

## CALL FOR APPLICATIONS

### **Selection procedure for the recruitment of an external expert to contribute to the improvement of electronic services for citizens and enterprises in North Macedonia**

**(Rif. Avviso N. 2/2022 – ID AV22\_002)**

#### **1. Introduction**

At the end of 2019 the Republic of North Macedonia published a call for tender, funded by the European Union, for the implementation of “EuropeAid/140244/DH/SER/MK - Enhancing E-government” project in North Macedonia. The tender was awarded to CSI Piemonte (Italy), as Lead Partner of the partnership with Norway Registers Development AS (Norway), Infosoft Systems shpk and ikubINFO shpk (Albania). The contract was signed on 12/08/2020, which also saw the contextual launch of the implementation activities for the improvement of the delivery, quality and number of electronic services for citizens and enterprises.

The project’s aims are as follows:

- Increasing the availability, quality and number of e-government services for citizens and enterprises in a country of the Western Balkan area;
- Extending the list of electronic services available for citizens and enterprises with approximately 110 new services and developing a software solution to provide citizens and enterprises a single point of access to the system;
- Developing procedures for the creation of an ‘e-circuit’ (end to end electronic communication) for public services delivery based on agreed responsibilities, procedures and operational rules.

In the framework of the project, in which CSI brings its contribution thanks to its experience in the design and implementation of digital services for the public administration, CSI is responsible for the overall project management and for the component that aims at strengthening institutional capacities for sustainable digital transformation of the Republic of North Macedonia, that would enable government officials to start and deliver different e-services at central and local level for citizens and enterprises.

This procedure is aimed at recruiting one external professional expert within the framework of the “EuropeAid/140244/DH/SER/MK - Enhancing E-government in North Macedonia” project, for the following position:

**International Senior Business Analyst (hereinafter ISBA)**, in possession of the requirements mentioned in this call (see below).

## **2. Object of the assignment**

Under the responsibility of the Team Leader of the project the **ISBA** shall carry out the following activities:

- Organize and coordinate above defined activities in close coordination with Team Lead and in synergy with CSI-Piemonte;
- Define the plan and the project milestones for the above defined activities in agreement with the Team Lead;
- Perform consulting activities with the beneficiaries on the project in order to ensure the deliverables (Developed manuals and guidelines for autonomous business process reengineering) within the scope to be produced and delivered on time;
- Participate in the meetings and other project activities with the other experts/component leaders, when necessary, in order to ensure that objectives are met and all milestones are respected;
- Ensure involvement and communication with the project Component 3 stakeholders for the above defined activities;
- Produce the expected deliverables and review them with the Team Lead, Project team and beneficiaries until completely finalized ;
- Analyse project risks related to the scope of his/her work and manage them in close cooperation with Team Lead and the Project Team.

## **3. Type of contract**

This position is an external professional assignment and cannot in any way constitute an employment relationship. This position will therefore be carried out by the Expert in full autonomy, without any dependent and/or subordinate relationship with CSI-Piemonte.

For the assignment of the position, a contract will be stipulated in accordance with the provisions of civil and tax laws.

## **4. Duration and place of the assignment**

The assignment will start from the date of signature of the contract until 31 October 2022.

In consideration of the nature of the activities and the location of the involved subjects with whom relationships will be maintained, it is agreed that the main place of the activity will be in North Macedonia, mainly in Skopje.

## **5. Remuneration for the assignment**

The maximum total estimated remuneration for this assignment is € 20.000,00 (including tax and social security charges, and compulsory safety costs equal to 0,00€). All travel expenses are also included in the above specified remuneration. The remuneration is fixed and invariable for the whole duration of the contract. The amount will be invoiced

on the basis of monthly reports. The monthly reports will be accompanied by appropriate documentation (report) in which the Expert will describe his/her activity as actually provided and formally approved by the contracting authority. Payment is paid at the end of the month following the month of the invoice.

The invoice is to be anticipated via e-mail to the following address: [ufficio.contabilitagenerale@csi.it](mailto:ufficio.contabilitagenerale@csi.it).

## **6. Participation requirements**

Experts who meet the following requirements on the expiry date of this call for applications will be admitted to the selection:

### **A) MINIMUM GENERAL REQUIREMENTS THAT ARE ESSENTIAL FOR ADMISSION TO THE PROCEDURE**

- A.1) enjoyment of civil and political rights;
- A.2) neither criminal conviction nor record concerning the application of any preventive measure, civil judgement or administrative measure displayed in the register of criminal records;
- A.3) no pending criminal proceeding;
- A.4) no business relation with CSI-Piemonte that potentially may generate a conflict of interest;
- A.5) no marriage or kinship relation with the board of directors and employees of CSI-Piemonte;
- A.6) not to have exercised authoritative or negotiating powers towards CSI-Piemonte on behalf of a public administration (pursuant to article 1, paragraph 2 of Legislative Decree no. 165/01) during the last three years of public employment contract being terminated prior to this procedure.

