

TERMS OF REFERENCE

MUNICIPAL SUPPORT STAFF – CONSULTANTS

(For interconnecting citizens with addresses)

1. Introduction

Within the World Bank Project, the Kosovo Cadastral Agency has planned the project for the completion of the Address System. One of the activities for completing the Address System is interconnecting citizens with official addresses.

To identify an appropriate methodology for the interconnecting process, the German GIZ supported a pilot project for interconnecting citizens with addresses in two municipalities, Istog and South Mitrovica. The results of the pilot project were unsatisfactory, considering that not all addresses were visited, and only a small number of citizens were provided with an official address. In the Municipality of Istog, the number of citizens is higher, and in addition to operational issues, there were signs with street names and address numbers. However, in the Municipality of South Mitrovica, the number of citizens provided with addresses was very low, and in addition to operational challenges, there were no address number signs.

Considering the pilot project results and the funds available for this process, it was decided that interconnecting citizens with addresses would be implemented through a methodology involving the engagement and contracting of 55 staff members for a period of 12 months by KCA. These staff members will be placed in municipalities at local Civil Registry Offices to ensure that CRA conditions services for citizens. Citizens, before receiving services, will be required to declare their address to the staff engaged by the KCA. The staff will then record the address in the module developed by the KCA for generating the Address Certificate. The Address Certificate generation module will be available to the CRA. Subsequently, address data from this module will be updated in the Civil Registry System. This process is planned to last at least 12 months and will be supported by a large public information campaign. The process is also planned to be supported by a service on the e-Kosova platform, where citizens can declare their official address online without having to appear in person at the Civil Registry Offices. First, the textual component of ARIS will be integrated into the e-Kosova platform, followed by the graphical component of ARIS, which will be integrated through web services.

The Kosovo Cadastral Agency will recruit and pay a total of 55 consultants to enhance the capacities of municipalities to perform this task.

The consultants will be deployed across municipalities according to the table below to work in one of the listed municipalities for a 12-month period. Applicants must specify the municipality or municipalities (up to three) for which they are applying.

Current situation

The Address System Creation Project began in 2010 and continues to be implemented to date. The activities carried out during the period 2010-2024 include:

- Preparation of the legal framework (Law on Address System, five Administrative Instructions and the Address Manual),
- Capacity building at the municipal and central levels,
- Development and installation of a modern web-based Address Registry (ARIS) at KCA,
- Collection of data and digitalization of information for Public Circulation Areas (PCA), streets, squares, parks, boulevards, etc.,
- Collection of information on building entrances in the field and registration of corresponding address numbers in ARIS (approximately 450,000 entries),
- Naming of streets in 33 municipalities,
- Installation of nameplates in 31 municipalities,
- Installation of entrance number signs in 12 municipalities,
- Updating of street segments and address numbers,
- Production and installation of street name signs and address number signs in the remaining municipalities,
- Sharing of address data with 16 local and international institutions, such as TomTom and OpenStreetMap.

2. Activities for completing the Address System for Kosovo

A critical process for the Address System is the interconnection of the Civil Registry with the Address Registry by providing citizens with official addresses. The local Civil Registry Offices and Municipal Urban Planning Departments will be the key stakeholders responsible for planning and implementing the project to complete the interconnection of the Civil Registry with the Address Registry.

The interconnecting activity will be carried out in 34 municipalities, excluding the 4 northern municipalities. The interconnection process consists of two main components:

I. Registration of citizens and their addresses in the Address Certificate module:

Data must be recorded in the certificate module based on citizens' requests. Citizens will request to register their address using their ID number and then assign the official address in ARIS.

II. Verification of addresses on the ground if the citizen cannot identify the address on the computer (map):

If a citizen cannot locate his/her address on the computer (map), an on-site visit will be conducted to identify the citizen's address.

III. Delivery of informative address letters in the field to citizens:

To accelerate and facilitate the process of interconnecting citizens with addresses and to inform citizens of their official addresses, it will be necessary to send informative address letters to citizens in the field.

3. Recruitment of municipal support staff – Consultants

The consultant will primarily work on the two activities mentioned above but he/she may also be assigned to other tasks related to addresses. The work of the consultants is described in detail further in section 3.1 below.

3.1 Deployment of Consultants across municipalities

A Consultant is required for only one municipality, as specified in the table below:

No.	Region	Municipality	Municipal support staff for updating address data
1	Peja	Deçan	1

3.2 The specific duties of municipal support staff – Consultants will be:

- Familiarity with the Law, Administrative Instructions and the Manual on the Address System, as well as civil registry procedures;
- Knowledge of ARIS (Address Certificate Module);
- Registration of citizens and their addresses in ARIS;
- Printing the address identification form;
- Identifying addresses in the field, if necessary;
- Delivering informative address letters in the field to citizens;
- Performing data quality control;
- Supporting the municipality in the process of registering citizens and their addresses;
- Other activities related to completing the address system.
- The relevant training for consultants will be provided by KCA.

4. Working conditions

The municipal support staff – contracted Consultants will work full-time in a municipality for a period of up to 12 months. Work will be carried out both in the office and in the field. The consultant will report to the Head of the local Civil Registry Office and the Director of the Municipal Urban Planning Directorate, who will also prepare the overall work plan and supervise daily activities. The municipality will be responsible for providing office space, access to computers and other equipment, as well as necessary transportation for fieldwork.

5. Required education and work experience

- Mandatory qualifications:
 - University degree in completed studies (minimum Bachelor's degree).
- Preferred qualifications:
 - Degree in geospatial fields (geography, geodesy or other related areas);
 - Work experience with geospatial data and map navigation in the field;
 - Work experience in the address system;
 - Work experience in other official municipal matters;
 - Basic knowledge of information technology, preferably knowledge in GIS systems;

Familiarity with municipal issues relevant to the job.

6. Evaluation criteria:

- General qualifications: 30 points
- Specific experience related to the task: 70 points

7. Selection process:

Experienced and qualified individuals will be selected according to the provisions of the World Bank Procurement Regulations for Borrowers for Investment Project Financing (IPF), issued in July 2016 and revised in November 2017 and August 2018, based on the selection of individual Consultants through an open call.

The Kosovo Cadastral Agency is committed to the principles of equal employment opportunities and making employment decisions based on merit. We are committed to implementing state laws that provide equal employment opportunities, as well as all laws related to employment conditions. The Agency aims to maintain a workplace free of sexual harassment and discrimination based on race, religion, colour, national origin, sexual orientation, physical and mental disabilities, marital status, age or any other condition protected by state laws.