

PUBLIC NOTICE

EXPRESSION OF INTEREST FOR SELECTION OF EXPERTS

(RIF.M.I. 1/2021)

TO PARTICIPATE IN A TENDER IN SERBIA FOR
PROVISION OF SERVICES FOR IMPROVEMENT OF IT SYSTEMS IN COURTS

1. INTRODUCTION

The Consortium for the Information System (CSI Piemonte), established in 1977 on the initiative of the Piedmont Region, the Università degli Studi di Torino (University of Turin) and the Politecnico di Torino (Polytechnic of Turin), is an instrumental institution to which the Piedmont Public Administration entrusts the management of Information systems, including the implementation of development projects and services in the ICT (Information Communication Technology) field, necessary for its operation. In addition to the founders, numerous Piedmont bodies participate in the Consortium, including the City of Turin, Città Metropolitana (Metropolitan City), Provinces, Municipalities and their associated forms, Local Health Units and Hospitals, Agencies and Companies with public capital.

CSI-Piemonte, in line with the provisions of its Statute and Strategic Plan as well as the principles sanctioned by national and EU legislation on public-owned organisations, also operates on the market by participating in national and international tenders.

With this aim, CSI Piemonte is currently bidding for a tender in Serbia for provision of services for improvement of it systems in Courts.

The project's overall objective is the full roll-out and implementation of a Centralised Case Management System (CCMS) for the Serbian courts of general jurisdiction, the Administrative court/s and commercial courts.

The scope of this contract is:

1. To design, develop, commission, test and deploy the "Standard Application for Serbian Judiciary" (SAPS) on a country-wide scale.
2. To finalise the software on time, allowing for testing and correction of software errors and/or glitches and/or defects and/or bugs and/or load/congestion issues, etc.



3. Ensure corrective and adaptive maintenance from the improved SAPS system's initial deployment and during the defect liability period.
4. To migrate the existing open cases data into the new model without data loss.
5. To train the Beneficiary staff in use, maintenance and operation of the improved SAPS system.
6. Deliver Change Management activities to facilitate end-users to migrate to the improved SAPS system.

The project is structured into four main components:

- Supply of IT equipment and software
- Ancillary service A: Data migration
- Ancillary service B: Initial user training
- Ancillary service C: Change management

The project duration is 36 months. The kick-off is foreseen to be at the end of the third quarter of 2021. The deadline for submission of tenders is on 09/04/2021.

To participate in the Tender, CSI Piemonte is looking for three Professionals:

- a) Change Management Expert;
- b) Project Manager;
- c) Project Assistant.

SPECIFIC WORK

Change Management Expert

The Change Management Expert must work within the project to increase staff awareness in all courts in scope regarding adopting the new Court Case Management System and preparing for the new way of working.

Change management related activities cover stakeholder's management, awareness raising, harmonisation of training both in terms of conception and delivery, notably in terms of:

1. Leading the change management team and designing/implementing/monitoring the change management strategy and planning.
2. Organising webinars, workshops and seminars in central locations and on-site presentations in major courts of all levels. Content delivered includes demonstrating the available features and the description of the significant changes applied or planned.
3. Organising focus groups, composed of key users with different roles, to discuss and validate design hypotheses and alternatives, with particular regards to eLearning and transfer of knowledge. Focus groups meetings will occur in the major courts of all levels at least bi-monthly.



4. Support tasks for change management: facilitation, graphical design, communication materials, training materials (design and delivery), and the latter after ex-ante written approval of the Contracting Authority.

Horizontal issues:

1. Data migration and mitigation of the impact on users: in close relation with business management teams, ensure that as much as possible of existing databases get migrated in the new tool, ensure that essential data are timely and correctly migrated
2. When required, play the role of testing coordinator

The Change Management expert will be the component leader of Ancillary service C: Change management.

Project Manager

The Project Manager will be responsible for coordinating the activities of the project partners, interacting with the beneficiary, as well as guiding the steering committees and ensuring the accurate and correct management of the project to achieve the objectives and meeting the deadlines.

