



**Global Partners  
Governance  
Albania**

Albania, Rr. "Zef Jubani" No. 15  
H. 43, K.6, Ap. 40  
Tirana, Albania

+44 (0)75 6168 7698  
gpg-albania@gpgovernance.net  
gpgovernance.net

## **Tendering Call 4 – IT Services for the Design and Development of the Inter-institutional Monitoring Platform of the Albanian Assembly**

**Project:** Support to Parliament and Civil Society – PACEP II  
**Duration of Assignment:** 36 months  
**Type of Contract:** Service Contract

### **I. BACKGROUND**

The Swiss Development and Cooperation (SDC) project *Support to Parliament and Civil Society (PACEP II)*, implemented by Global Partners Governance (GPG) Albania, aims to enhance the effectiveness of parliamentary oversight and strengthen the role of civil society in promoting good governance in Albania. This initiative is part of a broader effort to support Albania's democratic development and integration into the European Union. Recognizing the challenges posed by political fragmentation and the limited capacity of both parliament and civil society to provide adequate oversight, the project seeks to foster institutional collaboration and increase accountability through a more inclusive and transparent oversight framework.

The overarching strategic objective of this project is for the National Assembly to develop and institutionalise an effective **oversight ecosystem**. We believe that – with the right interventions, and genuinely adaptive forms of programming – it is possible to create the basis for an oversight ecosystem which integrates the detailed analysis of oversight agencies with formal accountability processes inside parliament, drawing extensively and routinely on public evidence and civil society involvement.

The project seeks to do this through efforts to improve capacity, procedure and motivation such as:

- **Improved capacity** – technical support, training and guidance for each aspect of the oversight cycle to improve expertise, resources and techniques within parliament, independent institutions, and civil society.

- **Procedure** – improving communication and coordination between different elements of the oversight cycle, developing new informal techniques and where necessary seeking changes to formal systems and procedural rules.
- **Motivation** – identifying where different stakeholders align and developing solutions collaboratively to find mutually beneficial outcomes.

By focusing on capacity, procedure, and motivation, the project seeks to enable the consolidation of an oversight ecosystem where all institutional actors perform their oversight function more effectively. Key interventions include training and capacity development for parliamentary administration and independent institutions, support for civil society engagement in oversight processes, and fostering a culture of collaboration between public institutions and CSOs. Importantly, the project also incorporates a gender equality dimension, ensuring that oversight processes are inclusive and reflect the needs of all citizens, particularly women and marginalized groups.

The underpinning intervention strategy of this project combines best practice from the fields of international development, change management, politics and behavioural sciences. It is geared towards ensuring sustainable and systemic change in five parts:

- a) **Integration:** The project will work with different sets of stakeholders simultaneously, strengthening each of these discretely, but continually finding points of **alignment, complementarity and mutual interest**.
- b) **Partner-led problem-solving:** Working with stakeholders to develop their own solutions and techniques, that enable them to undertake their respective oversight functions more effectively.
- c) **Pockets of good practice:** Working with small groups of key stakeholders (e.g. in committees or independent institutions) to achieve “change in small spaces” to encourage innovation and iteration. The intention is to develop a “proof of concept”, then implement it more widely.
- d) **The ripple effect – replication and dissemination:** Using the proof of concept as the basis for wider replication of skills, practices and processes (with other parliamentary committees, oversight agencies and civil society organisations) to establish universally applicable standards and techniques.
- e) **Lasting change/sustainability – self-sustaining reforms:** This sort of change should be embedded and sustained by internal norms, new working practices, processes and peer pressure. Reforms are built into the institutional fabric, and should not rely on continuing support for lasting effect.

Through these efforts, the project will contribute to strengthening democratic institutions, fostering civic engagement, and promoting transparent decision-making processes by enabling a more open, participatory, and accountable oversight ecosystem that is better equipped to meet the demands of EU integration and the expectations of Albanian citizens.

