

**Employment and Social Affairs Platform-ESAP
Open Call for Consultancy Services
Extension of Deadline**

Reference Number: 037/018

Terms of Reference: Analysis of the Information Technology system of the Employment Agencies in the Western Balkans in line with EURES requirements

Title: Information Technology Experts on EURES

Contracting Authority: Regional Cooperation Council Secretariat

Reporting to: RCC Secretariat

Duration: 15 November 2018 – 28 February 2019

Number of Posts: 6 (1 international expert and one national expert from each of: Albania, Bosnia and Herzegovina, Kosovo*, Serbia and The Former Yugoslav Republic of Macedonia)

Application Deadline: 5 November 2018

Reference Number: 037/018

Eligible: Respective legal entities/individual consultants

I BACKGROUND

Purpose

The experts/consultants will support the Public Employment Services of Albania, Bosnia and Herzegovina, Kosovo*, Serbia and The Former Yugoslav Republic of Macedonia in the analysis of the IT system and the development of technical specifications for new applications in line with EURES requirements.

Background Information

* 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 “*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.

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 the Western Balkan region in light of the 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.

A review will be conducted of the current state of the information system of the Public Employment Services in the region, 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 platforms of the Employment Agencies of the Western Balkan economies 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 Employment Agencies as a future member of the EURES network.

Specific tasks:

Task 1(international expert): Provide expert advice, guidance and support in the process of EURES readiness analysis of IT systems of Public Employment Services in 5 WB economies

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

[†] 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

1. Guide and manage the work of five national experts at each stage of the project cycle till the successful completion of five national reports. This includes the preparation of templates, questionnaires and uniform structure of the national reports;
2. Review and provide comments to the national reports on readiness analysis for the IT system of each Employment Service in five Western Balkan economies;
3. Produce and edit the comparative regional report.

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

Task 2(5 national experts): Creation of five national reports on EURES readiness analysis of IT systems of Public Employment Services in 5 WB economies.

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 PES;
 - 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. Under the guidance of the international expert, develop technical specifications for the new IT equipment and new application software to be used by PES
 - 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 PES staff on EURES issues.
4. Prepare the final national report.

The envisioned level of effort is set at a maximum of 15 days of expert input for each of the 5 Western Balkan economies.

Methodology

The experts 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 officials from the Employment Agency, government ministries and other stakeholders;
- iii. Any other methods applicable.

Lines of Communication

- The experts 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 the Employment Agency 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 November 2018 and end in February 2019.

Deliverables	Due date
<ul style="list-style-type: none">• Detailed Methodology and Work Plan	30 November 2018
<ul style="list-style-type: none">• 5 National Analyses of IT Systems of Employment Agencies	31 January 2019
<ul style="list-style-type: none">• A regional comparative overview of IT systems of Employment Agencies of 5 Western Balkan economies	28 February 2019

The international expert is expected to use up to 40 days for this assignment.

Each national expert is expected to use up to 15 days for this assignment.

III PROFILE AND COMPETENCIES OF THE EXPERTS

Qualifications:

Criteria related to the international expert:

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 8 years of professional experience in information technology systems and database design and development▪ Project management experience, IT systems integration experience▪ Ability to work with teams, achieve goals within strict timelines and build capacity▪ Direct work experience with EURES system and applications
Language requirements:	<ul style="list-style-type: none">• Fluency in English, as the official language of the RCC• Knowledge of local languages preferred

Criteria related to national expert:

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 5 years of professional experience in information technology systems and database design and development▪ Project management experience, IT systems integration experience▪ Ability to work with teams, achieve goals within strict timelines and build capacity▪ Direct work experience with EURES system and applications (desirable)▪ Knowledge of the national context and the work of the Public Employment Service
Language requirements:	<ul style="list-style-type: none">• Fluency in English, as the official language of the RCC• Knowledge of the national language required

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 companies/ individual consultants are invited to send an application via e-mail to ProcurementforRCC@rec.int no later than 5 November 2018 by 15.00 Central European Time;
- The assignment will be awarded to the highest qualified bidder based on the quality of the technical offer and the cost-effectiveness of the financial offer;
- The best value for money is established by weighing technical quality against price on a 80/20 basis;
- Only shortlisted bidders will be contacted for a competency-based interview.

The application needs to contain the following:

- The Technical Offer;
- The Financial Offer.

The Technical Offer must include the following documents:

- Copy of Company's Registration Certificate (for companies) or letter of interest for individual consultants;
- CV(s) of the consultant (s), outlining relevant education, knowledge and experience as described in the Terms of References;
- 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;

- Service Tender Submission Form (Annex I);

The Financial Offer (Free format)

The financial offer should reflect the following:

- All figures should be expressed in EUR;
- VAT amount, if applicable, should be presented.

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.

Submission of applications:

- Qualified applicants are invited to send an application via e-mail to ProcurementforRCC@rcc.int no later than **5 November 2018 by** 15.00 Central European Time;
- Please make sure that the application is submitted in two separate folders one containing Technical Proposal and the other Financial Proposal. The documents should be submitted in a form of copies of the originals.

Evaluation rules:

- The consultancy will be awarded to the highest qualified bidder based on the relevance of skills and expertise to this assignment;
- The applications are evaluated following these criteria:

EVALUATION GRID	Maximum score
A. Technical Offer (A.1+A.2+A.3)	100
A.1. Work experience, references list: Relevant work experience; evidence of other contracts of the size comparable with that of the tender; experience with clients comparable to the Contracting Authority.	35
A.2. Quality and professional capacity of the consultant (s): CV(s) satisfy the criteria set forth in the Terms of Reference, education and experience, demonstrate professional capacity and experience required.	35
A.3 Quality of the concept note: Concept note describing the main issues, information, data sources, research and analytical tools to be employed by the author, as well as the timeline.	30

B. Financial Proposal/ lowest price has maximum score	100
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Score for offer X =

A: [Total quality score (out of 100) of offer X / 100] * 80

B: [Lowest price / price of offer X] * 20

In addition to the results of the technical and financial evaluation, competency-based interview will be held with the selected bidder.

Information on selection of the most favourable bidder

The RCC Secretariat shall inform candidates and bidders of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive tendering or to recommence the procedure.

Standard letter of thanks for participation to unsuccessful bidders shall be sent within 15 days after the contract is signed with the awarded bidder.

The candidates and bidders wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the e-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
Attention to: Administration Department
Building of the Friendship between Greece and Bosnia and Herzegovina
Trg Bosne i Hercegovine 1/V
71000 Sarajevo
Bosnia and Herzegovina

Appeals procedure

Bidders believing that they have been harmed by an error or irregularity during the award process may petition the RCC Secretariat directly. The RCC Secretariat must reply within 15 days of receipt of the complaint.

The appeal request may be sent to the e-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
Attention to: Administration Department
Building of the Friendship between Greece and Bosnia and Herzegovina
Trg Bosne i Hercegovine 1/V
71000 Sarajevo
Bosnia and Herzegovina

ANNEX I:

APPLICATION SUBMISSION FORM

REF: 037-017 Open Call for Consultancy Services

Subject: Analysis of the Information Technology system of the Employment Agencies in the Western Balkans in line with EURES requirements.

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

1 SUBMITTED by:

	Name(s) and address(es) of the bidder submitting this tender
Full Company Name or Name of the Individual Consultant	

2 CONTACT PERSON (for this Call)

Name	
Surname	
Address	
Telephone	
Fax	
e-mail	

3 **DECLARATION**

[Company Name or Name of the Individual Consultant] _____ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the Open Call for Consultancy 037-017.

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: 037-017

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.