

Republic of Albania

National Agency for Information Society

**Improving Equitable Access to High Standard Public Services Through Govtech Program
(P177845)**

Terms of Reference

for

Program Coordinator supporting the Coordination Unit (CU)

1. BACKGROUND

The GoA has demonstrated, and continues to demonstrate, a high level of political and bureaucratic commitment to the Digital Transformation agenda. The cross-cutting Strategy, "Digital Agenda of Albania 2015-2020", (with its extended Action Plan to 2022) played an important role in strengthening the foundations for digital transformation. The achievements of this Strategy demonstrate a strong cross-Political party consensus and significant citizen backing for the modernization, digitalization, and improvement of the public sector in Albania. The government's new Digital Transformation program leverages and builds upon these foundations.

The GoA has a new Digital Transformation program (p) underpinned by a clearly articulated medium-term vision. The program is captured in the government's 2030 political vision (2021), the National Strategy for Development and Integration (NSDI) (2022-2030), and the Albania Digital Agenda Strategy and Action Plan 2022-2026. The political vision document states that Albania should be fully digitalized by 2030. The GoA program is primarily operationalized and financed through the "Albania Digital Agenda Strategy and Action Plan 2022-2026". Its core objectives are to improve the quality of public services, through digitalization, and to radically increase the integration of new digital technologies into all government functions and services to enhance government efficiency, effectiveness, transparency, and data security.

The World Bank has allocated 65 million USD to support Government's Digital Agenda 2022-2026 GoA through the Program "**Improving Equitable Access to High Standard Public Services Through GovTech**", of which an IBRD Program for Results (PforR) in the amount of US\$60 million and US\$ 5 million of Investment Project Financing (IPF).

The project is structured around three Result Areas (RA):

Results Area 1 (RA1): Enhancing E-Service Quality and User Experience. This RA will support the government program ambitions to improve: (i) usability, efficiency, and pro-activity of the e-Albania portal; and (ii) the quality of digital services, to provide advanced, proactive solutions on secure platforms and improve Digital Service Standards

Results Area 2: Improving Digital Skills and Digital Inclusion. This RA will support the Albanian Digital Transformation program's ambitious objectives to transform learning, modernize customer service and ensure accessibility for all citizens.

Results Area 3: Strengthening Priority GovTech Enablers. This RA supports the GoA in its program objectives to: (i) strengthen data governance, data security and transparency; and (ii) adopting enabling digital systems, requirements, and intelligent processes.

2. OBJECTIVE OF THE ASSIGNMENT

The objective of this ToRs is to provide management support to the Coordination Unit within AKSHI for the implementation of various activities under the program, with regard to cross-cutting areas with a particular focus on monitoring and evaluation, implementation progress, reporting on different levels, change management actions and activities coordination. The assignment will be primarily focusing on monitoring of the PforR and IPF activities, data gathering and elaboration, reporting according to specific templates and frequency, as well as will facilitate documents preparation pre and post-World Bank's missions.

3. SCOPE OF SERVICES

The Consultant will be responsible for the following:

- Organizing, administering and planning the coordination and daily implementation of program activities, under the supervision of the Program Director;
- Developing a project management and monitoring system that is comprehensive and efficient regarding all of the required actions, commitments and activities under the GovTech PforR and IPF. The Consultant will be responsible for this system and producing reports for the CU and World Bank on a rapid basis;
- Monitoring the overall activities of the PforR, assessing their progress towards the foreseen results and deadlines, as expressed in the Program Appraisal Document and Results Framework (for the PforR), and reporting on the same, for various purposes (thus organizing the information as per specific needs and using different reporting templates). Working with the teams that monitor contracts' implementation in AKSHI to be constantly updated on the status of the various procurements;
- Monitoring overall activities under IPF component and ensuring adherence with the procurement plan, in order to have the technical assistance support and expertise on board with the right timing. Engaging in streamlining the various cross-cutting activities of the IPF component;
- Regularly collecting data on the results' indicators, carrying out basic data elaboration, as required, and reporting them, according to agreed templates;
- Collaborating with the World Bank's staff and experts to prepare the ground, prior to missions on site, prepare data, reports and other documents for the Implementation Status and Results' missions, and other fiduciary and environmental and social components, according to required frequency;

- Closely monitoring the Program Action Plan (PAP) and ensuring compliance with the various deadlines of each action. Collaborating with the fiduciary, environment and social experts and counterparts for the successful implementation of the actions;
- Acting as a liaison between the consulting company for the “Change Management, Capacity Building, Social Inclusion and Communication and Outreach” assignment on the one hand, and AKSHI, the implementing institutions, other stakeholders and the CU experts that will collaborate on various subcomponents, on the other. Facilitating contacts and paving the way to efficient collaboration between counterparts, managing the sequencing and the interdependencies of activities, among the four subcomponents of the contracts;
- Actively engaging in the organization of meetings, video calls, workshops and other events, concerning the Program, as necessary;
- Preparing specific presentations and reports linked to the Program, as requested;
- Performing other activities to support the implementation of the PforR and IPF, assigned by the CU Program Director and/or AKSHI General Director.

4. REPORTING OBLIGATIONS

The consultant shall report to the Program Director and/or AKSHI General Director.

5. CONSULTANT QUALIFICATIONS

- University Degree in economics, engineering, social science, business administration, or any other related field;
- At least 10 years of overall professional experience in the public or private sector;
- At least 5 years of experience in a project/program with a coordination/managing role, both as a consultant or a public officer;
- Previous experience in monitoring & evaluation will be considered an advantage;
- Previous experience with World Bank projects or other international organizations will be an advantage;
- Computer skills (Word, Excel, Access);
- Fluency in Albanian and working knowledge of English.

6. WORKING CONDITIONS

The Consultant will be stationed in the CU/AKSHI premises in Tirana, but should be ready to travel and hold meetings out of the office. AKSHI will provide office space and equipment, internet connection, and means of communication, required for the Consultant to perform the tasks assigned.

7. DURATION OF THE ASSIGNMENT

The Consultant is expected to work full time. The contract will be signed for an initial period of 12 months from contract signing, with a probation period of 3 months. The contract is subject to

further renewal for the Project implementation period, based on the satisfactory performance of the incumbent's duties and responsibilities.

8. EVALUATION CRITERIA

Applicants that fulfill the minimum qualification requirements will be further evaluated based on the below criteria:

- General Qualification – 30 points
- Adequacy for the assignment – 60 points
- Language – 10 points

9. SELECTION

The service will be selected under the provisions of the World Bank Procurement Regulations for Borrowers under Investment Project Financing” dated July 1, 2016, revised on November 2017, August 2018, November 2020 based on the method of Selection of Individual Consultants, Time-based contract.