

Open Call for Consultancy Services

Reference Number: 026 -017

Terms of Reference:	Technical assistance to the Employment Agency of Montenegro on upgrading the Information Technology system in line with EURES requirements
Title:	Information Technology Expert on EURES
Contracting Authority:	Regional Cooperation Council (RCC) Secretariat
Starting Date:	September 2017
Reporting to:	RCC Secretariat and Ministry of Labour and Social Welfare
Duration:	September – December 2017 (up to 15 working days)
Application Deadline:	3 September 2017

I BACKGROUND

Purpose

The expert/consultant will support the Employment Agency of Montenegro in the analysis of the IT system and the development of technical specifications for new applications in line with EURES requirements.

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

* 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

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.

The free movement of workers is an important EU policy that represents one of the four pillars of the EU single market. European Employment Service (EURES), as a cooperation network designed to facilitate this movement, is of great relevance for Montenegro in light of its accession process to the European Union. Launched in 1993, the EURES network gathers public employment services, trade union and employers' organisations under the coordination of the European Commission and provides information, guidelines and advisory services to potentially mobile workers on job opportunities, living and working conditions and vacancies in the EU and assistance to the employers willing to recruit workers from other countries.

The Employment Agency of Montenegro (EAM) aims to procure IT equipment and innovate its software platform through the development of new applications in line with EURES requirements. This will be preceded by a review of the current state of the EAM information system, its applications and functionalities and the development of technical specifications for the upgrading of the existing software platform in order to ensure full compatibility with the EURES regulations and requirements.

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

The overall objective of the consultancy is to analyse, assess and review existing IT system, capacities, infrastructure and application platform of the EAM and provide recommendations for further upgrades as well as to develop technical specifications for the new IT equipment and applications to be used by the EAM as a future member of the EURES network.

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

1. Analysis of the current situation
 - a. Analyse the existing IT hardware, servers and software used by the EAM;
 - b. Provide recommendations to enhance the current IT system, adjust the

applications to the EURES standards and propose a roadmap for the implementation of recommendations.

2. Development of technical specifications for the new IT equipment and new application software to be used by EAM
 - a. Prepare specifications for the new software and integrated solutions based on web technology;
 - b. Prepare documentation on IT policies and procedures in relation to the new system.
3. Organisation and delivery of a workshop on the findings of the analysis and recommendations with key stakeholders from the beneficiary institutions
 - a. Present the main findings and proposals;
 - b. Reinforce capacities of key EAM staff on EURES issues.
4. Prepare the final work report.

Methodology

The expert is 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. Any other methods applicable.

Lines of Communication

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

Timeframe

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

Deliverables	Due date (from mobilisation)
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<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 15 days for this assignment, starting in September 2017 and ending in December 2017.

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 design and development Direct work experience with EURES system and applications Project management experience, IT systems integration experience 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
Language requirements:	<ul style="list-style-type: none"> Fluency in English, as the official language of the RCC Knowledge of Montenegrin language preferred

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 28 August 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.

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. 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	25
Qualifications and Skills Required	25
Brief Concept Note	25
Language skills	25
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: 026-017 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 026-017.

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: 026-017

No	Cost categories	Number of units	Unit Cost	Total Cost
	1. Daily fee			
	2. TOTAL COSTS			
	3. Taxes (if applicable)			
	GRAND TOTAL (2+3):			

NOTE:

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

- Include the number of proposed working days and daily fee rate for consulting services, the fee rates should be broadly consistent with the EU framework rates for these types of professional services.
- Travel costs are not subject of the financial offer and shall be treated separately.