

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING COMPANY)**

ALBANIA

CITIZEN – CENTRIC SERVICE DELIVERY PROJECT

Loan Agreement

Project ID No. 8521

Posted 12.05.2018

Assignment Title: Advisory Support for Validation of Services provided with Information to multiple platforms

Ref. No. ALB-8521/CS/CQ/3.10.03

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.

The second pillar, the project aims to improve public service delivery in Albania through a citizen-centric model, through improving access and availability of information to citizens on public services. This improve predictability on the entire process to obtain a service, allowing for increased transparency and reduction of citizens’ time to receive information on public services. ADISA has taken several steps toward this goal by first standardizing informative cards for at least 420 services for 10 institutions on focus. The necessary information is presented in a well-organized format, and easy to understand language. Each informative card includes information on necessary documents to apply for the service, the respective legal framework on providing this services, the timeframe it takes to receive the service, the fee, how to apply, ways to obtain information, where to file a complaint if any, etc.

ADISA is continually collaborating with each service providing institutions to clarify and validate the necessary information to make sure the informative cards contain accurate, relevant, and updated information. This is an ongoing process as the re-engineering process which is expected to be implemented could affect the information on the informative cards.

The results of key activities are linked to Disbursement Linked Indicator (DLI#4) – Services with Information Available on Multiple Platforms – 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 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 an appropriate method approach to gather the needed information, in order to assess the availability, quality, ease of obtaining, and relevance and completeness of the information.
2. The validation needs to encompass all platforms, and take place at multiple locations (all OSS) and also the Call Center and e-Albania Portal.

3. Design the instruments for data collection to make sure all necessary data are collected. The data collection instruments should be agreed upon with the Client/ADISA before implementation.
4. Implement the agreed methodology to collect the necessary data. 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 relationships, PR and marketing, communication, customer services in public or private sector.
- Proven experience in designing and implementing assessment methodology, including both qualitative and quantitative approaches.
- Experience in communication, public relations.
- Previous experience in World Bank funded projects and/or DLI verification will be an advantage.
- Fluency in Albanian and English language, spoken and written (for key members of the team);
- 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** shall possess the following qualifications:

- (a) Master’s degree and demonstrated experience in economics, communication sciences, marketing, 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 **Specialist/ Coordinator**, who is expected to administer the foreseen 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 communication studies, marketing or related fields;
- (b) Minimum of three (3) years professional experience in managing field activities and ensuring compliance with the 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 **May 26, 2018, at 12.00 local time**

ADISA

(Agjencia e Ofrimit të Shërbimeve Publike të Integruara)

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