

Roma Integration

Open call for consulting services

Reference number: 021-022

Terms of Reference: Information and Communication Technology (ICT) expert to deliver a training for the use of social housing data registration application in Kosovo¹

Contracting Authority: Regional Cooperation Council Secretariat

RCC Department: Roma Integration Action Team

Reporting to: Roma Integration Action Team Leader

Timeframe: (4 consultancy days) March 2022 –May 2022

Eligible: Individual consultants

Application Deadline: 10 March 2022

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.

I. BACKGROUND

Purpose

The purpose of the consultancy is to support the Ministry of Environment and Spatial Planning and Infrastructure (MESPI) to hire an expert that will deliver a two-day capacity building training for municipal officials (administrators) to complement the electronic platform for social housing applications at the local level.

The electronic platform will serve the purpose of adequate monitoring and reporting of social housing applications, which would assist in further development planning in the field of residence and more, specifically social housing.

The [Poznan Declaration](#) is recognising this need, thus sets one of the targets to legalise all informal settlements where Roma live and where it is possible, or alternatively provide permanent, decent, affordable and desegregated housing for Roma².

The application for registration, monitoring and reporting of potential beneficiaries in need of social housing allows all records to be stored on a dedicated server (Headquarter) and regularly maintained.

Technical specifications of the social housing data registration application:

- An application has been created for registration, monitoring and reporting of potential beneficiaries in need of social housing, with access provided to institutions responsible for social housing (officials from MESPI and municipal officials - municipal directorates).
- The information system is user-friendly web- based and follows the latest trends in information technology.
- The application is installed on a dedicated server by the central institution (MESPI) and provides access to municipal officials and users through a computer browser.
- The application for registration, monitoring and reporting of potential beneficiaries in need of social housing is compiled in full compliance with the laws in force, in particular the Law on Financing of Special Housing Programmes.
- Lack of completion of relevant (key) information enables the software to notify and disable the continuation of further completion.
- The application is developed and licensed on a Microsoft platform.

Municipal participants in this training are administrators appointed by the Mayors and provided with data on housing status. The administrators will get familiar with the use of electronic platform for registering applications for social housing, practice to insert data, meet the criteria for updates and monitoring of the status.

Background Information

The Roma Integration action is implemented by the Regional Cooperation Council's (RCC) Roma Integration Action Team. It is funded by the European Union and the Open Society Foundations. The action is in line with the [EU Roma Strategic Framework for Equality, Inclusion and Participation](#) and the EU enlargement process. The overall objective of the Roma Integration action is to contribute to reducing the socio-economic gap between the Roma and non-Roma population in the Western Balkans and Turkey in the areas of non-discrimination, participation and social inclusion focusing on employment and housing, as well as education, health and civil registration. Specifically, the action supports the governments in the region to increase the implementation rate and budgetary allocations for Roma integration policies, through:

² The term "Roma" within the action is used in line with the EU terminology, as an umbrella term which includes groups of people who have more or less similar cultural characteristics, such as Roma, Ashkali, Egyptians, Dom, Lom, Sinti, Travellers, Kalé, Gens du voyage, etc., whether sedentary or not.

- direct support and technical assistance to the governments to advance existing institutional and policy framework and mechanisms for Roma integration, including promotion of proper budgeting, monitoring and reporting;
- annual assistance to reporting and review of reports in line with the EU reporting;
- direct support and technical assistance to the governments for mainstreaming Roma integration into relevant sectoral policies and reforms, and implementation of effective measures, particularly in employment and housing;
- National Platforms on Roma integration issues;
- regional fact-finding analyses and informed regional discussions through conferences for exchange of knowledge and regional standard setting;
- participation and input at EU level processes related to Roma issues;
- mainstreaming Roma issues within the core work of RCC;
- media dissemination activities challenging negative narratives on Roma integration, as well as action's visibility activities;
- regular high level / task force discussions on Roma issues at regional level.

Since the adoption of the Poznan Declaration by the leaders of the Western Balkans economies, and the reference to the Declaration within the EU Roma Strategic Framework, the Roma Integration action has been strongly supporting the governments in achieving the targets of this Declaration, including:

- increasing the employment rate of Roma in the public sector to the rate proportional to the participation of Roma in the overall population and increasing the employment rate among Roma to at least 25%;
- legalising all informal settlements where Roma live, where possible, or providing permanent, decent, affordable and desegregated housing where legalisation is not possible for justified reasons;
- increasing the enrolment and completion rate of Roma in primary education to 90% and in secondary education to 50%;
- ensuring universal health insurance coverage among Roma to at least 95% or a rate equal to that of the rest of the population;
- ensuring registration of all Roma in the civil registries;
- effectively tackle discrimination against Roma.

The consultant's assignment fits in the overall Roma Integration action and shall be guided by the Roma Integration Action Team.

II. DESCRIPTION OF RESPONSIBILITIES

Objectives and scope of the assignment

The expert should deliver a capacity building training to municipal officials on the usage of data registration application for social housing and updating the application data at local level.

Timeframe for the capacity building training to be held is March - May 2022.

- MESPI officials will be trained to use the application for registration, monitoring and reporting of potential beneficiaries in need of social housing;
- All municipalities (relevant directorates) using the application for registration, monitoring and reporting of potential beneficiaries in need of social housing will be trained;

- A manual has been drafted for the use of application for registration, monitoring and reporting of potential beneficiaries in need of social housing and will be a tool for the training purpose.

Besides delivering a technical training, the objective is to successfully complete the data insertion in the electronic platform for social housing application at the local level based on the participant's feedback. The management of housing applications at the local and central levels is in accordance with the Law No. 03/ L-164 on the financing of special housing programmes, as well as the Law on Local Self-Government (No. 03/ L-040), which states that housing support is the responsibility of the municipality (Article 17, point b) point k) and point l)).

