



## **USAID Business Enabling Project in Serbia JOB DESCRIPTION AND STATEMENT OF WORK**

**Position:** Inspection Transparency, Processes and IT Skills Consultant

**Employer:** Cardno Emerging Markets USA Ltd., Washington DC, Belgrade Representative Office

**Component 1:** Business Regulation and Economic Governance

**Location:** Serbia, Belgrade

### **I. SCOPE OF WORK**

#### **About the Project**

USAID Business Enabling Project (hereinafter: USAID BEP/the Project), implemented by Cardno Emerging Markets USA Ltd. and partners, is a seven year initiative launched in January 2011. The purpose of the Project is to help the Government of Serbia improve the competitiveness of the Serbian economy, its macroeconomic position and its private sector businesses. The Project provides technical assistance, training, and other support to improve the business enabling environment, macroeconomic stability, and further develop financial markets. The Project is demand driven: all activities are based on the priorities of the private sector and Government.

USAID BEP Component 1, Business Regulation and Economic Governance, streamlines laws, regulations, and institutions to improve regulators' capacity to implement laws and improve analysis and public-private dialogue. The Project's approach to achieving reforms is to help the Government work closely with the private sector and outside experts to make reforms that improve business competitiveness. The Project provides technical assistance to improve construction permitting, inspection oversight, and other legal, regulatory and institutional reforms.

#### **Background to SOW**

In order to meet requirements of creation of business-friendly framework in the area of inspection oversight, USAID BEP seeks for technical assistance of Inspection Transparency, Processes and IT Skills Consultant (hereinafter: the Consultant).

USAID BEP has worked with the Ministry of Public Administration and Local Self-Government ("MoPALSg") and the Government of the Republic of Serbia (GoS) in developing a new inspection oversight framework that is harmonized with good international practices and modern inspection standards. The Law on Inspection Oversight was enacted on April 15, 2015, and published in the Official Gazette of the Republic of Serbia No. 36/2015. The Law entered into full force on April 30, 2016. The MoPALSg, with USAID BEP support, has prepared an Implementation Plan for this Law to address the likely challenges in implementing this piece of legislation. Implementation involves a large number of inspection bodies and inspections that have to implement new concepts and procedures. It includes a number of implementing



activities structured within five measures: 1. Development and adoption of by-laws and documents for implementation, and informing public on Law novelties; 2. Establishing coordination mechanism and building capacities of the Coordination Commission; 3. Establishment and maintenance of e-Inspections system; 4. Establishing a system of training, continuous improvement of knowledge and skills and professional promotion of inspectors; 5. Providing technical and communication infrastructure, equipment and working conditions for inspections. During 2015 and 2016 BEP helped implement the Law by drafting bylaws and other implementation documents, developing methodologies, analysis, instructions, recommendations and templates, giving legal interpretations (over 400 interpretations provided in 2016), providing inputs for development of inspection oversight check-lists (1,700 check-lists developed with the help of BEP experts; all state inspectorates developed their inspection oversight check-lists), continuously presenting features of the Law and related legislation and regulation, training inspectors (around 5,000 inspectors trained through direct and follow-on trainings), helping process of development the e-Inspector system, and helping the Inspection Oversight Coordination Commission and the MoPALSOG to coordinate inspections. BEP continuously supported the Inspection Oversight Coordination Commission - umbrella inspection coordination body consisted of the Inspection Oversight Board and the Commission's Inter-Ministerial Council.

In 2016, BEP in cooperation with the Partners for Democratic Changes Serbia and the MoPALSOG completed the primary and advanced Train the Trainers inspection program on implementation of the Law on Inspection Oversight and inspection soft skills, which resulted in training of 327 trainers from a number of inspectorates across the Serbia. These trainers conducted follow-on trainings for their colleagues from inspectorates, ensuring knowledge dissemination and sustainability. 50 trainers passed the advanced Train the Trainers inspection program on implementation of the Law on Inspection Oversight. BEP also participated in development and delivery of e-training on implementation of the Law on Inspection Oversight for 1,140 local inspectors, through cooperation with the Standing Conference of Towns and Municipalities (SKGO) and OSCE.

USAID BEP provided technical support to the MoPALSOG and its contractor in analysis and development of recommendations re: improvement of inspection organization, transparency, advisory and preventive role, risk analysis, inspection oversight planning and inspection effectiveness indicators. The Coordination Commission endorsed these recommendations as inspection guidelines in Q2 2017. Transparency recommendations contain advice, instructions and tools for inspections how to improve transparency in their work, in accordance with the Law on Inspection Oversight and good inspection practice, and thus positively influence the legal predictability and doing business.

Findings of the Business Survey 2016 show that perception of inspection oversight and building confidence in inspections is constantly growing, particularly enhanced by enactment and implementation of the Law on Inspection Oversight. Among other things, Business Survey 2016 shows increasing transparency of inspection regulation, inspection advisory role and usefulness of inspection check-lists.



