

Open Call for Consultancy Services

Reference Number: 002-017

Terms of Reference:	Technical assistance on the organisational management to establish the new Integrated Information System in the Ministry of Labour and Social Welfare, Kosovo [*]
Title:	Expert on Integrated Information System
Contracting Authority:	Regional Cooperation Council (RCC) Secretariat
Starting Date:	March 2017
Reporting to:	RCC Secretariat and Ministry of Labour and Social Welfare
Duration:	March – December 2017 (up to 30 days, with the possibility of extension)
Application Deadline:	20 February 2017

I BACKGROUND

Purpose

The expert/consultant will support the office of the Secretary General of the Ministry of Labour and Social Welfare (MLSW) in analysing all existing systems and databases under the domain of the Ministry and in preparing a concept document for the new system, including the supervision of the development of the new system.

In cooperation with the staff of the MLSW, the consultant will establish all the necessary procedures for the new system and support MLSW in the implementation of the new system. The consultant will report to the Secretary General of the LMSW and RCC.

^{*} This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence

Background Information

The “*Employment and Social Affairs Platform*” (ESAP) is a regional project financed by the European Commission and jointly implemented by RCC and ILO in Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia and The Former Yugoslav Republic of Macedonia. The project, which began its implementation in 2016 and lasts for 3 years, aims to strengthen regional cooperation and institutional capacities of national administrations, employers’ and workers’ organisations, enabling them to develop and effectively implement labour market and social policy reforms in their EU enlargement process.

Within this overall objective, the ESAP project provides technical assistance to support national processes related to the preparation, monitoring and follow up of national employment, labour market and social affairs strategies, action plans and/or measures. Ministries of Labour and Public Employment Services are the main beneficiaries of this assistance.

Current need and situation in the MLSW: Presently, the different databases under the domain of the MLSW are maintained under different platforms and are not interoperable, which affects the information flow and the coordination among different areas of work within the Ministry. The new proposed system will be integrated and will enable full control of all the activities of MLSW.

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

The overall objective of the consultancy is to analyse the current systems and databases within the domain of the Ministry of Labour and Social Welfare and propose a concept for the new system, including detailed procedures for implementation and support in the implementation of the new system.

The scope of services under this assignment includes the following key activities:

1. Analyse the current situation
 - a. Analyse the existing IT systems and databases under the domain of the Ministry of Labour and Social Welfare;
 - b. Analyse the legislation and regulations related to the employment scheme, social assistance scheme and other databases;
 - c. Propose and help implement a roadmap for the standardisation of data from the existing databases;
2. Prepare a proposal for an integrated concept of information management

- a. Prepare a plan for the migration of data from the existing systems to a new centralised system;
 - b. Plan and develop a business logic for supporting the new system;
 - c. Prepare specifications for the new software. The integrated solution should be based on a web technology;
 - d. Prepare documentation on IT policies and procedures in relation to the new system;
3. Contribute in the implementation of the new integrated management system
- a. Plan the implementation of the new system;
 - b. Test and analyse the new system, including the financial module;
 - c. Train the trainers;
 - d. Cooperate with the staff of MLSW to prepare, configure and launch the new system;
 - e. Analyse system optimisation, payment plan maintenance, links with other institutions and recommend possible improvements to the work process;
4. Prepare the final work report.

Methodology

The expert/s is/are expected to come up with the best approaches for undertaking this task. However, the following guiding principles should be taken into consideration:

- i. Desk review of primary and secondary information;
- ii. Interviews with relevant government ministries and other stakeholders;
- iii. Statistical/econometric methods as applicable;
- iv. Any other methods applicable.

The expert will report to the Secretary General of the MLSW and RCC.

Lines of Communication

- The expert will report to the Secretary General of the MLSW and RCC. After each activity, a detailed report will be prepared and sent to the Secretary General of the MLSW and RCC for review and approval of deliverables.
- The experts will work closely with the officials of MLSW and ESAP project team from whom they will seek guidelines to efficiently conduct the work.

- MLSW will offer a work space and computer to enable the work of the consultant on all envisaged activities;
- MLSW will cover additional travel expenses related to international or regional events.

Timeframe

The engagement is expected to start in March 2017 and end in December 2017.

