ opinion on the Kosovo declaration of independence

2.2 The CV should provide information on qualifications and competencies of the expert, her/his general track record and previous specific experience in similar assignments as stated in the Terms of Reference.

Section 3 Submission of CV and supporting documentation

3.1 Interested individuals are invited to submit the following documentation:

- Personal CV including past experience in similar assignments
- Proposal for daily fee for this assignment

3.2 The CVs and supporting documentation should be submitted in electronic format by e-mail.

3.3 The e-mail address for submission is: procurement@respaweb.eu

3.4 **Deadline:** The CVs and supporting documentation must be **submitted before 17.00h (CET) on 15 February 2017**. Late submissions will not be considered for evaluation.

Section 4 Evaluation of CVs

4.1 The CVs will be evaluated against required qualifications and competences.

4.2 The applicant with the highest final ranking will be invited to negotiate the contract. If negotiations are successful the selected candidate will be awarded the contract. Should the negotiations fail; the second ranked candidate will be invited to negotiations.

4.3 The financial proposal shall specify a daily fee amount in EURO for consultancy fees. Please note that the cost of preparing a proposal and negotiating a contract, including any related travel, is not reimbursable as a direct cost of the Assignment.

Section 5 Final Considerations

5.1 The payment will be done in one instalment following the submission of the final report and after ReSPA's approval of the deliverables.

5.2 The following document is attached to this Procurement Notice:

- Terms of Reference

5.3 Should you need any further clarifications with respect to this invitation, please contact, by 13 February 2017 the latest:

E-mail: procurement@respaweb.eu



Terms of Reference

Expert for Development of Video Tutorial

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 New Mechanism for Urgent Limited Needs. This Mechanism addresses urgent and specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

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

This Terms of Reference (ToR) refers to the request submitted to ReSPA by the Department of Public Administration (DoPA), requiring the expert assistance in development of user-friendly visual presentation of the application process in its entirety (video tutorial) which will instruct the candidate step-by-step through the application procedure.

Description of Assignment

Public Administration reform in Albania is a continuous process placed among the key priorities of the Albanian government and closely associated with the countries' European Integration process. The civil service legislation aims to establish a stable and professional civil service, strongly based on merit, moral integrity, political neutrality and accountability. In this regard, among other measures, focus has been placed on establishing, implementing and developing transparent and impartial procedures for recruitment in the civil service.

Current testing methods have been improved through the development of Pool Recruitment Procedures, the establishment of Permanent Selection Committees as well as measures taken to improve the nature of competition by evaluating candidates through a written test and an oral interview. Furthermore, an automated system is used to assess the tests in order to ensure anonymity of applicants and impartiality during the evaluation procedure.

Among important steps undertaken towards the consolidation of the functioning of an efficient institutional framework, as well as towards a stable and professional administration was building of an online application system for vacant civil service positions and the electronic management of application files. This has increased the transparency of the process and reduced costs for the applicants.

In order to avoid excessive bureaucracy and possible human errors, the applications for vacant positions in the civil service, are completed online via the official website of the Department, properly re-designed to assist all applicants in this process. In the website, all interested candidates can find all the information regarding the criteria for the positions, the deadline to submit the application and documentation required.

This 'online application method' is a novelty for the country and requires further efforts to be fully absorbed by the population at large. Although this new application procedure has improved the overall process, as evidenced by an increased number of those who are able to complete a job application and successfully apply for positions in the civil service, there is still a need to further clarify and assist all candidates in choosing the appropriate positions for which they fulfil the criteria. Large numbers of vacant positions published and different requirements for each of them sometime confuse the candidates. Keeping in mind that this is a new approach, applicants need a visual presentation of the application process in its entirety, apart from the detailed written explanations, which are available on the website. For this reason, there is a need to properly orientate them not only in completing the application form but also in choosing the most adequate positions according to their knowledge and education while at the same time providing them with a user-friendly and visual way in which all this information is presented. Communication is a key aspect in terms of attracting the best candidates to apply for civil service positions.

The explanatory videos (video tutorial) which will instruct the candidate step-by-step through the application procedure, from the initial phase of creating a personal account on DoPA's official website until uploading all documents needed, will be a positive step towards increasing transparency further and improving communication. More importantly, this video tutorial will guide the applicants especially during the critical phase of selecting the right

positions for which they are interested and comply with. This would increase the number of applicants eligible to continue with the recruitment procedures and also reduce the work done by the recruitment staff during the initial screening in terms of managing the number of complains which must be treated on a case by case basis. This approach is also being taken in regards to assist more applicants who are less technically savvy, based also on the principle of non-discrimination, for which this new technical approach may be more challenging to comprehend and absorb. Presenting the application procedure in a step by step visual manner accompanied by explanatory audio, would hence be beneficial for all applicants.