A key component of the project involves redesigning and developing anew the inter-institutional monitoring platform of the Assembly of the Republic of Albania. To this end, the project seeks to engage a company that can provide specialized IT support in redesigning and

developing the platform according to the needs of the Assembly, provide training, and maintenance support as needed.

## **II. PURPOSE AND SCOPE OF THE ASSIGNMENT**

The purpose of this assignment is to provide expert support to the administration of the Assembly of the Republic of Albania in fully redesigning and developing anew its inter-institutional monitoring platform. The overarching goal of the assignment is to improve the Assembly's digital instruments as a tool for increasing its ability to oversee independent institutions effectively, follow up on its recommendations, monitor the fulfilment of the recommendations of independent institutions towards the executive, and enhance engagement with all stakeholders.

The redesign and development of the inter-institutional monitoring platform will include: (i) enhanced usability, (ii) broadened access for MPs and the public, (iii) automated tracking of recommendations for and by independent institutions, and (iv) expanded participation from all relevant stakeholders.

*The selected company shall work in cooperation with the project implementation unit, the administration of the Assembly of the Republic of Albania, and international associates and experts of the project who shall provide the key objectives and desired deliverables of the inter-institutional monitoring platform*

## **III. TASKS AND RESPONSIBILITIES**

The selected company shall be responsible for:

1. Developing a user-friendly interface that allows MPs, parliamentary administration, independent institutions, State Ministry for Relations with Parliament, and citizens (read-only) to access and interact with the platform.
2. Implementing a real-time tracking system for monitoring the status and deadlines of recommendations provided by independent institutions.
3. Implementing a real-time tracking system for monitoring the status and deadlines of recommendations provided by the Assembly toward independent institutions.
4. Integrating a filtering and search functionality to improve user experience.
5. Ensuring compliance with data protection laws by anonymizing sensitive information where necessary.
6. Building sections or profiles for each institution to access the platform.
7. Enabling public access to the platform, ensuring transparency.
8. Importing all materials from the existing platform to the new one.
9. Developing and delivering trainings sessions for the constituencies who will use the platform.
10. Supporting in collecting data and information to fulfil M&E requirements for activities aimed at strengthening the Assembly's oversight capabilities.
11. Other tasks and responsibilities that might arise during the implementation.

## IV. EXPECTED OUTPUTS AND DELIVERABLES

Deliverables for this assignment will include, but are not limited to the following:

1. **Detailed Work Plan:** A comprehensive work plan and timeline for platform development, testing, and deployment.
2. **Platform Design and Prototype:** User-friendly design with navigation features for users.
3. **Pilot Testing and Review:** Pilot platform involving 4 independent institutions for testing and feedback.
4. **Training Manual and Sessions:** Detailed user manuals and training workshops for key stakeholders.
5. **Final Platform:** A fully functional platform, incorporating feedback from pilot testing and further adjustments.

Specifically, the project is seeking a company that can deliver the following:

### 1. Key Functionalities

#### A.1. Login and Main Dashboard

- **Login:** Users log in with a **username** and **password**.
- **Dashboard:** After logging in, the main page displays statistics and data related to the user's institution, including:
  - **Total Recommendations** for the current institution.
  - **Recommended Institutions** associated with the logged-in institution.
  - **Graphical Data** on the percentage of completed recommendations.

#### A.2. Personalization and Notifications

- **Customization:** Before inputting data, users can customize their platform, including:
  - **Deadline Tracking:** Set deadlines for recommendations.
  - **Recommendation Types:** Define types, status, acts, and responses.
- **Notifications:** Receive alerts for overdue recommendations.

#### A.3. Creating and Managing Recommendations

- **New Recommendations:** Users can create new recommendations, specifying details like:
  - **Recommendation Content, Recipient Institution, Deadline, Type** (e.g., disciplinary measure), and **Status** (e.g., in progress, accepted).
  - Options to **add** or **delete** recommendations.