In particular, s/he will:

- Organise, coordinate and lead the project team;
- Define the plan and the project milestones in agreement with the contracting authority and the beneficiaries;
- Participate in the kick-off and implementation of the service to ensure its activity and management;
- Participate in the inception phase and coordinate the project activity with the other experts/component leaders to ensure that objectives are met, and all milestones are respected;
- Ensure involvement and communication with the project stakeholders;
- Supervise the progress of the project;
- Circulate/disseminate information from/to the contracting authority, beneficiaries and from/to partners;
- Participate and coordinate the steering committee and the project progress;
- Monitor budget compliance and timely delivery;
- Analyse and manage project risks;
- Update the project in case of changing circumstances.

Project Assistant

The Project Assistant should deal with and implement all activities that are relevant for the project as backstopping services, in close coordination with the Project Manager (from now on "PM") and Component Leaders (from now on "CL"). In particular, but not be limited to, he/she is in charge of the following activities:

Administrative assistance

- performing all necessary project administrative tasks;
- supporting the PM and CL in their duties of general daily management, project administration and coordination of project implementation;

- assisting Serbian public offices relevant for project activities;
- establishing and maintaining on behalf of the project regular contacts with national and international experts, governmental and non-governmental organisations, stakeholders, etc.;

Office management

- daily project organisation, including standard office/secretarial activities: answering phone calls, organising and filing of all project materials and maintaining all financial records, sending and receiving correspondence, faxes and e-mails, providing general clerical work, etc.;
- develop and maintain close working contacts and relations with Beneficiary Country (from now on "BC"), PM and Project Team Counterparts, and other BC officials involved in the project;

Logistics/Project coordination

- preparation, organisation and support to local actions of PM, CL, and experts, and support them during missions by providing relevant information, making local travel arrangements and hotel reservations;
- attending in committees, working party meetings, workshops and seminars, including missions and field visits to Serbian regions, if any;
- assistance in the organisation of meetings, seminars, conferences, training activities, workshops, study visits and other project related-events (printing and photocopying of materials, arranging rooms, equipment for presentations);
- assistance on management reporting (progress, completion), drafting and editing of texts relevant to the project (newsletters, press releases, PowerPoint presentations, substantive documents, etc.);
- drafting agenda's and minutes of meetings and any other relevant documents, in Serbian and English;
- research of papers and reports and preparation of synthesis;
- supporting the Project Team in organisation and management of project communication (web site, project logo, brochures, pamphlet, information documents, etc.) and project visibility (organisation of workshops, seminars, study tours, etc.);

Translation/Interpretation services

- translation and interpretation in the daily relations within the day-to-day project activities;
- assist experts in matters related to language problems or other problems emerging from living and working in a foreign country;
- consecutive or simultaneous interpretation during seminars, conferences, meetings, workshop, study visit, and other project related-events;
- translating documents, legislations and regulations, policy documents, implementation plans, reports, training materials, information materials, PowerPoint presentations, taking minutes, preparing notes and summary records and other written materials necessary for the project;
- contributing to quality assurance of project outputs with a particular focus on Serbian and English languages;
- performing other duties and activities as may reasonably be required, either related to assistance with the project's implementation or assistance with language issues and other issues that arise from moving to and working in a foreign country.



Whereas all the above, as CSI Piemonte has verified the absence of an internal experts for the roles described above, the tight deadline to submit the support documentation for the Tender, and the uncertainty of the possible award, CSI has decided to publish this Public Notice.

2. OBJECT OF THE NOTICE

With this Public Notice, CSI Piemonte intends to bring to the attention the ongoing initiative aimed at identifying Professionals having the requirements indicated in paragraph 5 and available to make their *Curriculum Vitae* available for the participation in the Tender stated in the introduction.

The collection of CVs at this stage is merely for the selection of Professionals with the requirements detailed in the Tender, for free and without the guarantee or constitution of expectations, or without anything being demanded by the CSI in case of failed award of the contract.

In case of failed award, CSI Piemonte will return the *Curriculum Vitae* to the applicant, without any obligation and financial remuneration.

3. DURATION, FEE, AND PLACE OF PERFORMANCE OF SERVICES

In the case of award of the Tender referred to in Paragraph 1, the selected Professionals must promptly be available to take charge of the activity concerning the role for which they applied.

The duration of the contract shall be 36 months for all three Professionals. The envisaged effort is:

- a) about 360 working days for the Change Management Expert;
- b) about 360 working days for the Project Manager;
- c) about 660 working days for the Project Assistant.