Based on the recruitment procedure thus far, there is a need to communicate as effectively as possible to potential candidates not only the technical steps, but also the recruitment process in its entirety, clarifying employment possibilities for each of those who are interested, in line with their field of study. These video tutorials would explain to the candidates the full recruitment procedure in a visual-friendly manner.

The idea is to begin by explaining the online application process (how it works, where to apply, the documents needed, etc), continuing with the necessary criteria requirements for each group of positions, how the application is evaluated, explanations on the written test and oral interview (how to best prepare for the test), explanation on how the test and the candidates cv is evaluated and finally, how winning candidates select positions and next steps ahead.

The Department of Public Administration is in the process of drafting the Annual Recruitment Plan for 2017. Hence, having this tutorial prepared in the meantime would be an important added value to the process, by providing to the general public a correct and detailed explanation on all aspects of the recruitment procedure.

An explanatory video(s) would therefore:

1. Explain the entire recruitment process in detail, in a visual and user-friendly manner;
2. Improve communication with potential candidates and increase publicity of vacant positions;
3. Increase awareness among potential applicants about the online application procedure;
4. Increase the number of correctly submitted applications;
5. Assist all candidates in choosing the appropriate positions for which they fulfil the required criteria;
6. Decrease the margin of error of wrongly submitted applications and consequently decrease the number of complaints;
7. Improve the quality of work of DoPA's recruitment staff by reducing the number of complains;
8. Increase transparency of the recruitment procedure;
9. Provide an easily sharable manner in which to distribute the information on the correct application procedure through various channels for disseminating (DoPA's website, the national employment agency's website, universities, websites of line ministries, embassies- *to attract Albanian students studying abroad*, social media), etc

Therefore, the Department of Public Administration requires an **expert** to prepare and pilot a user-friendly video tutorial pertaining to the online application procedure for vacant positions in the civil service.

Tasks and Responsibilities

ReSPA seeks for one expert to conduct the following tasks:

- Review of the current online application procedure in line with the legal provisions, analysing the process and detailing all the steps required in an online application procedure in order to comprehend in practice how the process works. (1 day)
- Establish main deficiencies in the way the application process is organized from an outside point of view- application steps, information required, the technical aspects, etc. (1 day)
- Review main reasons why candidates are disqualified in the pre-selection phase, analyse and determine a link (if any) on the disqualification reasons and the application process itself. (1 day)
- Conduct meetings with the recruitment and IT staff in order to detail the best approach towards presenting and explaining the entire recruitment process in a visually friendly way and in line with the legislation. (1 day)
- Structure the video tutorial and draft the video contents (visual aspect and explanatory audio text) (1 day)
- Work on producing the video tutorial and content and preparing the video (technical aspects) (2 days)
- Prepare the video- (visual registration) (1 day)
- Prepare the video- (addition of the explanatory text in written and audio form) (1 day)
- Pilot the video tutorial, and meet with DoPA staff to share final version, making final adjustments accordingly. (1 day)
- Deliver the final version of the video tutorial pertaining to the online application procedure for vacant positions in the civil service.
- Reporting with recommendations for usage of video tutorial for the region (1 day)

The applicant country will provide:

- relevant facilities for the proper implementation of this project.
- all relevant legal documents/explanations required in order to successfully produce the video tutorial.
- assistance by the Recruitment and IT departments which will provide the expert with feedback and recommendations acquired through their work with recruitment procedures as well as all other relevant explanation required.

Necessary Qualifications

The Expert shall possess the following qualifications:

Qualifications and skills:

- University degree in design, technological and audiovisual arts, or similar;

General professional experience:

- At least 3 years of relevant professional experience in design, directing or similar tasks.

Specific professional experience:

- relevant information technology knowledge
- familiarity with the latest design programs and techniques.

Timing and Location

The assignment foresees work from home and on the site. The assignment will be performed during February 2017.

All of the activities foreseen to be implemented by the expert will be done with the close and continuous assistance of DoPA recruitment and IT staff, in order to ensure legal compliance and clarifications required to be understood by the expert while producing the tutorial

The Expert shall cooperate with DoPA as well as ReSPA in regard to the assignment. The Expert shall take into consideration comments and suggestions received.

The final video tutorial will be subject of approval from both DoPA and ReSPA before the payment of honoraria is executed.

Remunerations

The assignment foresees up to 10 working days and 1 day for reporting, in total 11 working days. The payment will be done in 1 instalment following the submission and approval by both DoPA and ReSPA the final version of the video tutorial.

Reporting and Final Documentation

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

Outputs

- Video tutorial pertaining to the online application procedure for vacant positions in the civil service
- Reporting with recommendations for usage of video tutorial for the region

Documents required for payment

- Invoice (original and signed);
- Timesheet (original and signed);