RisiAlbania
Partner for Growth

Rr. Ismail Qemali, P.18, H.3, Ap.15, Tirana, Albania
Tel.: +355 (4) 22 48 527, info@risialbania.al, www.risialbania.al

REQUEST FOR CONSULTANCY SERVICES
Service Contract (SC)

"Development of System of Measurement and Monitoring of Customer Satisfaction for National Employment Service"

Project Unit:	RisiAlbania – Partner for Growth
Funded by:	Swiss Agency for Development and Cooperation SDC
Implemented by:	Helvetas Swiss Intercooperation and Partners Albania
Location:	Tirana
Estimated duration:	October - December 2019

1. Background

The RisiAlbania project is supported by the Swiss Agency for Development and Cooperation SDC and implemented by a consortium consisting of HELVETAS Swiss Intercooperation and Partners Albania. RisiAlbania was initiated in 2013. Phase I of the project ran from November 2013 to October 2017. Currently the project has commenced with Phase II, which will last 4 years (November 2017 to October 2021). The goal of the project in Phase II is to contribute to employment of young women and men (age 15-29) in a socially inclusive and sustainable way. The goal will be achieved through (i) enhanced growth and job creation by the private sector in three selected subsectors (agribusiness, tourism and ICT), (ii) improved career guidance and job intermediation services and (iii) improved and developed skills of young women and men through market-oriented private non-formal skills training programmes.

A focus of Risi Albania remains to support National Employment Service (NES) to improve performance of the service of labour offices (LOs).

2. Objective of the consultancy

Continuous measurement and monitoring of the NES (LOs) customer satisfaction is key to improve the performance of the services. For this purpose, RisiAlbania will engage a local consultancy to closely cooperate with National Employment Service to develop a system for Measurement and Monitoring of both, employers and job seekers' satisfaction of NES (LOs) Services.

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The System of Measurement and Monitoring of Customer Satisfaction should be based on the following:

- Measuring and monitoring of customer satisfaction in relation to the group services (as described in Annex 1), offered for both, employers and jobseekers.
- The measuring needs to be metric and should take in consideration the different specific characteristics of each target group.

3. Expected Output

The expected results of this consultancy include but are not limited to:

a) Development of the System of Measurement and Monitoring of Customer Satisfaction and the respective tools to measure the satisfaction of users;
b) Identifying the KPIs that will accurately measure the Customer Satisfaction;
c) Testing the system in the different components and dimensions of measuring and monitoring the customer satisfaction, by leading the NES/Labor offices staff, in up to three regional offices. While applying the system, the Labor offices' staff has to get the proper training from consultant on how to handle System of Measurement and Monitoring of Customer Satisfaction fully independently.
d) The system is in place to produce results and recommendations based on the accurate measured KPIs;

The system needs to be based on alternative instruments like the following, but not limited to:

- Handling of clients' complaints (when applicable);
- Survey based;
- Mystery shopping;
- Functioning of Call center: This instrument serves two purposes (i) to reach clients for evaluating Customer Satisfaction and providing information (ii) to receive and manage the feedback and complaints of the clients by addressing them properly.
- Observations from internal staff and/or whistle blowers (not only for corruption, but generally as internal complaints);
- Internal performance indicators based on administrative performance, which can triangulate with this other part of monitoring;
- Social media, and/or generally multimedia that proactively or passively collect information regarding clients' satisfaction;
- Other governmental tools (i.e. shqiperiaqeduam.al) or other public institutions information regarding NES performance, such as complaints to the Ombudsman, that should be addressed.

The system will include crucial elements that will produce/identify the KPIs that will be used for the performance measurement. The system should give the opportunity to the clients to freely express their experience with Labor Offices and thus allow for the most accurate 'reading' of customer satisfaction.

KPIs should take in consideration Gender equality and Social Inclusion aspects when measuring and monitoring customer satisfaction.

The system will contain, inter alia, direct crucial elements related to customer satisfaction KPIs, for getting as much information as possible, to secure getting the most sincere/true evaluations of the clients.

The System of Measurement and Monitoring of Customer Satisfaction will guarantee the confidentiality for the clients.