#### A.4. Follow-Up and Action Plans

- **Follow-Up:** Users can track recommendations, view decision PDFs, and edit or add action plans.
- **Action Plan Management:** Set title, description, publication date, and upload relevant documents.

#### A.5. Recommendation Matrix and Filtering

- **Recommendation Matrix:** Track recommendations with fields like description, institution, deadline, type, and status.
- **Filtering:** Filter recommendations by **text search, time limit, status, type, recipient institution, and time period**.

## 2. Technical Specifications

- Develop a scalable and secure system that accommodates all 26 independent institutions and supports future expansion if needed.

Technology Stack Recommendations:

- **Front-End:** React.js, Angular, or Vue.js, Next.js for responsive and interactive user interfaces, or similar technology.
  - **Back-End:** Node.js or Django (Python), Laravel (PHP), Flask (Python), ASP.NET Core, for handling the business logic and RESTful APIs, or similar technology.
  - **Database:** PostgreSQL or MySQL. MariaDB, SQLite, Microsoft SQL Server, Oracle Database as relational databases for structured data. Optionally, a NoSQL solution like MongoDB for unstructured or flexible data models.
  - **Cloud Infrastructure:** AWS, Azure, or Google Cloud for scalable infrastructure with integrated security, load balancing, and disaster recovery mechanisms, or an infrastructure that has been tested and is known for its security and reliability in the market. Or similar technology that are proven for efficiency and cost convenience.
- Implement a user-friendly dashboard for real-time monitoring of recommendations.
    - **UI Framework:** Bootstrap or Material UI for responsive design and faster development.
    - **Data Visualization:** Chart.js, D3.js, or Highcharts for graphical representation of data.
  - Ensure that the platform is mobile responsive and accessible from various devices.
  - Integrate warning systems to notify stakeholders of approaching/missed deadlines.
  - Enable seamless integration with each independent institution's website for data synchronization.

## 3. Capacity Building and Training

- Train the IT services of the Assembly on platform maintenance, troubleshooting, and basic management.
- Develop a user manual and training sessions for MPs, parliamentary staff, and independent institution representatives.

## 4. Ongoing Maintenance and Support

- Provide dedicated support during the initial 12 months post-deployment to resolve any bugs or issues and maintenance support until December 31<sup>st</sup>, 2027.
- Offer a dedicated support team to handle inquiries and provide technical assistance.

## V. INSTITUTIONAL ARRANGEMENTS

The selected company will work under the direct supervision of the GPG Albania Team Leader, in cooperation with the international associates and experts, and in close cooperation with relevant parliamentary staff.

## VI. DURATION OF THE ASSIGNMENT

The contract will be for **36 months**, and the starting date is expected **1 January, 2025**.

## VII. DUTY STATION AND TRAVEL

The assignment shall be carried out in Tirana, Albania. No local travel is expected.

## VIII. PROPOSAL REQUIREMENTS

The call is open to Albanian companies with:

- At least 3 years of experience in developing and implementing digital solutions,
- Track record of developing and implementing digital solutions for complex work processes of organizations with multiple stakeholders,
- Track record of delivering training manuals and services in the IT field,
- Track record of delivering high quality IT support services.

Interested companies should submit:

- Company registration documents (*as per Albanian legislation, Ekstraktin e Rregjistrimit në QKR, dhe NIPT*);
- Company profile and relevant experience;
- The following documents on the experts that will be involved in the assignment:
  - Experts' CVs demonstrating the qualifications as outlined in the following section;
  - Copies of diplomas and other relevant qualifications;
  - Proof of no penal record (in Albanian *Vërtetim i Gjendjes Gjyqësore*);
  - Attestation from the Courthouse and Prosecutors Office of no current penal procedures;
  - Statement of exclusivity (In cases where different organizations propose the same expert(s), the applications received later will not be considered);
- Technical proposal outlining the understanding and implementation plan for the assignment (not exceeding 5,000 words);
- Sample of previous work in designing and developing digital solutions (similar to the one requested in this call) for complex work process;
- Sample of training manuals and services developed for the implementation of digital solutions;
- Financial proposal including a breakdown of costs for each deliverable (in net values, excluding the VAT).

