

Expression of interest

Context

After the liberation from the so-called Islamic State in 2017, Iraq faces the challenge of political stabilisation. Dissatisfaction due to insufficient service provision has been articulated in several protest movements since 2019.

The administrative, political, and fiscal decentralisation enshrined in the 2005 Constitution and Law 21 (*Law on Governorates not Incorporated into a Region*) establishes a gradual transfer of competences from seven sector ministries to the 15 provinces of Central Iraq. This should make the provision of services the responsibility of subnational authorities. To date, the provincial administrations are however not yet in a position to offer public services in an inclusive manner and to provide them efficiently. Processes among the national level-the provinces and districts are not clearly regulated nor standardised. There is a lack of approaches as to how service provision can be designed in a participatory and citizen-oriented manner.

The Strengthening inclusive local Governance Project (iLG) advice partners at provincial level on improving administrative processes and enhancing citizen centrality in services provision (for example within the sectors of water, education, and municipal services). By adapting administrative procedures, optimizing core processes and internal coordination, processes will be made more efficient, services can therefore be provided more quickly, and information is more transparent. Besides that, the continuous dialogue with the central level assures the exchange of experiences and support for the decentralization process.

In Nineveh and Anbar, there is a need of faster action by the evaluation of results and the communication between the Performance Evaluation Department (قسم تقويم الاداء في المحافظة) in the province with the services directorates (e.g., Municipalities and Water). For that, digital tools are in discussion to make possible an efficient channel of communication.

However, the main focus in improving the mechanism of evaluating services is developing a guide with the Performance Evaluation Department on the whole process of evaluation (setting annual plan, applying the indicator, reporting, suggestions, and recommendations). To make the process more inclusive, the current indicators in Ninawa and Anbar have to be assessed then add more indicators from the other provinces, Ministry of Planning and HCCP as they may have new indicators and more experience in this area. In addition to that it is necessary to develop capacity building measures related to the guide for the staff of mentioned department.

After the guide and trainings are finished, it is expected to run an exchange workshop sharing the lessons learned in Nineveh and Anbar with the other governorates.

Tasks to be performed by the contractor.

The contractor is responsible for providing the following tasks for both governorates:

- Attend periodic meetings with GIZ, the Performance Evaluation Department and other necessary identified actors.
- Analyze the current process of evaluation of public services realized by the Performance Evaluation Department and the state of staff skills in this area (identifying the necessary areas for training).
- Submit assessment report.
- Compose, together with the partner staff, a guide on the whole process of evaluation (setting annual plan, applying the indicator, reporting, suggestions, and recommendations) in Arabic and provide a version in English language.
- Provide technical support to add new indicators presented by MOP and HCCP and from the experience of other governorates to the Performance Evaluation Department in Nineveh and Anbar.
- Following up the process of applying the new indicators.
- Develop a concept, curricula, and materials for a training for the Performance Evaluation Department on the composed guide and new indicators.
- Provide a training for the staff of Performance Evaluation Department (up to 30) on the composed guide and new indicators.
- Analyze the results at the department after working on the new guide, the training, and adding the new indicators. and develop a report of the analysis to the performance evaluation department.
- Compose the lessons learned of Nineveh and Anbar which included partner's feedback to present as a document for the project and partners.
- Participate and present the lessons learned in an exchange workshop with the other governorates.
- Submit the reports of training and lessons learned workshop.

The milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/process steps/partial services	Deadline/place/person responsible
- Conduct meetings with partners to collect information, assess and analyze the situation related to evaluation in addition to capacity of staff skills in these areas. (Including the assessment report)	September 2023/Nineveh and Anbar (Expert in coordination with partners, and iLG)
- Share the developed guide final version with partners, (after discussing it with partners and translation into English language)	September 2023/Nineveh and Anbar / Expert
- Provide technical support to add new indicators consulting information from MOP, HCCP and other governorates. In addition to the following up of applying the indicators	September 2023/Nineveh and Anbar / Expert
- Develop a concept and materials for a training (concept, planning, and technical input)	October 2023/Nineveh and Anbar / Expert
- Facilitation of a training	December 2023/Nineveh and Anbar / Expert
- Submit training report	January 2024/Nineveh and Anbar / Expert
- Analyze first results after working on the new guide, the training, and new indicators. - Submit the report of the analysis	March 2024/ Nineveh and Anbar / Expert
- Present the lessons learned in an exchange workshop with other governorates. And submit the report of the event.	March 2024/ Nineveh and Anbar / Expert

Period of assignment: from Sept. 2023 until March 2024.

Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs, the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

The expert

Tasks of the expert

- Overall responsibility for the tasks defined in above (quality and deadlines).
- Coordinating and ensuring communication with GIZ, partners and others involved in the project.
- Preparation of material for the advisory process.
- Facilitation of workshops and meetings.

Qualifications of the expert

Education/training: university degree in Monitoring and evaluation sector, or related area.

- Language: C1-level language proficiency in English, Arabic native speaker (Iraqi nationality)
- General professional experience: 7 years in the Monitoring and evaluation areas.
- Specific professional experience: 7 years in Monitoring and evaluation sector.
- Leadership/management experience: 5 years in the management of projects
- Development cooperation (DC) experience: 1 year of experience in DC projects
- Other: Good background about the Performance Evaluation Department.

Soft skills of the expert

In addition to their specialist qualifications, the following qualifications are required of expert:

- Team skills
- Initiative
- Communication skills
- Socio-cultural skills
- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking.

Administrative requirement

The interested individual must submit their CVs, ID and bank account information to procurement.iraq@giz.de no later than 15. Aug.2023.