

REQUEST FOR EXPRESSIONS OF INTEREST (Consulting Company)

ALBANIA

CITIZEN – CENTRIC SERVICE DELIVERY PROJECT

Loan Agreement

Project ID No. 8521

Assignment: “Consultancy Services (Firm)

Title: Advisory Support for the Validation of e-Services

Posted: April 03, 2020

Ref. No. Ref. AL-8521-CS/CQ/3.10.04

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.

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, establishing service standards for the citizens and performance monitoring for service window clerks, based on a customer-care culture

DLI #1 - Number of online services with Level 3 automation - measures the number of transactional administrative services provided online with two-way communication, including e-payment and e-filing.

In order to ensure compatibility with the latest UN framework, the definitions included in the United Nations (UN) E-Government Development 2014 Database was used during project design to assess the status of online services provided through e-Albania Portal¹. The number of Level 3 and 4 services is growing in the last years. This methodology was also used to assess the status of the first group of 35 selected services, which were found to be of at least of level 3 of automation.

Objectives of the Assignment

In this framework, ADISA is seeking to hire a qualified Consulting Firm experienced in validating the status of selected Level 3 (and Level 4) services, and in assessing e-Government programs and ICT implementation in the public sector, with a focus on e-Gov portal applications and online services (further on referred to as '*Consultant*'). The Consultant will be responsible for:

- Reviewing and validating the status of online services provided through e-Albania Portal using the UN 2014 framework;
- Assessing the performance of several key services through interactions with service providers (government institutions) and beneficiaries (citizens and/or businesses); and
- Reviewing the “e-Service register” maintained by NAIS and ADISA, and providing a comparative analysis of key findings of this assessment and registry contents to suggest possible improvements.

COMPANY QUALIFICATIONS

The consulting firm will have the following qualifications:

1. At least seven (7) years of consulting experience with a focus on e-Government/ICT system design, implementation and assessments, and IT Audit assignments;
2. At least two (2) similar contracts successfully carried out within the last five years with certificates of satisfaction issued by the contracting authority;
3. In-depth knowledge and understanding of ICT and e-Governance development issues;
4. Proven experience in the development of large ICT projects and design of e-Government architecture (including portals and online services);
5. Strong skills and knowledge of international standards and control frameworks (e.g., CobiT, ISO 27001/27002) and will be essential;
6. Experience in World Bank funded projects related to this assignment will be an advantage;

Fluency in English language, spoken and written (for all members of the team)

Key personnel/staff

The **Team Leader** (e-Gov Specialist and ICT Auditor) shall possess the following qualifications:

1. Master degree or demonstrated experience in informatics, engineering or related fields;
2. Minimum of ten (10) years professional experience;
3. Minimum of seven (7) years of experience in the design, implementation, and assessment of e-Gov portals for online service delivery (especially transactional and connected services) working with Government institutions;
4. At least five (5) years of experience of ICT Audit in corporate or public sector; and

5. ICT Audit qualification (Certified Information Systems Auditor or equivalent).

The **Key Expert** shall possess the following qualifications:

1. University degree in informatics, engineering, or related fields;
2. Minimum of five (5) years of experience in dealing with e-Gov portals for online service delivery (especially transactional and connected services) and assessment of service provider performance and citizen feedback; and

The **Legal expert** shall possess the following qualifications:

1. University degree in law.
2. Minimum of five (3) years of experience in the IT related fields and /or e –services.

The Project Management Unit now invite eligible “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 Consultant will be selected in accordance with Consultant Qualification (CQ) 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 REOI and is posted on the website of the Agency for the Delivery of Integrated Services in Albania (ADISA): www.adisa.gov.al.

Expressions of interest (Company Profile, similar assignments, 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 **April 20, 2020, at 12.00 local time**

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