



Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë
Ministarstvo Industrije, Preduzetništva i Trgovine - Ministry of Industry,
Entrepreneurship and Trade

REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – INDIVIDUAL CONSULTANT)

COUNTRY - Kosovo

NAME OF PROJECT-Competitiveness and Export Readiness Project

Credit No. 6035XK

Project ID No.152881

ASSIGNMENT TITLE: **Consultancy for IT services for Reforming the Business Inspections System.**

Ref.no:**CERP/IC/1.5.10.B**

Date: 31/03/2022

BACKGROUND

The Government of Kosovo has received €14.3 million in financing from the World Bank Group for the Competitiveness and Export Readiness Project (CERP). The objective of the Project is to assist the Ministry of Trade and Industry in supporting product certification for export markets, strengthening the capacity of export-oriented firms and reducing the cost of business inspections.

The Project consists of two components: 1) Enhancing Business Environment and Export Readiness and 2) Project implementation and coordination support.

After the restructuring in June 2020, the Project consists of the following sub-components: 1.1) Supporting Micro, Small and Medium Enterprises ("MSMEs") to improve export readiness and 1.2) Reforming business inspections system

The Ministry of Trade and Industry (MTI) will be responsible for the implementation of the Project. A Project Implementation Unit (PIU) has been established at MTI. The PIU will provide support to the line ministry in the effective and timely implementation of the project. The PIU will be responsible for supporting the ministry in all procurement, financial management, monitoring and evaluation, and reporting on the use of Project funds. The proposed ToR aims to assist the

Ministry of Trade and Industry with IT services for the purpose of implementation of the CERP, specifically for the work related to reforming the business inspection system

OBJECTIVE OF THE ASSIGNMENT

The ICT Consultant will work with the PIU and staff of inspection agencies to coordinate the design of the e-Inspections and other technical work in establishing the Office of the General Inspector (“central inspectorate”).

SCOPE OF WORK

Duties and Responsibilities

In particular, the Consultant will perform the following tasks:

- facilitate the collection of information relevant for e-Inspections assessment and design;
- closely follow the work of the consulting firm for the assessment and design of e-Inspections, and participate in acceptance of the deliverables;
- ensure the design of e-Inspections according to e-Government standards, in coordination with the Government Cabinet Office and Agency of Information Society (AIS);
- ensure the alignment of the implementation of e-Inspections with other related e-Government developments, in particular on digital identity, government cloud hosting, and interoperability;
- provide inputs for the design of the Office of the General Inspector regarding ICT capacities and governance for a sustainable operation of e-Inspections;
- analyze existing business registry data using Business Registry and registry of taxpayers, to make an initial database of subjects of inspections according to inspection domains and inspection agencies;
- propose a design of simple transitional software to allow basic planning, recording of inspection outcomes, complaints management, and statistics while e-Inspections is being established;
- collect information and provide inputs related to the ICT for the development of a concept and roadmap for the establishment of the Office of the General Inspector and an overall inspection system of Kosovo;
- facilitate the development of statistical report matrices to present inspection results and outcomes, and coordinate the discussion with the inspection agencies;

- propose the design of form for an inventory of inspection-related requirements, and development of inspection checklists, and a short note on preparation of inspection checklists as a configuration input for e-Inspections;
- coordinate the international collaboration for sharing good practices on e-Inspections, in particular for the design or workshop on e-Inspections;
- provide other tasks and inputs relevant for the design and implementation of e-Inspections for Kosovo.

REPORTING OBLIGATIONS

Reports to the Secretary General and Coordinator of CERP Project.

DURATION AND PAYMENT SCHEDULE

The IT Consultant will be a part-time position within the Project. The IT Consultant will provide the services for a total of 60 days (May, 2022- October, 2022). The consultant's employment is subject to satisfactory performance at all times.

QUALIFICATION:

Master Degree (Msc.) degree in Computer Engineering, Computer Science (e.g. Information Systems, Information Technology, Software Engineering) or related field;

Minimum five (5) years of experience in Information Technology, analyzing current state enterprise-wide architectures, experience in Data Center solutions, technologies and best practices to design, implement and manage a modern data center infrastructure. Experience in designing systems and solutions that incorporate best practice of Information Security.

Excellent knowledge of Operating Systems (Windows OS), database platforms (Microsoft), desktop, mobile, web platforms and application frameworks. Security testing of these platforms is preferred. (Java, .NET, etc.), content managers, portal products.

Excellent knowledge of IT systems platforms and as Hypervisors (Microsoft Hyper-V or VMware), and networking infrastructure (LAN, WAN, VPN), security (Firewalls, IPS, Web Application Firewalls etc.);

Able to recognize the role of a structured approach to IT service management like ITIL in improving the alignment between IT and the business needs;

A sound technical basis, a strong will to learn, excellent oral and written expression,

Persistent goal-driven approach, flexibility, determination, planning and control aptitude, teambuilding are also required to achieve actual results;

Excellent analytical and communications skills both oral and written of Albanian and English (Serbian also is preferable).

Able to travel throughout Kosovo

Consultant will be selected in accordance with the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants under IBRD and IDA Credits and Grants by World Bank Borrowers, January 2011 revised July 2014, according to selection based on Selection of Individual Consultants (IC) method.

Consultant will be selected in accordance with Section V, Selection of Individual Consultants set out in the Consultant Guidelines.

Interested Individual Consultants may obtain further information at the address below during office hours: 08:0-16:0hrs (Monday to Friday).

Expression of interest must delivery in a written form or by e-mail, to the address below by; **April 14, 2022.**

Ministry of Industry, Entrepreneurship and Trade

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