

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

**Republic of Serbia**

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

**No. P174555**

**Assignment Title: Online monitoring tool for Business Environment enabling policies**

**Reference No.: SER-GA-CQS-CS-24-09**

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).

### **Objectives of the assignment**

The objective of the assignment as described in this Terms of Reference is to establish an online monitoring tool as an addition to the existing Unified Information System (UIS) for the planning of public policies. For this purpose, the PPS will work with the selected Consultant to enable public overview of all the activities (measures, specific goals) contained in the public policy documents that hold relevance for an enabling business environment. It should provide a comprehensive overview of the government priorities, defined by public policy documents and ensure their matching with priorities that the business community in Serbia identifies with.

Therefore, the main objectives of this assignment aim to provide a clear and comprehensive framework for the Consultant) to develop an effective online monitoring tool that supports the goals of the "Serbia Digitalization for Business Environment" project.

The main assignments for the Consultant are as follows:

1. Define Functional Requirements: clearly outline the functional specifications and requirements of the online monitoring tool, ensuring that these requirements cover both the integration and upgrade of the Unified Information System (UIS) and the development of a monitoring tool.
2. Integrate with Unified Information System (UIS) and enhance its capabilities: ensure seamless integration of the monitoring tool with the existing UIS and enhance the capabilities of the UIS by integrating advanced monitoring and reporting functionalities specific to business environment policies.
3. Enable Transparent Policy Overview: develop a user-friendly interface that allows for transparent and accessible monitoring of government priorities and measures defined by public policy documents.

### *Description of the Current System*

UIS (unique information system for planning and monitoring the implementation of public policies of the Public Policy Secretariat - PPS) includes three functional modules:

- *The public policy planning module* is a dedicated web application implemented on .NET platform. Microsoft SQL Database is used for data storage. Microsoft BI package component - SQL Server Reporting Services (SSRS) is used for production tabular displays of entered public policy documents. The public policy planning module also uses the IBM Content Foundation Manager component to store public policy documents and their attachments.
- *Module for monitoring the implementation of public policies* - Data entered in the public policy planning module are transferred to an IBM solution (IBM Cognos TM1 Application) using IBM TurboIntegrator and written into an analytical cube. The IBM solution, in addition to the analytical cube, also contains tools for modeling cubes, as well as an application for entering data on the implementation of action and medium-term plans.

• *Reporting module* - IBM Cognos Analytics is also available to users for generating reports on planned and realized values of indicators of public policy documents and medium-term plans, the degree of implementation of measures and activities and the financial resources spent in relation to the provided resources. Integration with Active Directory is also enabled.

IBM rebranded the product name to Planning Analytics. Currently, TM1 is still used to define IBM Planning Analytics core component—the TM1 Server. TM1 is a multidimensional, in-memory OLAP database with a cell-orientated structure—like spreadsheets—that allows users to create sophisticated financial models and perform advanced calculations while benefiting from control and governance.

TM1 is an example of a class of software products which implement the principles of the functional database model. The functional database model was developed from the need to perform “spreadsheet” analysis to large volumes of multidimensional data. This is done by applying database security and governance to overcome the data volume and complexity limitations of the spreadsheet. In TM1, data is stored as multidimensional arrays or "cubes," which can be easily manipulated and analyzed in real-time.

Cell-orientation is a key aspect of TM1. Data is stored and processed at the level of individual cells, rather than in pre-defined structures such as tables or columns. This allows for a high degree of flexibility in modeling and analyzing data, as cells can be easily manipulated and combined to create new views and analyses. Additionally, because cells can be easily linked to other cells or data sources, cell-oriented databases are highly dynamic and can be updated in real-time as new information becomes available.

The structure of public policy documents as outlined in the "Law on the Planning System of the Republic of Serbia" is defined in a layered manner, including the following elements:

1. **Public Policy Document (PPD):** Refers to the broad category of planning documents that set or elaborate public policies, such as strategies, programs, policy concept papers, and action plans.
2. **Action Plan (AP):** An action plan is a detailed public policy document that elaborates a strategy or program. It outlines specific measures, activities, responsible institutions, timeframes, and resources required for the implementation of public policy objectives.
3. **Goals:** The goals in public policy documents generally refer to the desired long-term outcomes at the societal level, which are defined in strategic documents such as the Development Plan, strategies, or programs.
4. **Objectives:** These are more specific than goals and are defined in relation to particular subjects or relations within the field of policy action. Objectives are aimed at creating conditions necessary for achieving broader goals and are often specified in both strategies and action plans.
5. **Measures:** Public policy measures are sets of key and related activities undertaken to achieve specific objectives. They can include regulatory measures, incentive measures, information and educational measures, and institutional or organizational measures.
6. **Activities:** Activities are the most granular level of detail in public policy planning and are outlined in action plans. They refer to specific actions required to implement measures, achieve objectives, and fulfill the broader goals set out in public policy documents.