The contract value, which will be determined and invariable for the entire duration of the contract, will be proportional to the number of working days foreseen and to the finalised financial offer.

This value can be estimated at:

- a) between € 120.000 and € 140.000 (all expenses and taxes included in the fee) for the Change Management Expert;
- b) between € 120.000 and € 140.000 (all expenses and taxes included in the fee) for the Project Manager;
- c) between € 43.200 and € 54.000 (all expenses and taxes included in the fee) for the Project Assistant.

The place of performance of the services is mainly in Belgrade. Along the project period, travels to other Serbian regions are also foreseen.



4. NATURE OF THE ASSIGNMENT

The assignment will be formalised after the eventual award, if any, and it cannot be considered an employment relationship. Furthermore, the Professional's work will be performed in total autonomy, without any relationships of dependence and/or subordination from CSI Piemonte.

A contract will be stipulated for the assignment's conferment under the Italian civil and tax laws.

5. PARTICIPATION REQUIREMENTS

Applicants who meet the following requirements are invited to submit their *Curriculum Vitae*:

- A) General minimum requirements for all the requested profiles (essential for admission to the procedure). In the case of non Italian Applicants (their citizenship must be declared in the annexed form), equivalent declarations apply:
- a) enjoyment of civil and political rights;
 - b) no criminal conviction nor record concerning the application of any preventive measure, civil judgement or administrative measure displayed in the register of criminal records;
 - c) no pending criminal proceeding;
 - d) no business relationship with CSI Piemonte that potentially may generate a conflict of interest;
 - e) no matrimonial or kinship connection with any member of the board of directors and employees of CSI Piemonte;

For Change Management Expert selection:

- B) Qualifications and skills (minimum requirements)
- University/Master degree (where a university degree has been awarded on completion of four years study or equivalent institutions) in at least one of the followings fields: economics, engineering, public administration, communication, marketing, social sciences or in the absence of degree documented equivalent professional experience of at least 15 years.
 - Prior, documented knowledge of business transformation or change management.
 - Fluency in English and Serbian, both written and spoken (minimum 2 on a scale from 1 to 5, where 1-excellent and 5-basics).

Preferential requirements:

- Change management/business transformation formal qualification.

- C) Professional experience

General professional experience (minimum requirements)



- At least 6 years in the areas of change management or business transformation in public or private organisations of at least 50 people

Specific professional experience (minimum requirements)

- At least 3 years experience in effectively designing and implementing business transformation or change management.
- At least three years experience in leading teams.

Preferential requirements

- Design and implementation of business transformation or change management within the legal domain.
- Design and implementation of training and/or awareness-raising on change management for large organisations would be assets.

D) Other attributes (preferential requirements)

Besides the above-given requirements, the following attributes would be considered as an asset:

- Problem-solving approach and readiness to work hard as part of an international result-oriented team;
- Knowledge and/or experience in EU policies and institutions and the protection of personal data.

For Team Leader selection:

- B) Qualifications and skills (minimum requirements)
- University/Master degree in a scientific-technical field or equivalent.
 - Proven experience of at least 10 years in the management of IT projects, as described in the Curriculum Vitae (please specify the contracting authority, the activity carried out, the assignment period indicating in detail the period "from-to").
 - Proven experience of at least 5 years as Project Manager in international IT projects, as described in the Curriculum Vitae (please specify the contracting authority, the beneficiary, the activity carried out, the assignment period indicating in detail the period "from-to").
 - Fluency in English and Serbian, both written and spoken (minimum 2 on a scale from 1 to 5, where 1-excellent and 5-basics).
- C) Specific knowledge and skills (preferential requirements)
- proven experience in the management of at least two complex projects in the field of digitisation and e-Gov in favour of Central Bodies, to be detailed in the Curriculum Vitae (please specify the contracting authority, the beneficiary, the activity carried out, the assignment period indicating in detail the period "from-to");
 - proven experience in the management of technical assistance projects with international donors, to be detailed in the Curriculum Vitae (please specify the contracting authority, the activity carried out, the assignment period indicating in detail the period "from-to");
 - previous work experience in the countries of the Balkan area;
 - experience of at least two years in the context of implementation or verification of Quality management systems.
- D) Other attributes (preferential requirements)

Besides the above-given requirements, the following attributes would be considered as an asset:

- Problem-solving approach and readiness to work hard as part of an international result-oriented team;
- Knowledge and/or experience in EU policies and institutions and the protection of personal data.

