

Open Call for Consultancy Services

Reference Number: 018-017

Terms of Reference: Statistical Expert Support to Benchmarking among Western Balkan 6 Public Employment Services

Title: Statistics Expert on Public Employment Services Quantitative Indicators

Contracting Authority: Regional Cooperation Council Secretariat

Starting Date: 10 June 2017

Reporting to: RCC Secretariat

Duration: 12 June 2017 – 28 February 2018

Application Deadline: 5 June 2017

Reference Number: 018-017

I BACKGROUND

Purpose

The purpose of this assignment is to identify, define, measure and analyse a small and meaningful set of quantitative performance indicators, which focus on the results and outcomes of PES activities.

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' organizations, enabling them to develop and effectively implement labour market and social policy reforms in their EU enlargement process.

* 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

The four specific objectives of RCC-implemented action of the Employment and Social Affairs Platform project are directed towards:

1. Enhancing regional cooperation and establishing of a structured regional Employment and Social Affairs Platform
2. Supporting the processes for preparation, monitoring and follow up of the integrated Economic Reform Programmes (employment and social component) and monitoring of the current Employment and Social Reform Programmes
3. Enhancing the capacities of the relevant administrations for improved policy outcomes and policy reviews related to the prioritized employment, human capital and social policies
4. Strengthening the capacities and the existing PES Network with a view to facilitating the SEE 2020 labour mobility objective and preparations for future participation in the European Employment Services (EURES)

For the purposes of this tender, and drawing upon the EU PES experience, ‘benchlearning’ refers to the process of creating a systematic and integrated link between benchmarking and mutual learning activities, that consists of identifying good performances through indicator-based benchmarking systems and of using findings for tangible and evidence-informed mutual learning activities.

RCC has commissioned a study of current performance management practices of the Western Balkan PES and a proposed methodology for the implementation of benchlearning. The study has been shared with representatives of Western Balkan PES offices, which have familiarized themselves with the benchlearning concept.

The study has proposed the following quantitative benchmarking indicators:

1. The transition rate from *factual* unemployment into employment in the primary labour market (with and without a subsidy either to the employer or the jobseeker)
2. The share of all transitions from *factual* unemployment into employment in the primary labour market which happen within 6 or 12 months (or both) of factual unemployment (“speed of transitions”)
3. The number of vacancies notified to the PES relative to the number of all hirings in the economy (“PES market share in hirings”)

Additional indicators, especially context related, can be proposed by the Western Balkan PES benchmarking working group.

Areas of benchmarking through qualitative internal and external assessment of performance enablers will include:

1. Strategic performance management;



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2. Design of operational processes such as effective channelling and profiling of jobseekers and tailored use of active labour market instruments;
3. Sustainable activation and management of transitions;
4. Relations to employers;
5. Evidence-based design and implementation of PES services;
6. Effective management of partnerships with stakeholders;
7. Allocation of PES resources.

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

The overall objective of this assignment is to support the quantitative benchmarking component of the benchlearning exercise among Western Balkan PES offices.

Specific Tasks

The purpose of the quantitative assessment is to identify, define, measure and analyse a small and meaningful set of performance indicators, which focus on the results and outcomes of PES activities.

The scope of services under this assignment includes the following deliverables:

1. Provide expert support to the PES working group on indicators that will meet to agree on the definitions and availability of proposed and additional indicators.
2. Participate and moderate two working group meetings on quantitative indicators.
3. Engage with members of the PES working group to assess and define additional context indicators that contribute to developing a clear picture of PES quantitative benchmarking.
4. Upon final agreement on the set of data, coordinate the collection of data with a time series starting in 2010, wherever available, and provide technical and methodological advice and clarification to PES offices.
5. Conduct a thorough analysis and validation of data in order to generate context-adjusted valid performance indicators that are comparative over time and among PES offices.
6. Prepare a comparative analytical report on WB PES performance.

ESAP will be in charge of the logistic and financial organization of all the envisaged activities, while the expert will only provide own contribution in the different tasks and activities under this assignment.