### ***Competencies and Qualifications of the Experts***

#### **Academic Qualifications:**

- Post graduate degree in information technology, software engineering, informatics engineering, or similar field;

#### **Work Experience:**

- Minimum of 3 years of experience in their area of expertise;
- Experience working with developing digital solutions for companies with complex work processes and multiple stakeholders;
- Excellent analytical and writing skills;
- Demonstrable ability to deliver high-quality results within strict deadlines;
- Analytical judgment, results-orientated, and efficiency in a multi-tasking environment.

### **Core Competencies and Critical Success Factors:**

- Demonstrating and safeguarding ethics and integrity;
- Ability to work effectively in a team under strict time constraints;
- Encouraging learning and knowledge sharing with others;
- Managing conflict;
- Demonstrating initiative-taking;
- Strong communication skills, including writing and presentation;
- Informed and transparent decision-making.

### **Language:**

- Full working knowledge of Albanian and English is essential.

## **IX. APPLICATION AND EVALUATION PROCEDURE**

Proposals should be submitted electronically to [GPG-Albania@Gpgovernance.net](mailto:GPG-Albania@Gpgovernance.net) by **midnight November 22<sup>nd</sup>, 2024**. Please, add the title of call to the subject of the application email. Late submissions will not be considered for evaluation. Applicants will receive an acknowledgment of receipt.

### **Evaluation Procedure:**

The contract will be awarded to the applicant whose offer:

- Is deemed technically responsive / compliant / acceptable (only technically responsive applications / candidates will be considered for the financial evaluation)
- And has obtained the highest combined technical and financial scores.

Technical Criteria - 70% of total evaluation – max points: 70

- Criteria A: Understanding of the assignment and technical proposal – max points: 35
- Criteria B: Profile of organization and experience of the team of experts – max points: 30
- Criteria C: Sample digital solutions and training manuals - max points: 5

Financial Criteria - 30% of total evaluation – max points: 30

Proposals obtaining a minimum of 70% (49 points) of the maximum obtainable points for the technical criteria (70 points) shall be considered for the financial evaluation.

Each award criterion will be evaluated according to the following score table:

<b>Score</b>	<b>Fulfilment and quality of the criteria</b>	
0	Cannot be established	<ul style="list-style-type: none"><li>• Not possible to assess</li><li>• No information</li></ul>
1	Very poor fulfilment	<ul style="list-style-type: none"><li>• Very limited achievement of the criteria</li><li>• Insufficient, incomplete information</li></ul>
2	Poor fulfilment	<ul style="list-style-type: none"><li>• Limited achievement of the criteria</li><li>• Information without sufficient relevance</li></ul>
3	Average fulfilment	<ul style="list-style-type: none"><li>• Normal achievement</li><li>• Average quality, minimum requirement fulfilled</li></ul>

4	Good fulfilment	<ul style="list-style-type: none"> <li>• Good achievement</li> <li>• Very good quality</li> </ul>
5	Very good fulfilment	<ul style="list-style-type: none"> <li>• Very good achievement</li> <li>• Outstanding quality</li> </ul>

**Questions and Grievances:**

All applicants will be notified of the results of the selection process once it is completed. For any questions regarding the recruitment process, please submit them via email to [gpg-albania@gpgovernance.net](mailto:gpg-albania@gpgovernance.net).

You may submit other concerns or grievances via email through the reporting concerns inbox at [reportingconcerns@gpgovernance.net](mailto:reportingconcerns@gpgovernance.net). Reports can also be submitted to the Swiss Embassy in Albania at [tirana@eda.admin.ch](mailto:tirana@eda.admin.ch), or to the SDC Compliance Office at [compliance@eda.admin.ch](mailto:compliance@eda.admin.ch).

All reports will be treated confidentially, and the identity of the complainant will be protected. Complaints should be made in good faith and will be handled promptly and professionally.