

Open Call for Consultancy Services

Subject:	Data analysing and reporting on the effects of COVID-19 pandemic on employment in Kosovo ¹
Contracting Authority:	Regional Cooperation Council Secretariat
Starting Date:	1 October 2020 (tbc)
Reporting to:	RCC Secretariat
Duration:	5 October 2020 – 30 November 2020
Application Deadline:	28 September 2020
Eligible:	Respective consulting companies/ individual consultants or individual consultants within bidding consortia
Reference Number:	082-020

TERMS OF REFERENCE;

I. BACKGROUND

Purpose

The purpose of this assignment is to inform the Employment Agency on the current situation with employment in Kosovo* through an analysis of data from the survey of citizens' perceptions regarding the impact of COVID-19 pandemic on employment in Kosovo*, as well as to contribute to increasing professional capacities of the Kosovo* Employment Agency's officials.

Background Information

Since the COVID-19 pandemic has forced the government of Kosovo* to take many measures to prevent and combat its spread and health-consequences, only the activity of essential businesses has been allowed. Also, the administration of the government and municipalities has been reduced to the minimum of staff necessary for functioning.

¹ 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

This unprecedented situation has highly impacted economic welfare, as many citizens have unexpectedly found themselves out of work with the potential for significant increase in overall unemployment. Upon the request of the Employment Agency, RCC has recently conducted a survey to provide a complete and representative overview of the situation in Kosovo* based on the direct experiences and perceptions of citizens. Combining the official data of registered unemployed and registered tax payers with citizens' perceptions of and experiences with the pandemic situation will help better understand the current economic and employment situation in Kosovo*, but will also help identify challenges that the Kosovo* Employment Agency is currently facing and inform solutions for enhancing its institutional capacities.

Thus, analysing and reporting on these data will provide a complete and representative overview of the situation in Kosovo* as well as contribute to ensuring better performance of the Kosovo* Employment Agency by increasing their professional and institutional skills.

II. DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

This assignment aims to give insights on the current state of employment in Kosovo* and support the Employment Agency's performance through analysing and reporting on the impact of COVID-19 pandemic on employment, emphasising the needs of the Kosovo* Employment Agency's staff for capacity building.

The assignment should:

- Analyse and report on the data of citizens' experiences and perceptions regarding the current employment situation in Kosovo*;
- Present the conducted analysis and report to the Kosovo* Employment Agency's staff in order to inform them regarding the citizens' perceptions of and experiences with the current situation;
- Identify the challenges and needs of the Kosovo* Employment Agency and contribute to increasing their institutional capacity in administrative and statistical data analysing.

Methodology

During the implementation of this assignment, processes will be seen as a three-step cycle of planning, implementation and evaluation, whereby the bidder will organise, analyse and prepare a report based on the citizens' perception data and will present these data to the Kosovo* Employment Agency's staff. Thus, Kosovo* Employment Agency will receive insights on citizens' challenges regarding the current pandemic situation and will further work with the bidder to increase Agency's institutional and professional capacities.

The bidder should have in-depth knowledge of statistical packages and data analysis. While conducting data analysis and drafting a report based on that data, the bidder should also implement visual techniques including:

- **Diagrams:** Flow/causal diagram, Venn/institutional diagram, systems diagrams, pie charts and

histograms as necessary;

- **Ranking Techniques:** Preference ranking and scoring, pairwise ranking, direct matrix ranking, etc.
- **Time Trend Analysis:** Historical and future (visioning) mapping and time trend charts, when possible.

Lines of Communication

The tenderer will submit all reports and timesheets to the ESAP 2 Project Team Leader and RCC for review and approval of deliverables. The tenderer will work closely with the ESAP 2 project team from whom they will seek guidelines to efficiently conduct the work. The final outputs will be shared with the national stakeholders in the Employment Agency of Kosovo*.

Timeframe

The service contract will be concluded for the period 5 October 2020 – 30 November 2020.

The scope of services under this assignment includes the following deliverables:

Deliverables	Tentative duration
• Data analysis and report compilation in three languages: English, Albanian and Serbian	Weeks 1- 5
• Presentation of the report findings to the Kosovo* Employment Agency	Week 6
• Working closely with Kosovo* Employment Agency’s staff on increasing their institutional skills through five days of training sessions for data analysis and reporting using online platforms, focusing on SPSS as the most used data analysis software.	Week 7/8

III. PROFILE AND COMPETENCIES OF THE TENDERER

Criteria related to the bidder delivering the service:

Education:	<ul style="list-style-type: none"> ▪ Post-graduate degree in Social Sciences, Business, Economics, Statistics or related field.
Experience:	<p>Qualifications and Skills Required</p> <ul style="list-style-type: none"> ▪ Extensive experience in statistical analysis of survey data is required; ▪ Extensive experience working on similar assignments, particularly in the area of employment; ▪ Experience in organising and managing seminars and training events for government representatives is desirable;

	<ul style="list-style-type: none"> ▪ Excellent communication and report writing skills are required; ▪ Analytical skills and ability to conceptualise and write concisely and clearly are required; ▪ Knowledge of and experience with the employment sector and the work of Employment Agency in Kosovo* is desirable.
Language requirements:	<ul style="list-style-type: none"> ▪ Fluency in English, as the official language of the RCC is required. ▪ Knowledge of the official languages of Kosovo* is required.

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 regional and national partners and stakeholders.

