

TERMS OF REFERENCE (TOR)

ENTERPRISE CONTENT MANAGEMENT SYSTEM SPECIALIST FOR AUDIT MANAGEMENT SOFTWARE

ENGAGEMENT PERIOD – 4 MONTHS

BACKGROUND

The Auditor General and National Audit Office ensure objectivity and institutional independence by exercising the mandate stipulated in the Constitution and the law as well as in line with the professional audit standards and the internal code of ethics and professional conduct.

The National Audit Office, on an annual basis, carries out a statutory regularity audit of the Budget of the Government of Kosovo; all Budget Organizations receiving budget through the annual budget law, Publicly owned Enterprises, Performance audits and has the right to perform at any time other audits other than regularity audits for funds provided by the budget for an institution or organization; public funds for public-private partnerships; borrowings; and loans and obligations guaranteed by public sector entities.

Reports of the Office of the Auditor General directly promote accountability and provide a solid basis to hold the managers of any budget organization into account. In this way we enhance our trust in spending public funds and play an active role in ensuring the interest of taxpayers and other stakeholders in enhancing public accountability.

Considering that, one of the strategic objectives of the National Audit Office (ZKA) is modernization and digitization of the audit process, new Audit Management System (SMA) should be developed and implemented. To fulfill this task robust platform for Document and Business Process Management should be implemented.

In this regard, Auditor General and National Audit Office has embarked on an Audit Management System development initiative, under which:

1. Organization benefits

- Promotion of consistency of audit documentation, through standardized structures and documentation;
- Applying best practices and new requirements;
- Increase the efficiency of the work of auditors (5% - 10% per auditor);
- Increasing the professionalism and morale of audit teams;
- Easier information retention and reduction of paper files;
- Identifying systematic weaknesses to clients, leading to better quality of CAO recommendations;
- Reducing the cost of providing meaningful management information (because data is stored in a central location);
- The ability to connect to other systems (eg staff attendance, time recording, etc.);

2. Benefits for managers

- Better management of audits and monitoring of progress (there is no need to wait for a paper report to gather to see the degree of completion of field work) - especially if it is enabled for remotely access;
- Better efficiency through timely forwarding of information;
- Better quality - guidance developed in each audit;
- Standardization of the process - easier review to assess whether all audits are documented in a sustainable way;
- Facilitation in finding audit evidence and other relevant documents.

3. Benefits for audit teams

- Standardization of the working process;
- Increased efficiency through automation of tasks (eg setting up audit files, systematizing findings for evaluation);
- References to working documents;
- Harmonized approach of team members in the same audit file;
- Better sharing of knowledge;
- Maintain continuity of information from one year to the next.

Terms of Reference / Deliverables

Given the above context, National Audit Office is seeking advisory services on the System for Management of audit documentation through an electronic platform, such as:

1. Review of Feasibility study
2. Review of TOR as part of the tender procedure
3. Assist the procurement process till the contracting
4. Assist on the oversight process of AMS development.

Qualifications

- The specialist/expert undertaking the assignment must have at least five (5) years of experience in the systems of audit material management through the electronic platform.
- A relevant advanced university degree or equivalent professional work experience combined with a university degree in a related field. A first level university degree in combination with qualifying experience may be accepted in lieu of the advance university degree.
- Certification(s) in auditing for Quality Management Systems (ISO 9001).
- Experience with Business Analyses for identification of business processes.

- Experience in development of business process workflow diagrams
- Demonstrated experience in creating and evaluating business processes.
- Experience with implementing Enterprise Content Management Systems.
- Experience in design of software solutions by analyzing the client requirements
- Experience with reviewing of feasibility studies for preparation of implementing Enterprise Content Management Systems.
- Experience with creation of RFI, TOR and RFP documentation for IT procurements.
- Experience with implementing Enterprise Content Management Systems.
- Due to the nature/content of the documentation, the fluency in English is required. Knowledge of Albanian and Serbian language will be considered as an advantage.

PLEASE SUBMIT THE FOLLOWING

The consultant is expected to provide a resume / CV highlighting previous engagements which meet the qualification criteria specifically those assignments demonstrating the experience in developing and implementing a Document and Business Process Management Solutions.

The consultant is expected to submit a price proposal to carry out this consultancy. The technical and financial proposal should be sent along with the documentation required under the advertisement.