

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

ALBANIA

CITIZEN – CENTRIC SERVICE DELIVERY PROJECT

Loan Agreement

Project ID No. 8521

Posted 07.06.2018

Assignment Title: **Conducting the Midterm Assessment – Household Survey**

Ref. No: **ALB-8521/CS/CQ/3.11.01**

Under the Innovative Good Governance priority, launched in April 2014, the Program “Innovation against Corruption: Building a Citizen Centric Service Delivery Model in Albania continues under the supervision of the Deputy Prime Minister’s Office. The program 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 information technologies. Its key pillars are (i) the establishment and management of an integrated nationwide model of service delivery whereby, the front office is focused on the relation with the public and is separated from back office processing, including the implementation of the one-stop-shop and in-one-place approach of the Citizen Service Center; (ii) service provision standardization, simplification through business process re-engineering and digitization, with a focus on online services; and (iii) citizen feedback and performance monitoring on service delivery for ongoing improvement.

ADISA has taken several steps by first standardizing the information on public services and making such information available in multiple platforms, both digital and non-digital in order to reach all population categories. Such platforms include a dedicated line 118 00 (Call Center service), operational for inbound calls since October 2016, the One Stop Shop Centers where a dedicated desk is set for providing information to anyone who visit them, the e-Albania portal and ADISA’s website.

A baseline assessment survey was conducted in the first half of 2016, producing baseline data on several indicators, in order to measure progress toward project’s objectives.

As part of the effort to monitor the effectiveness of these interventions, ADISA is seeking the services of a firm/Consultant to conduct a midterm assessment to measure project progress. It consists of conducting a nationally representative household survey, intended to yield data on citizen access to public services, citizen satisfaction with public services, use of e-government, and channels for service delivery and information, etc. The information collected through the HH survey will supply data on specific project indicators regarding Access to administrative services in Albania, particularly the access to services of the vulnerable groups (including Roma), poor, female, etc.,

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:

- No less than 10 (ten) years of general experience in surveying is required, with special reference to nationwide household surveys.

- At least 2 similar contracts successfully carried out within the last 5 (five) years with certificates of satisfaction issued by the employers.
- Key staff with necessary qualifications and experience to run and manage and the assigned tasks. These include:
- Team Leader, who plans, supervises and manages the entire assignment, both the HH survey, with the assistance of the field and data managers and data analysts. S/he is responsible for the reporting to the beneficiary. Requirements comprise at least ten years of experience in managing and conducting related development assessment surveys, evaluations, and field research, including significant experience conducting large-scale, complex, mixed-method studies, data analyses, and producing high quality written reports. Should possess degree in management, economics, or other relevant field, and specific training/experience in survey management and data analysis.
- 1 Project coordinator, responsible for daily coordination and management of project activities, resources, equipment and information. He/she is the liaison between the team leader and the rest of the staff. Project coordinator must possess demonstrated experience as project coordinator, with proven experience in managing large scale quantitative surveys. Should possess degree in management, economics, or other relevant field, and specific training/experience in survey management.
- 3 Field Managers responsible for training of field staff in charge for carrying out the face to face household assessment, which plan, supervise and manage the field work. The Field Managers must have experience in managing field work of large-scale household surveys of over 1000 households; have degree in management, or other relevant field, and specific training in survey management. They must be familiar with the use of the CAPI.
- 1 Data Analysts/manager, who plans, supervises and manages data entry, error checking, processing and consolidation of data; has solid skills in both quantitative and qualitative analysis including professional and frequent application of quantitative analysis software such as SPSS, STATA, or equivalent applications. The data analyst/manager must have experience in managing data entry of large-scale household surveys of over 1000 households; degree in statistics or other relevant discipline; specific training in household survey management and data analysis, and specific training and experience in using CAPI.

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 **June 21, 2018, at 12.00 local time**

ADISA

(Agjencia e Ofrimit të Shërbimeve Publike të Integruara)

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