In addition, the Expert will indicate:

- citizenship (Italian or other);
- details about the professional pension fund;
- details about the insurance policy to cover the risks arising from the exercise of professional activities.

### **B) MINIMUM PROFESSIONAL REQUIREMENTS**

B.1.) University degree in a Business Management field or equivalent in the case of foreign citizens

B.2) Proven experience, as described in the Curriculum Vitae, of at least 10 years in the sector of business consulting on analysis and development of procedures for service delivery for enterprises and public administrations;

*Candidates shall provide information relating to the Client, duration (indicating in detail the period "from-to") and subject of the assignment for each past experience relevant to this call.*

B.3) Excellent knowledge of written and oral English as described in the Curriculum Vitae

### **C) PREFERENTIAL REQUIREMENTS: SPECIFIC KNOWLEDGE AND SKILLS**

C.1) Proven experience, as described in the Curriculum Vitae, also as Team leader in providing consulting services related to people management, business process management and organization management for public/government companies and/or private companies, on at least two complex projects

*Candidates shall provide, for each single assignment information relating to the Client, duration (indicating in detail the period "from-to") and subject of the assignment for each past experience relevant to this call.*

C.2) Proven experience, as described in the Curriculum Vitae, in the domain of change management in reconstructing, new development of organization strategy and planning, design, creating and implementing the new change in stakeholder ambient. Business analytics and change management strategy solutions experience. Experience in organizing and lecturing courses and training for clients

*Candidates shall provide, for each single assignment information relating to the Client, duration (indicating in detail the period "from-to") and subject of the assignment for each past experience relevant to this call.*

C.3) Working experience in the Western Balkan region

*Candidates shall provide, for each single assignment information relating to the Client, duration (indicating in detail the period "from-to") and subject of the assignment for each past experience relevant to this call.*

C.4) Knowledge of the local language, as described in the *Curriculum Vitae*

C.5) Knowledge of the Italian language, as described in the *Curriculum Vitae*

### **7. Participation conditions**

In order to participate in the selection, it is necessary to fill in "Form 1 - Application Form" (downloadable from the website [www.csipiemonte.it](http://www.csipiemonte.it) in the dedicated section) and to submit the application form with the attachments mentioned in article 8 through one of the following ways:

- a) postal service by registered letter with return receipt to CSI-PIEMONTE - Funzione Organizzativa di Primo Livello Personale, Organizzazione e Comunicazione - Gestione, Sviluppo e Formazione Risorse Umane, C.so Unione Sovietica 216 – 10134 TURIN, Italy. The application form shall be signed in original.
- b) certified e-mail to the following PEC address: protocollo@cert.csi.it.  
In absence of certified e-mail, the application can be submitted by e-mail to the following address: protocollo@cert.csi.it. Proof of receipt is the date of receipt at the abovementioned e-mail address.

The application form shall be duly signed with a digital signature or handwritten signature, scanned in pdf format in case of submission by e-mail.

The sealed envelope referred to in point a) will bear the following wording **Selection procedure for the recruitment of an external expert to contribute to the improvement of electronic services for citizens and enterprises in North Macedonia” (Ref. Call N. 2/2022 – ID AV22\_002).**

The same wording should be indicated in the subject of the e-mail message referred to in point b).

The application should arrive no later than 10 May 2022 at 12.00 a.m.

In case of submission by registered letter with return receipt, the application should reach CSI within the deadline for submission, disclaiming CSI from any responsibility for any delay in delivery.

In case of submission by certified e-mail or e-mail, the application received at the e-mail address referred to in art. 7 point b) will be considered valid in compliance with the abovementioned deadline.

Applications will not be considered and therefore will be excluded if:

- not duly signed in original if submitted in paper form, or duly signed with a scanned handwritten signature in pdf format if sent by e-mail, or signed with a digital signature in case of submission by certified e-mail or e-mail.
- lacking the requirements indicated in this Call.
- lacking the wording **Selection procedure for the recruitment of an external expert to contribute to the improvement of electronic services for citizens and enterprises in North Macedonia” (Ref. Call N. 2/2022 – ID AV22\_002)** – in the subject of the e-mail message and in the paper envelope.

## **8. Necessary documents to be submitted**

Each applicant will submit the following documents, in one of the ways indicated in article 7:

- Application form to be filled in pursuant to the Decree of the President of the Italian Republic no. 445/2000 of 28 December 2000 and subsequent amendments and additions, the sample "Form 1 - Application form" is downloadable from the website

www.csipiemonte.it in the section of this procedure and will be signed in one of the following ways:

- Handwritten signature if submitted in paper form.
- Handwritten signature in pdf format (scanned signature) if submitted by e-mail.
- Digital signature if submitted by certified e-mail or e-mail.
- copy of a valid identity document or equivalent document for foreign citizens.
- *Curriculum Vitae* in European format signed with handwritten signature (if submitted in paper form or by e-mail, scanned signature in pdf format) or digital signature (if submitted by certified e-mail or e-mail) including a declaration on the truthfulness of the information provided according to the Decree of the President of the Italian Republic no. 445/2000 and subsequent amendments and additions. Concerning the professional experience, the Applicant will specify the contracting authority, the activity carried out, the assignment period indicating in detail the period "from-to".

