

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

ALBANIA

CITIZEN CENTRIC SERVICE DELIVERY PROJECT

AL-8521

Assignment Title: Individual Consultant -Financial Specialist for Citizen Centric Service Delivery Project (CCSDP)

Ref. No. 3.04.01

Under the Innovative Good Governance priority, launched in April 2014, the Program “Innovation against Corruption: Building a Citizen Centric Service Delivery Model in Albania” entails a multi-layered 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 established 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. This process entails the overhaul of public service delivery in Albania with the establishment of service standards for the citizens and performance monitoring for service window clerks, based on a customer-care culture.

The Agency for the Delivery of Integrated Services in Albania 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. The selection criteria are:

The consultant is expected to have the following qualifications:

- Have a relevant university education in accounting, business administration, finance, economics;
- At least 3 years of professional experience in financial management position including accounting/budget management; experience as Finance Specialist in World Bank projects is preferred.
- Have good knowledge of accounting, financial management and budgeting systems;
- Have strong computer skills (particularly in Excel and with using financial management software);
- Have familiarity with the requirements of modern financial management systems.

- Able to work in a team, handle multiple complex tasks concurrently, prioritize tasks and meet tight deadlines;
- Command of Albanian and English language (spoken and written) is essential.

The successful candidate will be selected only based on qualification/experience requirements mentioned above.

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.

An interview may be scheduled for shortlisted individuals.

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

Expressions of interest (CV, Cover letter 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 23, 2019**.

Project Management Unit

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