



This project is funded by the EU

**Open Call for Consulting Services**  
**Employment and Social Affairs Platform-ESAP 2**

**Reference Number: 058-021**

**Terms of Reference:** Technical assistance for creation of an internal web application and training for Brcko District Public Employment Service

**Contracting Authority:** Regional Cooperation Council (RCC) Secretariat

**Reporting to:** RCC Secretariat

**Duration:** 1 September –15 November, 2021

**Submission of Offer Deadline:** 4 August, 2021

**Reference Number:** **058-021**

## **I Background and Context**

The Employment and Social Affairs Platform 2 (ESAP 2) is a regional project, jointly implemented by the Regional Cooperation Council and the International Labour Organisation over a three-year period, 2019-2022. The objective of ESAP 2 is to assist the 6 Western Balkan

economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia and Serbia) with labour market and social policy reforms in order to improve employment opportunities and working conditions of citizens in the region.

The Public Employment Service of Brcko District (PES BD), Bosnia and Herzegovina (BiH) is responsible for implementation of active labour market programmes in Brcko District, BiH. Brcko District (BD) Development Strategy 2021-2027 and the Law on Employment in Brcko District (BD) are relevant for PES BD strategic goals.

At present, PES BD is implementing self-employment programmes and a number of active labour market programmes for employers to create new jobs for jobseekers. In order to better manage the portfolio of active labour market programmes, including self-employment programmes, PES BD needs a software application, which will enable comprehensive monitoring of all PES BD self-employment and employment programmes and activities of parties involved in these programmes.

The goal of this ESAP TA is to strengthen the internal monitoring and reporting related to a range of active labour market programmes implemented by the PES BD with the aim to enhance the organisational effectiveness and contribute to achievement of its strategic goal of enhanced job creation in BD.

## Objective

ESAP 2 is seeking a Consultant/Company to develop a specialised web-based application for the Public Employment Service of Brcko District (PES BD), for internal use only, that would enable quality monitoring of employment programmes and measures implemented by the PES BD. This consultancy will also include a training of PES BD employees to ensure the effective use of this internal web application. The training will be customised and based on needs of PES BD employees.

The broader purpose of this assignment is to improve the capacity of PES BD in

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\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence

processes related to employment opportunities for the registered unemployed in BD.

## II DESCRIPTION OF RESPONSIBILITIES

### Scope of the Assignment/Main activities

Under the supervision of the ESAP 2 project team and with guidance from the PES BD, the Consultant/Company is expected to conduct the following duties:

#### 1. Develop web application

Develop internal web application through the design of the platform in close coordination with the PES BD. The developed application will support monitoring of active labour market measures. The basic features of the application may include, but are not limited to the following data:

- Unemployed persons, registered with PES BD
- Employed persons, beneficiaries of employment programmes, registered with PES BD - features
- Employers, beneficiaries of employment programmes, registered with PES BD - features
- Area of work
- Matching of data
- Profile of companies
- Other needs defined by the PES BD

Set up the roles/privileges in agreement with PES BD for each PES BD user of this application. The roles/privileges should include:

- Administrator
- Supervisory Administrator

## **2. Test application to full functionality, addressing all feedback**

Test all required functionalities of the application before its official use. Identify potential problems or difficulties in functionality of the web application, and if any identified, fix and/or improve these.

## **3. Deployment of the application**

The PES BD will guide the Consultant/Company to deploy the application on the existing PES BD server.

## **4. Training of PES BD employees**

The Consultant/Company will organise training based on the needs of PES BD employees. The purpose of the training is to transfer knowledge to PES BD employees on how to use the internal application.

## **Methodology**

The Consultant/Company is expected to develop internal web application in the PES BD, work closely with PES BD management and inform regularly the ESAP 2 project. The Consultant/Company is expected to introduce the application to the PES BD employees and to organise training based on the employees' needs.

PES BD has officially agreed to deliver to the Consultant/Company all relevant information, specifications, web features and data needed for application development.