Deliverables	Due date (from mobilisation)
<ul style="list-style-type: none"> • Detailed Methodology and Work Plan 	3 weeks
<ul style="list-style-type: none"> • Deliverables as per each undertaken activity 	Ongoing
<ul style="list-style-type: none"> • Final report on the work done to be submitted to RCC 	January 2018

Timeframe

The expert is expected to use up to 30 days for this assignment, starting in March 2017 and ending in December 2017. Upon a clearly identified need, mutual agreement among RCC and MLSW and availability of funds, the possibility of contract extension exists.

III PROFILE AND COMPETENCIES OF THE EXPERTS

Qualifications:

Education:	<ul style="list-style-type: none"> ▪ At least a Master's Degree in the field of Computer Science or related field.
Experience:	<p>Qualifications and Skills Required</p> <ul style="list-style-type: none"> ▪ At least 10 years of professional experience in information technology systems and database management systems ▪ ICT strategy development experience (IT infrastructure, IT policies and procedures development, IT plans, disaster recovery strategy, government projects)

	<ul style="list-style-type: none"> ▪ Project management experience, IT systems integration experience, lead government projects ▪ Experience working with civil status system, ID and passport systems ▪ At least 7 years' experience with SQL Server (2008, 2012, 2014) ▪ At least 3 years' experience with Oracle Database ▪ Ability to work with teams, achieve goals within strict timelines and build capacity ▪ He/she has to be certified with a certification that he/she can have access to classified data
<p>Language requirements:</p>	<ul style="list-style-type: none"> • The working language is Albanian • Fluency in English, as the official language of the RCC

Core Values

- Demonstrates integrity and fairness by modelling RCC values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Core Competencies

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Result-oriented; plans and produces quality results to meet the set goals, generates innovative and practical solutions to challenging situations;
- Communication: Excellent communication skills, including the ability to convey complex concepts and recommendations clearly;
- Team work: Ability to interact, establish and maintain effective working relations in a culturally diverse team;
- Ability to establish and maintain productive partnerships with regional and national partners and stakeholders.

IV QUALITY CONTROL

The consultant should ensure an internal quality control during the implementing and reporting phase of the assignment. The quality control should ensure that the draft reports comply with the above requirements and meet adequate quality standards before sending them to stakeholders for comments. The quality control should ensure consistency and coherence between findings, conclusions and recommendations. It should also ensure that findings reported are duly substantiated and that conclusions are supported by relevant judgment criteria.

The views expressed in the report will be those of the contractor and will not necessarily reflect those of the Regional Cooperation Council. Therefore, a standard disclaimer reflecting this will be included in the report. In this regard, the expert may or may not accept comments and/or proposals for changes received during the above consultation process. However, when comments/proposals for changes are not agreed by the expert, he/she should clearly explain the reasons for his/her final decision in a comments table.

Quality Control by the Regional Cooperation Council

The consultant outputs shall undergo external reviews by relevant stakeholders, including the representatives of the ESAP project team, and the Regional Cooperation Council.

APPLICATION RULES

- Qualified candidates are invited to send an application via e-mail to ProcurementforRCC@rcc.int no later than 20 February 2017 by 17.00 Central European Time;
- The consultancy will be awarded to the highest qualified applicant based on the skills, expertise, and the quality of the concept note and the cost-effectiveness of the financial offer;
- Only shortlisted candidates will be contacted for the competency based interview.

The application needs to contain the following:

- Letter of interest;
- CV(s) including relevant knowledge and experience;
- Reference list including contact details (e-mail addresses) of referees;



- Concept note describing the main issues, information, data sources, research and analytical tools to be employed by the author, as well as the timeline and financial offer;
- Application Submission Form, Annex 1;
- Financial offer.

When preparing the financial offer, the applicant should take into account the following:

- The proposed budget should include daily fee rate for consulting services; the fee rates should be broadly consistent with the EU framework rates for these types of professional services.

ANNEX I: APPLICATION SUBMISSION FORM

REF: 002-017 Open Call for Consultancy Services

One signed copy of this Application Submission Form must be supplied.

1 SUBMITTED by:

Name	
Surname	
Address	
Telephone	
Fax	
e-mail	

3 **DECLARATION**

[Name] _____ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the Open Call for Consultancy 002-017.

And we are not in one of the following situations:

- (a) Bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) Have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) Have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify;



- (d) Have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;
- (e) Have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.
- (f) Are civil servants or other agents of the public administration of the RCC Participants, regardless of the administrative situation, excluding us from being recruited as experts in contracts financed by the RCC Secretariat.

We offer to provide the services requested in the open call for consultancy on the basis of supplied documentation subject of this call, which comprise our technical offer and our financial offer.

Name and Surname	
Signature	
Date	