TECHNICAL ASSISTANCE TO THE ADMINISTRATIVE SIMPLIFICATION IN SELECTED MINISTRIES IN LEBANON (MINISTRIES OF SOCIAL AFFAIRS, TOURISM, PUBLIC HEALTH AND INDUSTRY)

EuropeAid/134308/D/SER/LB Lebanon

15 December 2014

ADVANCE NOTICE OF CALL FOR SHORT-TERM EXPERTISE

THE PROJECT

"The project aims to improve the responsiveness of the administration to the demands of the general public and business community by streamlining and simplifying/re-engineering administrative procedures and business processes at four beneficiary ministries: the Ministry of Social Affairs, the Ministry of Tourism, the Ministry of Public Health and the Ministry of Industry. The project shall focus on complex, non-transparent, time consuming, and vague administrative procedures that result in low quality of public services and in inefficiency in the public administrations. Finally, the project will provide value-added services which deliver the results necessary to transform and grow the business faster, better and cheaper; it will allow the beneficiary ministries to operate in a more transparent, efficient, cost effective, and timely manner and reduce Administrative Burdens on citizens and businesses. The project shall highlight Information and Communications Technology (ICT) recommendations that could be incorporated into the overall simplification initiative." (From the online service contract notice)

The contracting authority is the Office of the Minister of State for Administrative Reform (OMSAR), Beirut, Lebanon.

The contract was awarded to an international consortium composed of ACE (principal), ALDAR, SIPU and LIVADIS (see details on service contract notice page mentioned above.)

The Project started on 17 November 2014, and is expected to last 2 years. The work is divided into four major: each lasting about 6 months: assessment, analysis, formulation of strategy, implementation. This document concerns the first phase only.

To deliver the contract, the consortium proposed a Technical Assistance Team (TAT) who will be supported by a number of short-term experts (1300 working days).

THE TECHNICAL ASSISTANCE TEAM (TAT)

The TAT brings together experts from Europe and the Middle-East to assist OMSAR in its project to improve the Lebanese regulatory context by reducing administrative burdens and simplifying procedures, regulations and laws.

The TAT is composed by the following four "key experts":

Mr. Charles-Henri Montin Team Leader	**Mr. Tareq Touqan** Regulatory Reform Expert	**Mr. Tullio Morganti** BPR expert	**Ms. Zouha Sakr-Vayanos** Expert in Lebanese Law

The TAT is supported by a Project Assistant, Ms Imen Dridi.

IN CONSORTIUM WITH:

THE SHORT-TERM EXPERTS

They will be recruited from January 2015 to support the TAT. Terms of Reference for each position or group of positions will be issued once approved, in the next few weeks. The expected number of experts and volume of work is indicated in the table below:

PHASE 1 ACTIVITIES JAN-MAY 2015	KEY EXPERT	SHORT-TERM EXPERTS	
		WD	NUMBER
Communication plan	CHM	20	1
Identify and collect all needed documentation and information	ZS	15	1
Conduct legal assessment	ZS	90	4
Assess and standardize official forms & Conduct administrative procedures detailed mapping	TT	85+50	8
Measurement	TM	85	4
Conduct Organizational Assessment	TM	20	1
Conduct ICT Assessment	TM	25	1
Exchange of information with other administrations assessment	ZS	20	1

MAIN DELIVERABLES OF SELECTED ACTIVITIES (PHASE 1, January-May 2015)

Official forms & administrative procedures
- An inventory of all official forms, including output documentation;

- Detailed process maps of the current practice of administrative procedures, including steps, time and fees required;

- An outline of the standards and formats, in line with the existing Guidelines, to be applied to the administrative procedures reviewed.

Measurement

- a suitable methodology for a preliminary baseline measurement, on the understanding that further measurement work will be done in phase 2 of the Project;

- an initial scan of administrative costs, in line with the SCM.

Organizational Assessment

- a comprehensive assessment of all dimensions of organisational efficiency (structure, functions, job descriptions, delegations, staffing levels, coordination mechanisms, etc.;

- Inventory of strengths, weaknesses and opportunities for improved operations and more efficient service delivery in the selected ministries.

ICT Assessment

- a comprehensive assessment of the current state of development and implementation of ICT tools in the four selected ministries and how they impact the quality of service delivery (including, hardware, operating systems, networks, security controls, etc.);

- Inventory of strengths, weaknesses and opportunities for increased efficiency of the ministries to be gained from ICT improvements.