## **Lines of Communication**

The Consultant/Company will submit the deliverables to the PES BD and RCC. The Consultant/Company will work closely with the ESAP 2 representatives, RCC and PES BD.

### Timeframe and tasks

The service contract will be concluded for a period from 1 September, 2021 to 15 November 2021, with the following key activities and deliverables:

1. Submit a methodology, technical approach and technical work plan with detailed timelines and interim deliverables, approved by the PES BD and RCC. It is of paramount importance that the output is from the outset coordinated and agreed with PES BD, as it is its sole beneficiary.
2. Develop internal web application for quality monitoring and evaluation of employment programmes and measures based on guidance from PES DB management. The programme will be used to streamline the existing processes and improve efficiency of the PES BD which currently only has manual system in place. With this data, PES BD will be able to provide accurate and up-to-date information needed for monitoring and reporting. The end product could be used for various purposes, including external publications in terms of forwarding data for BiH level research and statistics to the Labour and Employment Agency.
3. Test the internal web application, which may include, but is not limited to: checking the functionalities of the platform for registration, data entry, use of filters, view of available profiles, and display of statistics. Potential issues in functioning of the internal web application need to be addressed, and accepted as functional by the PES BD and RCC ESAP 2 project.
4. Deliver presentation on key elements of the internal web application, and provide instruction manual. Provide training to users on how to use the application most effectively. Furthermore, turnover source code and IPR to the PES BD and RCC ESAP 2 project as a result of consultancy services.

The Consultant/Company must ensure and certify in writing that the developed web-application is in accordance with all relevant laws and legislation of BD and BiH, including, but not limited to those related to protection of personal information.

The engagement is expected to start on 1 September 2021 and end on 15 November 2021.

<b>Deliverables</b>	<b>Due date</b>
Methodology, technical approach and technical work plan with detailed timelines approved by the PES BD and RCC	10 September 2021
Developed internal web application for monitoring and evaluation of employment programmes and measures based on guidance from PES BD management.	31 September, 2021
Internal web application tested, all feedback by PES BD addressed and application deployed for internal use, and monitoring and evaluation of PES BD employment programmes and measures	30 October, 2021
Presentation and instruction manual provided. Training of PES BD employees (based on needs)	During defined time period in October/mid-November, based on BD PES availability and preference

### **III Profile and Competencies of the Consultant/Company**

The Consultant/Company should possess excellent skills and experience in the areas of web application development, particularly design of websites and platforms (IT sector), and be familiar with labour market in BD. In addition, the Consultant/Company should be analytically minded, highly responsive to deadlines and working under time pressure. The Consultant/Company should possess excellent communication skills and flexibility.

*Criteria related to the consultant/company delivering the service:*

<b>Education:</b>	<ul style="list-style-type: none"> <li>• Technical University degree</li> <li>• Secondary School diploma can be accepted with at least 5 additional years of programming and IT experience demonstrated in submission</li> </ul>
<b>Experience:</b>	<p>Qualifications and Skills Required</p> <ul style="list-style-type: none"> <li>• At least 5 years of relevant work experience in IT application developments</li> <li>• Excellent IT skills</li> </ul>
<b>Language requirements:</b>	<ul style="list-style-type: none"> <li>• Fluency in BCS languages</li> <li>• Knowledge of English required</li> </ul>

### **Core Values**

- Demonstrates integrity and fairness by modelling RCC values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

### **Core Competencies**

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Result-oriented; plans and produces quality results to meet the set goals, generates innovative and practical solutions to challenging situations;
- Communication: Excellent communication skills, including the ability to convey complex concepts and recommendations clearly;
- Team work: Ability to interact, establish and maintain effective working relations in a culturally diverse team;
- Ability to establish and maintain productive partnerships with partners and stakeholders.

## **IV QUALITY CONTROL**

The Consultant/Company should ensure an internal quality control during the implementing phase of the assignment. The quality control should ensure that the developed application complies with the above requirements and meets adequate quality standards.

The Consultant/Company must ensure and deliver a written certification that the developed web-application is in accordance with all relevant laws and legislation of Brcko District and BiH.