IV. QUALITY CONTROL

The contractor should ensure an internal quality control during the implementing and reporting phase of the assignment. The quality control should ensure that the deliverables comply with the above requirements and meet adequate quality standards before sending them to stakeholders for comments. The quality control should ensure consistency and coherence between findings and conclusions. It should also ensure that findings reported are duly substantiated and that conclusions are supported by relevant judgment criteria.

The views expressed in the deliverables will be those of the contractor and will not necessarily reflect those of the Regional Cooperation Council. Therefore, a standard disclaimer reflecting this will be included in the reports. In this regard, the bidder may or may not accept comments and/or proposals for changes received during the above consultation process. However, when comments/proposals for changes are not agreed by the bidder, he/she should clearly explain the reasons for his/her final decision in a comments table.

Quality Control by the Regional Cooperation Council

The Contractor outputs shall undergo external reviews by all relevant stakeholders, including the representatives of the ESAP 2 project team, and the Regional Cooperation Council.

V. APPLICATION RULES

The application needs to contain the following:

The Technical Offer

For individual consultants:

- Letter of Interest (max one A4 page);
- CV, outlining relevant knowledge and experience as described in the Terms of References, along with contact details of referees;
- Brief 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. Copies of contracts may be requested from the shortlisted applicants;
- Submission Form (Annex I).

For companies and consortia of individual consultants:

- Company profile including a brief description (up to 2 pages) of the company. In case of a bidding consortium, the team leader should submit the profile of the consortium;
- Copy of Company's Registration Certificate (in case of consulting companies). In case of a bidding consortium a corresponding written authorisation, power of attorney is accordingly treated;
- Financial records - company's balance sheet and profit-and-loss statement for the past 2 years (only in case of a bidding of consulting companies);
- CV(s) of expert(s), outlining relevant knowledge and experience as described under the Terms of References, along with contact details (e-mail addresses) of referees;
- Brief 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. Copies of contracts may be requested from the shortlisted applicants;
- Submission Form (Annex I).
- Signed Statements of Availability (Annex II).

The Financial Offer (Free format)

The financial offer should reflect the following:

- All figures should be expressed in EUR;
- VAT amount, if applicable, should be presented.

When preparing the financial offer, the bidder should take into account the following:

- Use a free format for the Budget providing the Global Price for the work to be provided.
- The fee rates should be broadly consistent with those applicable in the region.

Note: Price ceiling for this assignment is EUR 10,000

Applications need to be submitted via e-mail to ProcurementforRcc@rcc.int by 28 September 2020 17.00 CET.

Please make sure that the application is submitted in two separate folders one containing Technical Offer and the other Financial Offer.

The documents should be submitted in a form of copies of the originals.

VI. EVALUATION AND SELECTION

The assignment will be awarded to the highest qualified applicant based on the skills, expertise, and the quality of the concept note(s) and the cost-effectiveness of the financial offer.

Applications will be evaluated on the basis of the profile and competencies of the candidate and the responsiveness to the Terms of Reference for Consultancy Services.

The best value for money is established by weighing technical quality against price on a 80/20 basis.

The applications are evaluated following these criteria:

EVALUATION GRID	Maximum score
A. Technical Offer (A.1+A.2+A.3)	100
A.1. Track record, references and general experience of the bidder: General work experience; evidence of other contracts of the size comparable with that of the tender; experience with clients comparable to the Contracting Authority.	30

<p>A.2. Quality and professional capacity of the applicant:</p> <p>CV(s) satisfy the criteria set forth in the Terms of Reference and demonstrate professional capacity and experience required; quality of the team inspires confidence.</p>	40
<p>A.3 Quality of concept note:</p> <p>Brief concept note describing the main issues, information, data sources, research and analytical tools to be employed by the author as well as detailed proposal of the work to be undertaken and proposed timeline.</p>	30
<p>B. Financial Proposal/ lowest price has maximum score</p>	100

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 to the results of the technical and financial evaluation, competency-based interview may be held with the short listed applicants.

Information on selection of the most favourable bidder

The RCC Secretariat shall inform candidates and bidders of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive tendering or to recommence the procedure.

Standard letter of thanks for participation to unsuccessful bidders shall be sent within 15 days after the contract is signed with the awarded bidder.

The candidates and bidders wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the e-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
 Attention to: Administration Department
 Building of the Friendship between Greece and Bosnia and Herzegovina
 Trg Bosne i Hercegovine 1/V
 71000 Sarajevo
 Bosnia and Herzegovina

Appeals procedure

Bidders believing that they have been harmed by an error or irregularity during the award process may petition the RCC Secretariat directly. The RCC Secretariat must reply within 15 days of receipt of the complaint.

The appeal request may be sent to the e-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
Attention to: Administration Department
Building of the Friendship between Greece and Bosnia and Herzegovina
Trg Bosne i Hercegovine 1/V
71000 Sarajevo
Bosnia and Herzegovina

ANNEX I:

APPLICATION SUBMISSION FORM

REF: 082-020 Open Call for Consultancy Services

One signed copy of this Application Submission Form must be supplied.

1 SUBMITTED by:

	Name(s) and address(es) of the bidder submitting this tender
Full Entity Name	

2 CONTACT PERSON (for this Call)

Name	
Surname	
Address	
Telephone	
Fax	
e-mail	

3 **DECLARATION**

[Company Name or Name of the Entity] _____ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the Open 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 open call for consultancy on the basis of supplied documentation subject of this call, which comprise our technical offer and our financial offer.

Name and Surname	
Signature	
Date	