The envisioned level of effort is set at a maximum of 40 days of experts input.

Methodology

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

- i. Desk review of secondary data including PES annual reports, assessments, evaluations and other related documentation.
- ii. Interviews with relevant PES officials and other stakeholders.
- iii. Active participation in relevant regional meetings.
- iv. Any other methods applicable.

Lines of Communication

The contractor will submit all reports and timesheets to the ESAP Project Team Leader and RCC for review and approval of deliverables. The contractor will work closely with the ESAP project team from whom they will seek guidelines to efficiently conduct the work. The final outputs will be shared with the national stakeholders and will be presented and discussed in a regional meeting of the ESAP working group.

Timeframe

The service contract will be concluded for a period between June 2017 and February 2018.

Deliverables	Due date (from mobilisation)
Inception Report	4 weeks
Progress Report	4 months
Final Report	28 February 2018

III PROFILE AND COMPETENCIES OF THE TENDERER

The tenderer should have ample experience in the fields of PES performance analysis and assessment, and employment analysis, data collection, mutual learning, statistical analyses and drafting high quality reports.

Criteria related to the team delivering the service:

Education:	<ul style="list-style-type: none"> ▪ Post-graduate degree in Social Sciences, Business, Economics, Statistics or related field.
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<p>Experience:</p>	<p>Qualifications and Skills Required</p> <ul style="list-style-type: none"> - At least 5 years of relevant experience and specialised knowledge in social and labour market statistical analysis and research - Extensive experience in collecting and analysing quantitative and qualitative data - Experience of working with employment services, PES performance management or PES mutual learning - Knowledge of and experience with the work of PES offices in the Western Balkan economies is desirable. - Excellent communication and report writing skills - Analytical skills and ability to conceptualise and write concisely and clearly - Able to interact with professionals of and representatives from the national administrations in the SEE region
<p>Language requirements:</p>	<ul style="list-style-type: none"> ▪ Fluency in English, as the official language of the RCC. ▪ Knowledge of other languages of the region desirable.

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



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

V APPLICATION RULES

- Qualified companies are invited to send an application via e-mail to ProcurementforRCC@rcc.int no later than 5 June 2017 by 15.00 Central European Time;

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;
- Brief concept note describing the main issues, information, data sources, research and analytical tools to be employed by the author as well as detailed proposal of the work to be undertaken, proposed 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 broken down by task; the fee rates should be broadly consistent with the EU framework rates for these types of professional services for international and national consultants.

VI EVALUATION AND SELECTION

The application is evaluated on the basis of the profile and competencies of the candidate and the responsiveness to the Terms of Reference (ToR).

1. Profile and Competencies
2. Brief Concept Note
3. Financial evaluation based on Annex II.

The best value for money is established by weighing technical quality against price on a 80/20 basis.

Technical Evaluation

EVALUATION GRID	Maximum score
Education	30
Qualifications and Skills Required	30
Brief Concept Note	30
Language Skills	10
TOTAL SCORE	100

In addition to the results of the application, a competencies based interview will be held with the selected candidates.

Financial Evaluation

Financial Proposal/ cheapest price has maximum score	100
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ANNEX I: APPLICATION SUBMISSION FORM

REF: 018-018 Open Call for Consultancy Services

Statistical Expert Support to Benchmarking among Western Balkan 6 Public Employment 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 014-017.

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	

ANNEX II: BUDGET BREAKDOWN

REF: 018-017

No	Cost categories	Daily fee rate	Total Cost
2	TOTAL COSTS		
3	VAT (if applicable):		
	GRAND TOTAL (2+3):		

NOTE:

Proposed daily fee rate for consulting services should be broadly consistent with the EU framework rates for these types of professional services.

It is estimated that experts would conduct the field visit. Costs of the trip(s) will be treated separately based on actual costs of each trip i.e. accommodation, meals and transport. These costs are not subject to the price ceiling.