Functionality of the application for registration, monitoring and reporting of potential beneficiaries in need of social housing:

- The application is based on roles and responsibilities that belong to certain administrative role;
- Responsible municipal officials can register / update and generate reports only for their municipality. They cannot see the records of other municipalities;
- The system prevents duplication of beneficiaries;
- Scoring / categorisation is done automatically;
- The central level official (MESPI) can generate reports for the whole economy, but cannot modify municipal records – only the user municipality can;
- The application enables generation of approximate financial values for housing;
- The application enables registration of cases that have previously benefited from housing programmes;
- The application for registration, monitoring and reporting of potential beneficiaries in need of social housing is registered by the person who enters the data or makes modifications;
- For each interested person, the municipal official notes / modifies the notes divided into sections. This must be done in accordance with the existing law.

Tasks:

During the two-day capacity building training the expert should:

- Present social housing data registration application.
- Deliver a training on the use of application.
- Complete the electronic platform/application with the data on social housing provided by all municipal officials.

Deliverables

1. Delivered a two-day capacity building training for 38 municipal officials.
2. Delivered a complete database/electronic platform to MEPSI.
3. Assignment report (listing and briefly describing all the activities undertaken by the consultant(s) in fulfilling the consultancy, and, if applicable, any challenges, added values or lessons learned).

Lines of Communication and Reporting

The consultant(s) will submit all reports and timesheets in English language to the Roma Integration Action Team for review and approval of deliverables. The consultant(s) will work closely with the Action Team, which shall provide guidance to efficiently conduct the work and approve deliverables. The Action Team shall also ensure the required communication of the consultant(s) with the relevant officials from the governments and other relevant stakeholders to the extent possible.

Timeframe

The deadline for submission of applications is 10 March 2022.

The Roma Integration 2020 Action Team will engage 1 consultant in the period from March 2022 to May 2022, for 4 days.

PROFILE AND COMPETENCIES

Qualifications

Education:	Advanced degree in the field of Computer Science and Engineering, or other areas directly related to the subject of work.
Experience:	Minimum of 3 years of relevant experience; Knowledge of Information and Communication Technology (ICT) for the web application platform or equivalent, Theoretical knowledge, practical experience and expertise in software development, testing and maintenance; Theoretical knowledge, practical experience and expertise in working with institutions in Kosovo*; Knowledge of maintenance, inserting and updating data applications for social housing; Communication and reporting skills.
Language requirements:	Fluency in English, as the official language of the RCC. Knowledge of one of the local languages in the region.
Other:	Familiar with MS Office applications and other statistical systems.

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, understand different concepts and approaches, assess risks and challenges and

extract and articulate various ideas, ability for negotiations and reconciliation – consensus building ability;

- Ability and integrity to perform the tasks impartially and objectively, without any conflict of interests (subject to written declaration during the contracting procedure).

III. QUALITY CONTROL

The consultant(s) 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 agreed requirements and meet adequate quality standards. The content of the deliverables should reflect the views of the stakeholders and is owned by them. The support of the Roma Integration project must be recognised in the deliverables, and the support of the consultant(s) may also be recognised.

IV. APPLICATION RULES

The application needs to contain the following:

- Technical Offer;
- Financial Offer.

Technical offer:

- Letter of Interest;
- CV outlining relevant knowledge and experience as described under Profile and Competencies;
- Work plan outlining the proposed action, sources of information to be used, timeline and tools to be employed by the consultant;
- Reference list including contact details (e-mail addresses) of referees;
- Submission Form (Annex I).

Financial Offer, Annex II Budget

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

- All figures should be expressed in EUR;
- The proposed budget should include daily fee rate for consulting services broken down by tasks; the fee rates should be broadly consistent with the framework rates applicable in the region for these types of professional services.

Applications need to be submitted by **10 March 2022** to the following addresses: ProcurementforRcc@rcc.int and romaintegration2020@rcc.int

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. (Maximum size of the email should not exceed 15MB. We transfer alternative is recommended. Please avoid RAR files.)

V. EVALUATION AND SELECTION

The application is evaluated on the basis of the profile and competencies of the candidate and the responsiveness to the Terms of Reference (ToR).

1. Profile and Competencies
2. Financial evaluation based on Annex II

The applications are evaluated following these criteria:

EVALUATION GRID	Maximum Score
A. Technical Offer (A.1+A.2+A.3)	100
A.1. Work experience, references list: Relevant work experience; evidence of other contracts of the size comparable with that of the tender; experience with clients comparable to the Contracting Authority.	35
A.2. Quality and professional capacity of the consultant: CV satisfies the criteria set forth in the Terms of Reference, education and experience demonstrate professional capacity and experience required.	35
A.3 Quality of the work plan: Concept note describing the main issues, information, data sources, research and analytical tools to be employed by the author, as well as the timeline.	30
B. Financial Proposal/ lowest price has maximum score	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, a competency-based interview will be held with the selected bidder.

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: SUBMISSION FORM

REF: 021-022

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

1 SUBMITTED by:	Name(s) and address(es) of the bidder submitting this tender
Full Name and Surname	

2 CONTACT INFORMATION

Name	
Surname	
Address	
Telephone	
Fax	
e-mail	

3 DECLARATION

[Name of the Consultant]hereby declares that we have examined and accepted without reserve or restriction the entire contents of the Call for Consultancy Ref: 021-022

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 consultant/ss in contracts financed by the RCC Secretariat.

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

Name and Surname	
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Signature	
Date	

ANNEX II: BUDGET BREAKDOWN

REF: 021-022

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

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