4. Deliverables

The consultant should deliver:

- System of Measurement and Monitoring of Customer Satisfaction; The System of Measurement and Monitoring of Customer Satisfaction with respective tools has to be produced in order to be followed and ensure the overall use of its instruments continuously by NES and its Labor Offices.
- Results of testing the system in the different components and dimensions of measuring and monitoring the customer satisfaction, by leading the NES/Labor offices staff, which will include:
  - ✓ Statistical analysis (algorithms/formula) on the client's satisfaction, (with the relative intervals of confidence and margins of error, based on the sample size and selection) on services offered by Labor Offices to identify the needs for improvements.
  - ✓ Framework of presentation (graphs, charts, tables, etc.) in order to enable easy comparison of customers' satisfaction in different times, in order to ensure that this model is to be applied and serves as an accurate measuring system.
- Guidelines how to interpret and translate the results into recommendations for the LOs service improvement based on KPIs' results, and respective action plan on how to implement the recommendation and how to measure the progress;

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5. Consultancy profile:

The ideal candidate/team for this position will be assessed according to the following requirements:

- Sound experience in measurement and monitoring of customer satisfaction**;**
- Strong analytical / statistical skills;
- Being familiar with NES/Labour Office work;

6. Management and reporting:

For the duration of the contract, the Company will be assigned the Component Team Leader and Intervention Manager (IM), for reporting and accountability. The consultant will work closely with National Employment Service assigned person. The IM may accompany the Consultant in several meetings with National Employment Service and other stakeholders and will be kept informed during work implementation.

- The scope of the work of the Consultant does not foresee using the premises of the project but does not exclude the possibility when the need arises.
- Besides the expected outputs mentioned in point 3 of these ToRs, the Consultant is expected to biweekly communicate online with the IM informing, updating on the timetable of next activities and when possible, coordinating joint ones.

7. Documents to be included in the offer submission:

➢ Work proposal

Describe briefly:	
The reasons why you are the best candidate to successfully complete the assignment.	Free format
The methodology or activities you would use to successfully complete the assignment.	Free format

➢ Financial proposal (free format) - The fee proposed shall include all the taxes.
➢ Up-to-date CV of consultant(s) / Profile of organization, documentation of relevant previous experience and contact details of the respective candidate /team.

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The proposals shall be submitted in English in hard copy and soft (on USB stick) in closed and stamped envelope to the address given below, by 20 September 2019, at 14.00 o'clock. Only proposals handed in within the indicated timeline will be considered.

RisiAlbania,
Rr. Ismail Qemali, P.18, H.3, Ap.15,
Tirana, Albania
Tel.: +355 4 2248527
For any questions you might have related to the application, please contact by email at info@risialbania.al

9. Candidate assessment and selection

The selection of the Consultant will be evaluated based on a cumulative analysis of the fulfilment of the evaluation criteria. The contract will be awarded to the Consultant getting the best technical-economic combination based on the evaluation criteria below:

Evaluation criteria	Maximum score per requirement
Experience in developing similar System of Measurement and Monitoring of Customer Satisfaction	30
Financial offer	25
Accuracy and reliability of plan and activities suggested completing the assignment	25
Previous work displaying the required skills	20
Total	**100**

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Annex 1

List of Services offered by NES for employers and jobseekers:

Services for the employers are:

a) Summary of the legislation regulating the relations of NES with the employer;
b) Providing information according to the field of interest that the employer may require;
c) Providing necessary information on the employer's participation in employment active programs;
d) Employer registration in the employment services information system;
e) Mediation for vacancies provided by the employer;
f) Receiving and publishing job offers on the NES website;
g) Issuing work permit for foreign citizens;
h) Issuing the document for exemption from the obligation to obtain a work permit for foreign citizens;
i) Obtaining a declaration of workforce provided by employer.

Services for unemployed job seekers are:

a) Registration of unemployed jobseekers;
b) Interviewing and assessing jobseekers;
c) Profiling the jobseekers and drafting individual development plans.
d) Provide information on the payment of unemployment benefit and the required documentation;
e) Provide vacancies information for registered unemployed jobseekers;
f) Vacancies mediation for employment;
g) Individual and group counseling of unemployed jobseekers and the drafting of individual employment plans;
h) Updating unemployed jobseeker’s data to the Information System of Employment Services.