

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING COMPANY)

ALBANIA

CITIZEN – CENTRIC SERVICE DELIVERY PROJECT

Loan Agreement

Project ID No. 8521

Assignment Title: **Advisory Support for the Validation of e-Services**

Ref. No. ALB-8521/CS/CQ/3.10.01

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.

The program aims to improve public service delivery in Albania through a citizen-centric model where central government public services will be provided in an integrated fashion. In terms of the face-to-face channel, the model of the service delivery includes (under ADISA’s management) **citizen service centers** established in municipalities, with the largest to be established in Tirana, to offer centralized access to 300+ public services of 15+ public institutions in a single location. Results of key activities linked to the project development objective will be measured through five Disbursement Linked Indicators (DLIs).

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 this framework, MIPA/ISDA and ADISA is seeking to hire a qualified Consulting Firm experienced 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*’), who will be responsible for:

- Reviewing and assessing the status of online services provided through e-Albania Portal;
- 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 registers” maintained by NAIS and ADISA, and providing a comparative analysis of key findings of this assessment and registry contents to suggest possible improvements.

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 team will consist of one **Team Leader**, who will also work as a key expert (e-Government Specialist and ICT Auditor) and at least one **Key Expert** (Legal expert) to perform the activities highlighted in this ToR. 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;
7. Fluency in English language, spoken and written (for all members of the team); and
8. Key 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** (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. Have a formal legal education (college, executive certificate or related)

3. 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 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 **March 15, 2017, at 12.00 local time.**

Project Management Unit

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