For Project Assistant selection:

B) Qualifications and skills (minimum requirements)

- Serbian native speaker;
- University-level education (minimum bachelor degree);
- Good spoken and written command of English;
- Proficient drafting/report writing (English) and analytical skills, acquired through studies or professional experience;
- Extensive experience in translation and/or interpretation activities from English to Serbian and vice versa;
- Advanced computer literacy, including an excellent command of MS Office (Word, Excel, Outlook, PowerPoint), Internet, e-mail;
- Capacity to maintain effective document and record management as well as financial records and budget accordingly within a project;
- Organisational and analytical skills, initiative, diplomacy and maturity of judgment;
- Ability to organise events, such as training, meetings, business trips, study visits and availability to travel (within Serbian and abroad if necessary for the project);
- Ability to work in a team and independently;
- Ability to establish and maintain effective working relations.
- Excellent interpersonal and communication skills.

C) Professional experience (minimum requirements)

- At least 2 years of proven working experience.

Preferential requirements

- Previous professional experience on EU funded projects and/or management and administration tasks in an international office would be an asset.

D) Other attributes (preferential requirements)

Besides the above-given requirements, the following attributes would be considered as an asset:

- Problem-solving approach and readiness to work hard as part of an international result-oriented team;
- Knowledge and/or experience in EU policies and institutions, and protection of personal data;
- Knowledge and/or experience in basic accounting.



6. NECESSARY DOCUMENTS TO BE SUBMITTED, PARTICIPATION AND CONDITIONS TO APPLY TO THE PUBLIC NOTICE FOR EXPRESSION OF INTEREST

Professionals who intend to apply to the Notice will provide the following documents:

- a) a filled in *Application Form*. The form is downloadable from www.csipiemonte.it (according to the D.p.r. 445/2000 and subsequent amendments and additions).
- b) their *Curriculum Vitae* in European format. Concerning the professional experience, the Applicant should specify the contracting authority/company, the activity carried out, the assignment period indicating in detail the period "from-to".
- c) Copy of all the *degrees and certifications* (if any).
- d) Copy of a *valid Identity Document or equivalent* (e.g. National Identity Card or Passport).
- e) filled in *Statement of availability and exclusivity*.

All the above-mentioned documents, except for the copy of Degrees and Certifications, must be duly signed with a digital signature or handwritten signature, scanned in pdf format, and sent by certified e-mail (PEC) to the following address: protocollo@cert.csi.it.

In the **absence of certified e-mail**, documents **can be submitted by e-mail** to the following address: protocollo@cert.csi.it. Proof of receipt is the date of receipt at the above-mentioned e-mail address.

The e-mail object (both for the certified and the simple e-mail) must include "**Rif. M.I. 1/2021 - Expression of interest for selection of experts - <selected role>**" (e.g. "Rif. M.I. 1/2021 - Expression of interest for selection of experts – Change Management Expert").

The deadline for the submission of documents is **30 March 2021 at 12.00**, under penalty of exclusion.

CSI Piemonte shall not take into consideration any CVs not compliant with paragraph 5 – Participation Requirements.

In case of receipt of more CVs for the requested profiles, CSI reserves the right, at its sole discretion, to select the Professionals deemed most adherent to the requirements detailed herein. The result of the selection will be published on CSI Piemonte website.

7. RESPONSIBLE FOR THE PROCEDURE

The Responsible for the Procedure is Riccardo Palumbo.

8. CLARIFICATIONS AND ADDITIONAL INFORMATION



Further clarifications and information can be requested contacting the following e-mail address: protocollo@cert.csi.it.

9. PERSONAL DATA TREATMENT INFORMATION

We inform Applicants that CSI Piemonte will treat the personal data that will be provided or collected for the purpose of participating in this Expression of Interest, in compliance with EU Regulation 2016/679 as well as Italian national legislation on the subject (Decree 196/2003 and subsequent amendments and additions), and in compliance with the procedures published on CSI Piemonte website at <https://www.csipiemonte.it/it/fornitori-gare/gare>.

Riccardo Palumbo

Responsible for Procedure

Turin, 23rd March 2021