Through cooperation with the Ministry of Public Administration and Local Self-Government and Microsoft Serbia, USAID BEP in several trainings trained inspectors from different national inspectorates on inspection IT skills and techniques, e-government framework and Excel-based inspection check-lists. These trainings make positive impact on legal predictability, inspection analytics and efficiency, effectiveness and transparency of inspection operations.

## **Objective**

The objective of this STTA is to assist selected inspectorates in implementation of inspection transparency and processes recommendations/guidelines, in accordance with the Law on Inspection Oversight and good inspection practice, and to improve inspection IT skills.

The Consultant will closely cooperate and coordinate with USAID BEP staff and consultants, the MoPALSG and inspectorates, e-Inspector development team, as well as with other stakeholders. The Consultant will be part of a USAID BEP Inspection Reform Task Management team.

## **Tasks**

The Consultant will provide technical assistance to the selected inspectorates in implementation of inspection transparency and processes recommendations/guidelines, in accordance with the Law on Inspection Oversight and good inspection practice, and improvement of inspection IT skills.

The Consultant will help the selected inspectorates to process, re-organize and upgrade inspection check-lists where needed, including transfer of the check-lists from Word and PDF to Excel, with automatized defining of risk level by calculation of points awarded in inspection control. Where needed, the Consultant will provide technical assistance in definition of the dataset, formats and ontology of the so-called black and white lists (entities who are the best and the poorest performers in compliance), in accordance with the Article 8 of the Law on Inspection Oversight, based on data obtained via inspection check-lists, and provide assistance for publishing of such lists according to the aforementioned article.

The Consultant will provide technical support to selected inspectorates in creating the datasets for improving the risk assessment, aggregating data obtained via inspection check-lists and improving reporting processes in inspectorates, as well as decreasing administrative burden and improving data flow and data quality.

The Consultant will organize and deliver a minimum of two trainings to selected inspectorates aimed at improving inspectors' IT skills, including regulatory framework, existing practice, improvement recommendations and practical exercises.



The Consultant will provide other deliverables as agreed with USAID BEP authorized representative.

The Consultant's tasks and deliverables are required to be in line with future unified inspection information system e-Inspector and beneficiary to the e-Inspector.

The Consultant will furnish drafts of deliverables to USAID BEP duly and timely. USAID BEP will provide its comments in written timely after receiving the draft deliverable through Milan Stefanović, Senior Expert in USAID BEP Business Regulation and Economic Governance Team, Inspection Reform Task Manager, and/or other members of USAID BEP Business Regulation and Economic Governance Team and Inspection Reform Task Management team.

### **Level of Effort**

The maximum number of days under this LoE cannot exceed 12 (twelve) days. The Consultant will obtain approval by the USAID BEP authorized representative on the number of days billable for each activity under this SoW and on deadlines for completion of each activity before he/she engages in that activity.

### **Period of Performance**

Period of performance of this SoW is July 1 to September 30, 2017.

### **Deliverables**

Specific work products to be developed by the Consultant:

- provided technical assistance to selected inspectorates to process, re-organize and upgrade inspection check-lists where needed, as described above, and developed model(s)/template(s) of upgraded inspection check-lists;
- where needed, provided technical assistance to selected inspectorates in creation of the so-called black and white lists (best and poorest performers in compliance), and developed model(s)/template(s) of lists of best and poorest performers in compliance;
- provided technical assistance to selected inspectorates in improving the data for risk assessment, aggregating data obtained via inspection check-lists and reporting processes in inspectorates, as well as decreasing administrative burden and improving data flow and data quality, as described above, and developed model(s)/template(s) of records and reports;
- developed and held at least two trainings for inspectors - improvement of inspectors' IT skills;
- STTA Final Report;



**USAID**  
FROM THE AMERICAN PEOPLE

Projekat za bolje uslove poslovanja  
Business Enabling Project

- other deliverables as agreed with USAID BEP authorized representative.

All documents will be prepared in Serbian and the final report on the work performed and results achieved (STTA Completion Report) will be prepared in English.

**To Apply:**

**1. Requirements for eligible candidates:**

- a. Solid understanding of inspections, public administration and business environment related issues;
- b. Master's degree or higher in fields of ICT or equivalent and minimum 5 years of working experience;
- c. Proven expertise and experience in the fields of IT, e-government, inspection and administrative framework and processes;
- d. Advanced presentational and training skills;
- e. Advanced English speaking and writing skills;
- f. Experience on USAID projects is preferable.

**2. Applications including CV clearly showing adequate technical background and relevant work experience should be sent by e-mail to: info@bep.rs, by June 26, 2017 CoB (Close Of Business - day). Only short-listed candidates will be contacted.**