### **Quality Control by the Regional Cooperation Council**

The Consultant/Company outputs shall undergo external reviews by relevant stakeholders, including the representatives of the ESAP project team, and the Regional Cooperation Council.

### **Application Rules**

- Qualified candidates are invited to send an application via e-mail to [ProcurementforRCC@rcc.int](mailto:ProcurementforRCC@rcc.int) no later than 4 August by 12.00 Central European Time;
- The assignment will be awarded to the highest qualified applicant based on the skills, expertise, and the quality of the concept note and the cost-effectiveness of the financial offer;
- The best value for money is established by weighing technical quality against price on a 80/20 basis;
- Only shortlisted candidates might be contacted for a competency-based interview.

The application needs to contain the following:

- Technical Offer;
- Financial Offer.

### **The Technical Offer must include the following documents:**

- CV, outlining relevant knowledge and experience as described in the Terms of References, along with contact details of referees;
- Concept note describing the main issues, information, research and analytical tools to be employed by the bidder as well as detailed proposal of the work to be undertaken and proposed timeline;
- List of references for relevant activities implemented over the past 3 years demonstrating relevant experience in the subject matter;
- Application Submission Form (Annex I).

### **The Financial Offer**

The financial offer should reflect the following:

- All figures should be expressed in EUR;

- VAT amount, if applicable, should be presented.

**The expected range is EURO 6,000-7,000, unless a bid demonstrates and justifies a need for higher price, not to exceed EURO 10,000**

**Evaluation rules:**

- The applications are evaluated following these criteria:

<b>EVALUATION GRID</b>	<b>Maximum score</b>
<b>A. Technical Offer (A.1+A.2+A.3)</b>	<b>100</b>
<b>A.1. Track record, references and general experience of the bidder:</b> Relevant work experience; experience with tasks comparable to the ToR and clients comparable to the Contracting Authority.	30
<b>A.2. Quality and professional capacity of the applicant:</b> Satisfy the criteria set forth in the Terms of Reference and demonstrate professional capacity and experience required.	30
<b>A.3 Quality of concept note:</b> Brief concept note describing the main issues, information and tools to be used as well as proposal of the work to be undertaken and proposed timeline.	40
<b>B. Financial Proposal/ lowest price has maximum score</b>	<b>100</b>

**Score for offer X =**

**A: [Total quality score (out of 100) of offer X / 100] \* 80 B: [Lowest price / price of offer X] \* 20**

In addition, a competency-based interview may be held with the shortlisted candidates.



**ANNEX I: APPLICATION SUBMISSION FORM**

**REF: 058-021**

**Title:** Technical Assistance on creation of a specialised online platform and training within Brcko District Public Employment Service PES BD

**One signed copy** of this Call for Consultancy Submission Form must be supplied.

1 **SUBMITTED by:**

Name	
Surname	
Address	
Telephone	
Fax	
e-mail	

2 **DECLARATION**

[Name ] \_\_\_\_\_ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the Call for Consultancy....

And we are not in one of the following situations:

- (a) Bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) Have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;

- (c) Have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify;
- (d) Have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;
- (e) Have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.
- (f) Are civil servants or other agents of the public administration of the RCC Participants, regardless of the administrative situation, excluding us from being recruited as experts in contracts financed by the RCC Secretariat.

We offer to provide the services requested in the call for experts on the basis of supplied documentation subject of this call, which comprise our technical offer and our financial offer.

Name and Surname of the Consultant/Company representative	
Signature	
Date	

**ANNEX II: BUDGET BREAKDOWN****REF: 058-021**

<b>No</b>	<b>Cost categories</b>	<b>Daily fee rate</b>	<b>Total Cost</b>
<b>2</b>	<b>TOTAL COSTS</b>		
<b>3</b>	<b>VAT (if applicable):</b>		
	<b>GRAND TOTAL (2+3):</b>		

Proposed daily fee rate for consulting services should be broadly consistent with the EU framework rates for these types of professional services.