

## **REQUEST FOR EXPRESSIONS OF INTEREST (INDIVIDUAL CONSULTANT)**

### **ALBANIA**

#### *CITIZEN – CENTRIC SERVICE DELIVERY PROJECT*

Loan Agreement

Project ID No. 8521

Assignment Title: **Local Individual Consultant for the Citizen Feedback Mechanism**

#### **Ref. No. ALB-8521/CS/IC/2.06.02**

Under the Innovative Good Governance priority, the Program “Innovation against Corruption: Building a Citizen Centric Service Delivery Model in Albania” (ISDA), launched in April 2014 and led by the Minister of State of Innovation and Public Administration (MIPA), entails a multilayered reform that focuses on key administrative central government public services to reduce the time and burden for citizens and businesses and improve service delivery quality, transparency and efficiency by using innovative solutions and ICT.

As part of the reform, in October 2014, ADISA, the Agency for the Delivery of Integrated Services in Albania, was created by a Decision of the Council of the Ministers.

To support ISDA Program implementation, the Government of Albania has received key financing from the World Bank under the Citizen Centric Service Delivery (CCSD) Project.

Under this assignment a Local Consultant (CFM Consultant) with very good knowledge on public sector service reform, with preferred knowledge on ICT, referred to as ‘Consultant’, will be hired to support DU.

The objectives of this assignment are to:

1. Assist DU for monitoring the performance of existing feedback system and for a smooth transition to the new system;
2. Assist in preparation of CFM procedures when system will be fully operational throughout government, thereby improving the processes of data collection and transmission;
3. Continuously support contract management work of the DU and PMU to ensure effective implementation in line with the terms and conditions of CFM System contract, and ensuring high efficiency and cost optimization;
4. Advise the methods for assessment of current and potential issues related with the implementation of the Project and advise and support DU and PMU for taking corrective measures to resolve these issues in a timely manner; and  
Provide a quality assessment report, advice and support the PMU and DU in acceptance and successful completion of the CFM system Contract, etj.

The Project Management Unit now invite eligible Individual Consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

Qualifications of the consultant include:

- Advanced scientific computer science, and/or o similar degree in ICT field relevant for the assignment.
- Previous experience in online service delivery platforms
- Minimum of 10 years of experience in ICT area and experience in project management, drafting reports, working with Government institutions.
- In-depth knowledge and understanding of ICT and e-Governance development issues and relevant work experience.
- Ability to analyze, plan, communicate effectively orally and in writing, draft report, solve problems, organize and meet expected results, adapt to different environments (cultural, economic, political and social).
- Report writing skills
- Fluency in English and Albanian languages, both orally and in writing.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers (January 2011 edition, revised July 2014)* ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

The Consultant will be selected in accordance with Individual Consultant (IC) Method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours from 08:00 to 16:00, Mondays to Thursdays, and from 08:00 to 14:00 on Fridays

REOI is posted on the website of the Agency for the Delivery of Integrated Services in Albania (ADISA): [www.adisa.gov.al](http://www.adisa.gov.al).

Expressions of interest (CVs, Letter of Interest and documentary evidence for fulfilling the qualifications) must be delivered in a written form to the address below in person, or by mail, or by e-mail by **March 02, 2017, at 12.00 local time**

**Project Management  
Unit Blvd: Zhan d'Ark,  
Ish shtepia e oficerave, Kati V-  
te Tirana, Albania**  
**Email: [roland.larashi@inovacioni.gov.al](mailto:roland.larashi@inovacioni.gov.al);  
[ccsdprojectalbania@gmail.com](mailto:ccsdprojectalbania@gmail.com)**