

**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 Use of Business Process Re-engineering (BPR) 70 Maps

Posted: March 30, 2020

Ref. No. Ref. AL-8521-CS/CQ/3.10.05

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.

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 integrated centers established throughout the country, offering 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 Disbursement Linked Indicators (DLIs).

- 1. DLI #2 (Priority services with business process re-engineering)** measures the simplification and improvement of selected services through use of business process re-engineering (BPR). BPR reforms to services can include changing how citizens and business interact with government when accessing services, including by streamlining and improving documentation and information requirements, legal requirements and decision-making processes.

Objectives of the Assignment

The specific focus of this assignment is to document whether BRP plans prepared previously have been executed in reforming (at least) 70 services provided by up to nine (9) central government institutions.

COMPANY QUALIFICATIONS

The Consultant team shall include key staff with necessary qualifications and global experience to successfully carry out all the tasks and deliverables of this assignment. Fluency in English language, spoken and written is required for all members of the team.

The consulting firm will have the following qualifications:

1. At least seven (7) years of consulting experience with a focus on public service reforms, public service delivery and improvement, business analysis, performance and procedure improvement, etc.;
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. Proven experience in undertaking non-financial performance audits of government services would be an advantage;
4. Experience in World Bank funded projects related to this assignment will be an advantage.
5. Key staff with necessary qualifications and experience, available to successfully carry out all the tasks and deliverables of this assignment. These include but not limited to the following:

Key personnel/staff

The Team Leader will have the following qualifications:

1. A Master degree;
2. At least seven (7) years of consulting or as a public officer, dealing with reforms, public service delivery and improvement, business analysis, performance and procedure improvement, etc.;
3. In-depth knowledge and global experience with proven track record in designing and undertaking BPR reforms for government services;
4. Proven experience in undertaking non-financial performance audits of government services would be an advantage;
5. Experience in a public service re-engineering reform, implemented in a developing country in recent years, is preferable' and,

2 (two) Key Experts to possess the following experience and qualifications:

1. University degree in public administration, economics, law or related fields;
2. Minimum of five (5) years of experience including dealing with BPR reforms, reform of government services, online service delivery, etc., performance audits of government services and assessment of service provider performance and citizen feedback; Familiarity with internal government processes and decision making and understanding of e-Government/ICT reforms currently being implemented in Albania would be an advantage.
3. Experience in World Bank funded projects related to this assignment will be an advantage.

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 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, 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 15, 2020, at 12.00 local time**

ADISA

(Agjencia e Ofrimit të Shërbimeve Publike të Integruara)

Blvd: Zhan d’Ark,

Ish shtëpia e oficerave, Kati VI-te

Tirana, Albania

E-mail: roland.larashi@adisa.gov.al;

fiorentina.jorgji@adisa.gov.al

informacion@adisa.gov.al