

## **TERMS OF REFERENCES**

### **Municipal Support Staff - Consultants for Interconnection the citizens with addresses**

#### **1. Introduction**

Within the World Bank project, the Kosovo Cadastral Agency has also planned the project for the completion of the Address System. One of the activities of the completion of the Address System is the connection of the citizen with an official address.

In order to find the adequate methodology of the interconnection process, GIZ-German has supported the pilot project for the interconnection of citizens with addresses in two municipalities, Istog and South Mitrovica. The results of the pilot project have not been satisfactory considering that not all addresses have been visited and a small number of citizens have been provided with an official address. In the municipality of Istog, the number of citizens is higher, where, in addition to operational problems, there were signs of street names and address numbers. However, in the municipality of South Mitrovica, the number of citizens who have been provided with an address has been very small, where, in addition to operational problems, there have also been missing address number plates.

Taking into account the results of the pilot project and the funds available for this process, it has been decided that the connection of the citizen with the address will be realized through the methodology of engagement and contracting the staff of 55 people for the time period of 12 months by KCA and their placement in the municipalities in the local civil registry offices, in order for the CRA to condition services to citizens, where citizens, before performing the services, are obliged to declare the address to the staff engaged by KCA, then the staff register the address in the module developed by KCA for the generation of the Certificate of Address. The module for generating the Certificate of Address will be available to the CRA. Then, from this module, the address data will be updated in the Civil Status System. This process is planned to last at least 12 months, supported by a large public information campaign. This process is planned to be supported with a service in E-Kosova platform, where citizens can declare their official address online without having to appear physically at the civil status offices. First, the textual part of ARIS is integrated into the E-Kosova platform, and then the graphic part of ARIS is integrated through web services.

The Kosovo Cadaster Agency will recruit and pay for total of 55 consultants to strengthen the capacity of the municipalities to do the work.

The consultants are distributed to municipalities according to the table included below, to work in one of the listed municipalities for a period of 12 months. Candidates should/can indicate the municipality or municipalities (up to three) which they apply for.

#### **Current situation:**

The project of establishing the Address System started in 2010 and continues to be implemented now.

Activities carried out during 2010-2024 are:

- Preparation of the legal basis (Law on Address System, five Administrative Instructions and Address Manual),
- Capacity building at municipal and central level,
- Development and installation of a modern web-based Address Register (ARIS) at KCA
- Data collection and digitalization of information about Public Circulation Areas (PCAs), street, square, park, boulevard, etc.,
- Collecting information about building entrances in the field and registration of related address numbers in ARIS (about 450,000 entries)
- Street naming in 33 municipalities,
- Signalization with road name signs in 31 municipalities,
- Signalization with entrance number signs in 12 municipalities,
- Updating the street centerlines and address numbers;
- Production and installation of road name signs and address number signs in remaining municipalities;
- Sharing of address data to 16 local and international institutions, such as TomTom and OpenStreetMap,

## **2. Activities to complete the address system for Kosovo**

A very important process for the Address System is the connection of Civil Registry with Address Register, through equipping citizens with official addresses. The Local Civil Registry Offices and Municipal departments of Urban Planning shall be the key actors responsible for planning and implementation of the project on completing the interconnection of Civil Register with Address Register.

The activity of interconnection will take place in 34 municipalities, excluding the 4 northern municipalities.

The interconnection process consists of two main components:

- I. Register the citizens and their addresses in the Address Certificate module.**  
The data have to be register in the certificate module based on the request by the citizens. The citizens will require to register their address with ID number, then assign the official address in ARIS
- II. Verify the address in the field if the citizen cannot identify the address on the computer (map) –**  
If the citizen cannot identify the address in the computer (map) it has to be visited in the field to identify the address of the citizen.

### III. Delivering the address information letters in the field to the citizens

In order to speed up and facilitate the process of interconnection of citizens with addresses and to inform citizens about the official address it will be needed to deliver the address information letters to the citizens in the field.

#### **3. Recruitment of Municipal support staff – Consultants**

The consultants will mainly work on the two activities mentioned above, but can also be assigned to other address related activities. The work of the consultants is further detailed in point 3.1. below.

##### **3.1 Distribution of consultants to municipalities**

Consultants are distributed to municipalities according to the table below:

No.	Region	Municipality	Municipal support staff for address data updating
1	Prishtina	Novoberde	1
2	Peja	Istog	1
3	Gjakova	Rahovec	1
4	Prizren	Malisheve	1
5	Ferizaj	Shterpce	1
6	Gjilan	Partesh	1
7	Gjilan	Viti	1

Candidates applying for work as consultant should indicate their preferred municipality for carrying out their work. Candidates can indicate up to three municipalities in prioritized order.

##### **3.2. Specific tasks of the municipal support staff – consultants are:**

- Getting knowledge of Law and Administrative Instructions and Manual on Address System and procedures of Civil status;
- Getting knowledge of ARIS (module of address certificate);
- Register the citizens and their address in ARIS;
- Print the address identification form;
- Identifying the addresses in the field if needed;
- Delivering the address information letters in the field to the citizens
- Performing quality control of the data;
- Supporting municipality regarding the process of registering the citizens and their addresses

- Other activities relevant to the completion of the process of interconnection.
- Related training of the consultants will be provided by KCA.

#### **4. Working conditions**

The contracted municipal support staff – consultants will be working in a full-time position in one municipality for a period of up to 12 months. The work is conducted in office and in the field. The consultant will report to the Head of local civil status office and Director of urban planning directorate of the respective municipality, who will also prepare the overall work plan and supervise the daily work. The municipality is responsible for providing office space, access to computer, and other equipment, as well as transportation needed for the field work.

#### **5. Required qualifications education and work experiences**

- Mandatory qualifications:
  - Completed University degree (minimum Bachelor’s degree);
  - Possession of valid driver’s license
- Preferred qualifications:
  - Graduated in Geospatial fields (Geography, Geodesy or in other related fields);
  - Experience in working with geospatial data and navigating with map in the field;
  - Experiences from working with addresses system;
  - Experiences from working with other official matters in municipalities;
  - Basic knowledge in information technology, preferred knowledge on GIS systems;

Knowledge of the municipal area prioritized for work

#### **6. Evaluation Criteria:**

- General qualification - 30 points
- Specific experience related to the assignment – 70 points

#### **7. Selection Process**

Experienced and qualified individuals will be selected under the provisions of the World Bank’s Procurement Regulations for Investment Project Financing (IPF) Borrowers, issued in July 2016, and revised November 2017 and August 2018, based on Selection of Individual Consultants open call competitive.

Kosovo Cadastral Agency is dedicated to the principles of equal employment opportunities and is also dedicated to take decisions for employment based on merits. We are dedicated to applying the state laws offering equal employment opportunities, as well as all the laws that have to do with employment conditions. The Agency desires to keep a working environment without sexual harassment or without discriminations based on the race, religion, color, national origin, sexual orientation, physical and mental disabilities, marital status, age or any other condition defended by state laws.