

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING COMPANY)

ALBANIA

CITIZEN – CENTRIC SERVICE DELIVERY PROJECT

Loan Agreement

Project ID No. 8521

Assignment Title: Advisory Support for Validation of Services provided with Improved Front Office

Ref. No. ALB-8521/CS/CQ/3.10.02

As part of the reform, the Agency for the Delivery of Integrated Services in Albania (ADISA), was established in October 2014 to manage the centralized public service delivery to the citizens. Its expanded mandate includes the implementation of the separation of the front office (FO) from the back office (BO) in all central institutions, aiming to improve access to public services as well as the quality of service delivery through establishing of service, based on a customer-care culture.

To implement the program, the Government of Albania has received financing from the World Bank. The Project Management Unit, the Ministry of Innovation and Public Administration (MIPA) as the lead implementation agency supported by the Delivery Unit at the Prime Minister's Office, and ADISA, as beneficiary agency under the ISDA program, manages the technical aspects of the activities.

Under the second pillar, the program aims to improve public service delivery in Albania through a citizen-centric model, through establishing integrated centers/ one-stop shops. ADISA is currently managing one front office at IPRO in Tirana and four One Stop Shops in four different cities. These new facilities offer citizens and businesses improved physical access to public services, with improved customer service culture and standards regarding the delivery, aiming for reduced transactions time and a reduction in petty corruption.

The results of key activities are linked to Disbursement Linked Indicator (DLI#3) - Services offered with improved customer service front office interface – that will be verified/ validated through a third party. For this purpose, ADISA is seeking a consulting company (hereafter referred to as the Consultant) to conduct such verification exercise. The Consultant is expected to develop the methodology, conduct data collection and analysis, and prepare the findings /verification/ certification report.

The scope of work is to conduct an in-depth assessment to measure (a) improved access to services and (b) improved quality of services, as measured by professionalism, courtesy of staff, queue management and waiting times; easiness of application process, standard application forms, personnel dressing and presentation, information desk, complaint management, etc.

The key tasks and main activities the Consultant is expected to carry out include, but not limited to, the following:

1. Design a comprehensive and clear methodology proposing multiple method approach to gather the needed information (both qualitative and quantitative), in order to reach

all target groups. Some potential data sources could include, but might not be limited to, exits surveys, direct observations, focus groups, etc. Secondary data would be useful to use as well to complement the primary ones.

2. Design the instruments for data collection to make sure all necessary data on access, customer service, corruption, etc., are collected. The data collection instruments should be agreed upon with the Client/ADISA before implementation.
3. Implement the agreed methodology to collect the necessary data. The data collection should be carried in multiple location (all FO/OSSH) to allow also for comparisons of the number of services available at each location, etc.
4. Perform data analysis and produce the verification report.

The Project Management Unit now invite eligible “Consultant” 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.

The Consultant shall possess and be able to prove the following qualifications, experience, skills and competencies:

- At least 10 (ten) years of professional consulting experience with a focus on assessment, in-depth review of customer services at front offices operation in public or private sector.
- Proven experience in designing and implementing research methodology, including both qualitative and quantitative approaches.
- Previous experience in World Bank funded projects and/or DLI verification will be an advantage.
- Fluency in English language, spoken and written (for key members of the team); and
- Availability of staff with necessary qualifications and experience to successfully carry out all the tasks and deliverables of this assignment. These include but not limited to the following:

The Team Leader /Survey Researcher shall possess the following qualifications:

- (a) Master’s degree and demonstrated experience in economics, business management, development economics, or related fields;
- (b) Minimum of ten (10) years professional experience in designing and implementing of assessment related to customer service in public or private sector as well as proven experience as team leader;
- (c) Proven experience in carrying out/ leading such assignments/ third party verification, working for large institutional donor supported projects.

The Fieldwork Coordinator, who is expected to administer the foreseen field activities, and provide technical oversight and guidance to the field team to ensure collection of quality data, shall possess the following qualifications:

- (a) Master's degree or demonstrated experience in economics, business management, or related fields;
- (b) Minimum of five (5) years professional experience in managing field activities and ensuring compliance with the survey methodology at all levels of data collection;
- (c) Very good understanding of customer service in public or private sector;

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 Consultant Qualifications 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

The notification is posted on the website of the Agency for the Delivery of Integrated Services in Albania (ADISA): 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 **November 30, 2017, at 12.00 local time**

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