

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

ALBANIA

CITIZEN – CENTRIC SERVICE DELIVERY PROJECT

Loan Agreement

Project ID No. 8521

Assignment Title: **Individual Consultant (IFO System Technical Adviser)**

Ref. No. ALB-8521/CS/IC/1.05.06

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.

ADISA is conducting the contract of "Procurement of Integrated Front office System (IFO System)". The main objective is to improve the Front office interfaces and processes aiming to increase the efficiency and accelerate the delivery of the services to the citizen and businesses. The platform is envisaged to be designed and automate the operations according to three main pillars:

- Processes related to Application for the service;
- Processes related to Front Office management;
- Processes related to the performance of FO and BO of different institutions;

Under these assignment an International Consultant for IFO System (Technical Adviser) will be hired to support PMU and ADISA. The objectives of this assignment are to:

1. assist the ADISA and Project Management Unit (PMU) during the selection of IFO system supplier(s) and the contract signing process, to ensure successful delivery of results;
2. continuously support contract management work of the ADISA and PMU to ensure effective implementation in line with the terms and conditions of IFO System contract, and ensuring high efficiency and cost optimization;

3. advise the methods for assessment of current and potential issues related with the implementation of the Project and advise and support ADISA and PMU for taking corrective measures to resolve these issues in a timely manner;
4. provide a quality assessment report, advise and support the PMU and ADISA in acceptance and successful completion of the IFO system Contract.

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 specific professional experience

University degree in computer science, engineering and/or similar degree in ICT field;
Minimum of 15 years of experience in ICT area, with experience in quality assurance, audit and certification of IT projects;
Proven experience in project management, and working experience with Government institutions;
Knowledge of public administration ICT infrastructure and procedures;
Ability to analyze, communicate effectively orally and in writing, draft report, solve problems, organize and meet expected results;
Advanced report writing skills
Fluency in written and spoken English.

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

The complete Terms of Reference 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 **January 30, 2017, at 12.00 local time**

Project Management Unit
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