The submission of the application means full acceptance of the conditions outlined in this Call and full awareness of the autonomous work relationship.

All personal data included in the application will be processed in accordance with current legislation on privacy, as detailed in the information notice published on the institutional website of CSI-Piemonte.

## **9. Selection procedure**

The evaluation of the applications will be carried out by a specific Commission after the receipt of the applications. The evaluation of the candidates will be carried out by a specific Commission of selection, appointed by the Director General of CSI, after the receipt of the applications for participation.

The Curriculum Vitae received will be selected on the basis of compliance with the requirements indicated in paragraph 6, relating to the description of the requested professional profile. Candidates who do not meet the minimum requirements indicated above (see §6) will not be admitted to the selection. We therefore invite you to clearly fill in the Curriculum Vitae, accurately detail the activities carried out, as well as the periods to which they refer and highlight knowledge and experience as indicated above.

The Commission will verify if the application is complete, then if the minimum (general and professional) requirements are met and finally will evaluate the Curriculum Vitae in a comparative way.

There is the possibility of a non-evaluative interview phase without assignment of a score, aimed at providing clarifications regarding what is stated in the Curriculum Vitae. The call for the interview will be communicated to the admitted candidates via email or telephone; the interview phase will also be publicized on the Consortium's website.

At the end of the evaluation of the Curriculum Vitae and any interviews, the Commission will formulate a ranking list of merit for each position on the basis of the evaluation criteria indicated in the following paragraph.

### 10. Evaluation criteria

The assessment will be carried out by comparing the Curriculum Vitae and the score will be recognized in reference to professional "skills" and "experience" in positions similar to the applied position.

The maximum overall score for each Candidate is 30/30 points, to be assessed as indicated below:

International Senior Business Analyst (ISBA) POSITION				
Evaluation area	Maximum score	Score breakdown		
<b>Preferential requirements: Specific knowledge and skills (See § 6, letter C)</b>	<b>30</b>	C.1	Proven experience, <i>as described in the CV</i> , also as Team leader in providing consulting services related to people management, business process management and organization management for public/government companies and/or private companies, on at least two complex projects	0 - 10
		C.2.	Proven experience, <i>as described in the CV</i> , in the domain of change management in reconstructing, new development of organization strategy and planning, design, creating and implementing the new change in stakeholder ambient. Business analytics and change management strategy solutions experience. Experience in organizing and lecturing courses and training for clients	0 - 10
		C.3	Working experience in the Western Balkans region, as described in the CV	0 - 6
		C.4	Knowledge of the local language, as described in the CV	0 – 2
		C.5	Knowledge of the Italian language, as described in the CV	0 – 2

### 11. Responsible for the procedure

The Responsible for the Procedure is Dr. Riccardo Palumbo, Director of National and International Activities Development Office.

### 12. Document verification

CSI-Piemonte reserves the right to verify the possession of the requirements indicated in this Call, as well as the qualifications declared, at any time, even after the termination of the selection.

In the event of a mismatch between what has been declared and what has been ascertained, the current legislation on untruthful statements will be applied.

### **13. Assignment procedure**

The assignment of the position is ordered by the Responsible for the procedure, on the basis of the proposal of the Selection Commission after acquiring the authorization of the Director-General.

For each position, the assignment will be awarded to the first classified in the merit ranking of candidates admitted to the selection. In the event of renunciation or exclusion due to the outcomes of any possible check on the declarations provided by the Candidate, the assignment will be proposed to the following candidate in the ranking list.

For each position, CSI also reserves the right to confer the assignment even in the presence of a single application, as long as it is considered suitable, as well as reserves the right not to assign any assignment, in the event that no suitable candidate results from the selection.

### **14. Access to the documents**

Candidates have a right of access to the documents to be exercised in compliance with the provisions of Law no. 241/1990 and subsequent amendments and additions (New rules on administrative procedure and right of access to administrative documents).

### **15. Advertising and information**

The outcome of the selection procedure will be notified through the website [www.csipiemonte.it](http://www.csipiemonte.it).

### **16. Final provisions**

The Consortium reserves the right to extend the deadline for submitting applications before its expiration, as well as to reopen the selection, modify, suspend or revoke the procedure for reasons of public interest, or not to continue it in whole or in part, following legislative and/or financial constraints, the change in the organizational needs of the Consortium or the use of different and more suitable selection procedures, in accordance with the provisions of its organizational rules.

Riccardo Palumbo  
Funzione Sviluppo Attività Internazionali e Nazionali  
*Firmato digitalmente*  
*ai sensi dell'art. 20 del d.lgs. 82/2005 e s.m.i*