Terms of Reference

Increasing Civic Engagement in the Digital Agenda – ICEDA – Regional Baseline Report

1. Background

This ToR is published within the "**Increasing Civic Engagement in the Digital Agenda**" project supported by the European Union (Grant Contract no. 08-24/26), a three-year project that aims to provide support to CSOs to help institutions and citizens benefit from the implementation of the goals of the Digital Agenda for the Western Balkans within the larger context of integrating the Western Balkans region into the European Union. It will provide non-formal public education to the CSOS, empowering them to recognize and deal with Digital Agenda issues, by increasing the level of understanding of e-Government services. ICEDA will also empower the citizens to demand higher quality and higher quantity of e-Government services to be provided by their central and local governments, to voice their concerns and to channel their needs through research and advocacy to the government institutions. The action will have local focus targeting media workers in order to build their capacities to report and demand accountability about the DA-related issues at local and national level. Ultimately ICEDA will increase awareness and knowledge of the key Digital Agenda issues as a crucial aspect of culture of active engagement between the CSO and public institutions that serve the citizens, increase use of eGovernment services, build trust in the system, and contribute towards a more sustainable and inclusive democratic development of Western Balkans countries and the whole region.

Increasing Civic Engagement in the Digital Agenda is implemented by: Metamorphosis Foundation (North Macedonia), e-Governance Academy (Estonia), CRTA - Center for Research, Transparency, and Accountability (Serbia), NGO 35mm (Montenegro), Open Data Kosovo (Kosovo) and Lëvizja Mjaft (Albania).

2. Purpose

The report has the overall goal to show the state of e-government development & digital literacy in targeted countries. Mapping of relevant actors and initiatives related to the implementation of the Digital Agenda in each country. It will identify and assess existing e-Government development efforts at national and regional level, and key gaps and best practices

This analysis should be based on the findings and the data from the national Baseline reports produced by the Partners providing an overall status of the state of the Digital Agenda implementation in the Western Balkan region. Additionally, it should compare practices in all five countries/territories, identify similarities and differences and propose solutions. The report shall reflect the status of the pertinent issues and challenges in regards to rule of law, good governance and public administration reforms.

Baseline research will serve as starting point for further evaluation of the progress in the Digital Agenda implementation through Annual Reports.

3. Objectives

Overall Objective: To increase engagement of the civil society organizations (CSOs) in the shaping and implementation of the Digital Agenda in the Western Balkans.

Questions to be considered in the analysis (list is not exhaustive):

- The level of internet penetration in all Western Balkan countries, that participate in the project
- Strategic and legal framework, administrative capacities
- Identification of e-services
- Digital Identity and signature practice
- Privacy and data protection
- Digital literacy of citizens
- Cyber security
- Citizen participation in policy making, including digital tools

4. Scope

Geography: The analysis should include data collected in 5 targeted countries/territories: Albania, Kosovo, Montenegro, North Macedonia and Serbia.

Period to be covered: The set of data should refer to the past two years related to Digital Agenda implementation in all 5 countries, since its adoption in June 2018, as well as its perspectives in the following years.

Research timeframe:

- Report prepared by August 14, 2020.

5. Methodology

Researcher shall use methodology provided by the partner on the project, eGovernance Academy from Estonia, and data collected by other partners on the project.

Data Analysis: Qualitative analysis of provided data. The analyst may propose other sources of data to be included in the analysis.

6. Deliverables

Deliverable	Description of deliverable/key activities	Target date	% of payment (if relevant)
Final Report	See *9. Report structure*	August 25 2020	100% of agreed amount

7. Team qualifications (requested)

We are looking to engage an expert, with demonstrated experience of working in this or similar topics, through research or advocacy-based projects.

8. Timeline

Detailed timeline provided in the *Deliverables section/targeted date*.

9. Structure of the Report

- Introduction (1 pages max, top key findings)
- Methodology of the research (max 1 page)
- Research findings (40 pages max) – each dimension – represented by questions in this ToR should be compared across countries, including case studies or other forms which the expert proposes to be the most convenient
- Analysis should be written in English

10. Roles and responsibilities

Crta:

To provide more detailed description and clarifications on the purpose, scope objectives and indicators if requested by the analyst
To provide the methodology and data collected
To approve the proposal - analysis, timetable, overall budget, the final report.
To provide payment in accordance with the agreement.

The analyst

To provide proposal with all requested elements; and all requested deliverables in section *6.* of this ToR
To remain in regular communication with project team

11. How to Apply?

The application should consist from:
- list of references (project and/or research) of the organization or an expert group which demonstrates its experience in relation to the topic that will be covered by this research (max. 2 pages long);
- description of the presentation of the results (max. 1 page long);
- Budget Proposal in EUR - maximum available budget is **5.000 EUR** gross amount. Costs of the research have been estimated by taking into account the complexity and comprehensiveness of the research subject and geographical coverage, as well as the timeframe for delivering the final research output.
- CVs of the Researcher

All documents need to be sent no later than Friday, **July 31 2020, CoB**, to the following e-mail address: misa.bojovic@crta.rs.

12. Evaluation and Selection of Applications

Evaluation and selection of submitted applications will be conducted by the CRTA's Selection Committee on August 3, 2020. Only full application will be considered for evaluation.

Final results will be published no later than Tuesday, August 4, 2020. Evaluation will be conducted according to the following distribution of points from 0 – 100:

Component	Points
General Criteria	25
Experience	50
Value for Money	25

Closing

For more information please contact Miša Bojović at misa.bojovic@crta.rs.