

# **REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES – INDIVIDUAL CONSULTANT**

**Republic of Serbia**

**Donor Trust Fund – Serbia Digitalization for Business Environment**

**No. P174555**

**Assignment Title:** Project Implementation Unit – Process Reengineering and IT officer

**Reference No.:** SER-GA-IC-CS-24-03

International Bank for Reconstruction and Development (hereinafter: the World Bank), acting as administrator of the European Commission, on behalf of the European Union for the EC – World Bank Partnership Programme Part III for Europe and Central Asia Programmatic Single-Donor Trust Fund – Serbia Digitalization for Business Environment, extended a grant (hereinafter: Grant) to the Republic of Serbia to assist in the financing of the project “Serbia Digitalization for Business Environment” (hereinafter: Project)

Implemented within the framework of the Action Programme for the Republic of Serbia, adopted by the European Commission on November 28, 2019 and confirmed by the Financial Agreement with the European Commission, which was signed by the Republic of Serbia on February 6, 2020, the Project refers to the Result 1 of the said Action Programme: Improvement of the coordination of reforms in the field of business environment and optimization of the regulatory environment for economic entities. It enables digitization of 20 business episodes and accompanying registers and records, which will in turn create conditions for the Public Policy Secretariat (PPS) of the Government of the Republic of Serbia to further support improvements of the business environment.

The objective of the Project is to improve aspects of the business environment through the digitalization of selected government-to-business services in the prioritized sectors. The Project consists of the following parts:

Part 1. Upgrading the Registry of Administrative Procedures: Support the upgrading of RAP to enhance its functionality and usability.

Part 2. Identifying potential Business Episodes: Identify at least 20 government-to-business services that have potential to be simplified and digitized under a Business Episode format.

Part 3. Digitization and piloting of Business Episodes: Digitization and piloting of at least 20 government-to-business administrative services, (a) selected by Public Policy Secretariat, in consultation with the Ministry of Economy of the Member Country, (b) in highly relevant sectors, (c) under the Business Episodes format, and (d) through a Member Country government portal (whether RAP or other portals operated by a Member Country government agency).

Part 4. Enhance Data Registries: Support the upgrading of Data Registries, primarily those required for the digitalization of the 20 Business Episodes, including by (a) considering the most recent business regulations and any relevant reforms, and (b) designing a business-friendly online interface that allows for easy navigation and offers an integrated online feedback mechanism for businesses.

Part 5. Implementation Support: Strengthen the Recipient staff, and other government officials', capacity through the organization of workshops and training on Business Episodes, and the provision of Operating Costs.

Public Policy Secretariat (PPS) will carry out the Project in collaboration with the Office for Information Technologies and e-Government - government agency, tasked with implementing various digitalization and e-Government initiatives (hereinafter: ITE).

**The scope of work of the Consultant will be as follows:**

Process Reengineering and IT officer will have the following scope of work:

Task 1: Preparing the documentation necessary for the software procurement procedures, which can include:

- Feedback/Quality control of the activities for the ToBe processes design.
- Concept notes (short notes to explain the key aspects of the future software).
- Technical specifications, developed according to already approved by the Stakeholders Concept notes.
- Budget estimation.
- Market research.
- Contributions to the RFP packages.

Task 2. Conducting pre-bidding meetings.

- Providing presentations related to the scope of the procurement process and beneficiary expectations.
- Answering the bidders' questions until the deadline for submission of bids.

Task 3. Participation as a member of the evaluation committee in the processes of the evaluation of the bids for software development services procurement.

Task 4. Monitoring the software implementation, acceptance, and handover, which can include the following activities:

- Monitoring the product backlog management as needed.
- Leading the periodical PM meetings and demo presentation sessions.
- Validation/Acceptance of the deliverables related to the software design, development, testing, training, acceptance, and handover.
- Drafting the reports related to the milestone achievement.
- Participation in the software acceptance and handover processes.
- Participation in outreach activities related to the promotion of the developed software.

- Working closely with the relevant staff and teams from the Public Policy Secretariat and intermediate the interaction between Public Policy Secretariat and Vendors.

Task 5. Other project related activities, which can include the following (as needed, and while allowing for performance of Tasks 1 to 4 as the main responsibility of the consultant):

- User Support and Training: Provide technical support to project staff and stakeholders for IT-related issues and inquiries. Conduct training sessions to educate users about digital tools and systems implemented as part of the project.
- Reporting and Performance Monitoring: Prepare regular reports on IT activities, progress, and performance indicators for project management and stakeholders. Monitor key performance metrics related to IT operations and make recommendations for improvement.
- Ensure that project documentation is accurate, up-to-date, and accessible to all relevant parties.
- Participate in relevant conferences, workshops and training events, as required to fulfill tasked role;
- Perform other duties in support of Project implementation as required by the PIU Manager and / or Client Director

**The Consultant shall have the following qualifications and experience:**

The Terms of Reference for the above referenced consulting services are posted on the website of the Public Policy Secretariat (PPS); <https://rsjp.gov.rs/cir/javni-pozivi-cir/javni-poziv-za-izbor-konjultanta-serbia-digitalization-for>

assignments, experience in similar conditions and availability of appropriate skills ( scanned diplomas to be sent with CV).

The evaluation criteria for the assignment are as follows:

- Specific Experience relevant to the Assignment (60 Points)
- General experience (40 Points)

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the *World Bank's Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services (July 2016, revised November 2017, August 2018 and November 2020)* (“the Regulations”) setting forth the World Bank’s policy on conflict of interest.

A Consultant will be selected in accordance with the *Open Competitive Selection of Individual Consultants* as set out in the Regulations. The type of contract will be time-based contract..

Further information can be obtained at the address below during office hours 09:00 to 15:00 hours.

Expressions of interest **in English language** must be delivered in a written form to the email below, by **June 13, 2024, 12:00 hours, noon**, local time.

Interested consultants must provide **Cover Letter (name and reference number of the assignment to be indicated in the email)** and **CV** representing description of similar assignments,

experience in similar conditions and availability of appropriate skills (**scanned diplomas to be sent with CV**).

<b>Contact:</b>	<b>E-mail:</b>	<b>Address:</b>
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