UIS provided link between content of public policies, medium-term plans of the budget beneficiaries competent for the implementation of public policy measures, and their financial plans, and currently includes *three basic business units*:

- Strategies, programs and their action plans
- Medium-term plans
- Action plan for the implementation of the Government Program

The system contains the *additional elements* that enable the implementation of various functionalities related to the broader planning system, such as:

- Entry of other planning documents (related to reform processes), such as:
  - Program of economic reforms
  - National priorities for international aid
  - Goals of sustainable development
- Reporting on entered planning documents
- Generation of tabular views in Word and Excel format
- Code book administration
- Storage of attachments related to planning documents
- Periodic loading of the budget received from the Ministry of Finance

### **Scope of Work**

The selected Consultant will provide support to PPS by implementing the following tasks. This procurement involves the development of custom software, and the source code of the developed software will be included as a deliverable to PPS.

- *Define Functional Requirements*

Collaborate with PPS to clearly outline detailed functional specifications and requirements of the online monitoring tool. Specify the features needed to provide a comprehensive overview of public policy activities relevant to the business environment.
- *Enhance UIS Capabilities*

Enhance the capabilities of the UIS by integrating advanced monitoring and reporting functionalities specific to business environment policies.
- *Integrate with Unified Information System (UIS)*

Ensure seamless integration of the monitoring tool (web portal) with the existing UIS for planning public policies. Facilitate data exchange and interoperability to leverage UIS functionalities.
- *Enable Transparent Policy Overview*

Develop a user-friendly interface (web portal) that allows for transparent and accessible monitoring of government priorities and measures defined by public policy documents. Enable easy navigation and understanding of policy goals and their impact on the business community. Support Business Community Engagement: facilitate engagement and

feedback from the business community by providing tools for matching government priorities with business needs. Implement features that enable interaction and collaboration between policymakers and business stakeholders.

- *Provide Technical Documentation and Training*

Deliver comprehensive technical documentation for the developed tool, including source code documentation. Ensure knowledge transfer through training sessions for project stakeholders on tool usage and maintenance.

### **Timeframe and Duration**

The contract will be implemented over a period of 8 months from the date of signing.

### **Required qualifications:**

The Consultant/Firm is to meet the following requirements:

Consulting firm:

- Implementation, maintenance, and upgrade of at least 2 (two) projects for data warehouse solution and reporting system in the state authority;
- Experience in implementation, maintenance, and upgrade of at least 2 (two) projects of applicative solution for policy implementation / monitoring tools in the state authority;
- Technical expertise in developing and integrating IT systems within existing client's infrastructures is considered as an advantage
- Certifications or partnerships with major technology providers (e.g., Microsoft, IBM) to demonstrate technical capability and expertise.
- Experience working with Serbian state authorities is considered as an advantage;

The Consultant/Firm shall provide a team of experts covering the following requirements:

#### Key Expert 1 - Project Manager:

- University degree in the field of computer science, informatics, ICT engineering or equivalent technical field;
- Possesses an internationally recognized certificate in the field of project management such as PMP, CSM, PMI-ACP or equivalent;
- Has at least one year of experience in managing at least one similar project of implementing an integrated information system;
- Excellent written and spoken skills in English and Serbian language;
- Has at least 2 years of experience on projects in Serbian government administration bodies (experience will be considered an asset).

#### Key Expert 2 - Business Process Analyst

- University degree in the field of programming or informatics or a technical field;
- Possesses an internationally recognized certificate in the field of business process analysis - "CBAP" or equivalent;
- Has at least 10 years of experience as a business process analyst;
- Participates as a business process analyst in at least five information systems implementation projects;

- Has at least 2 years of experience in process analysis for Serbian government administration bodies (experience will be considered an asset).
- Preferably has at least 3 years of experience working with Agile methodologies;
- Excellent written and spoken skills in English and Serbian language with a B-level or equivalent proficiency in both languages.

Key Expert 3 - Lead Custom Software Specialist

- University degree in IT or technical sciences;
- Has at least 5 years of experience in the field of software development and experience in leading development teams of minimum 3 members;
- Participation in at least three projects for Web applications development on Microsoft technology, in the last five years;
- Preferably has a "Microsoft .NET" certificate, MCTS: .NET Framework 4, Web Applications or equivalent;
- Preferably has at least three years of experience working with Agile methodologies
- Preferably has experience on development projects in Serbian government administration bodies;

Key Expert 4 – Lead Data Analytics Architect

- Academic degree in computer science, ICT engineering or equivalent
- At least 7 years in data analytics
- Data architect role in at least 2 (two) project implementations based on IBM Planning Analytics technology.
- Preferably has at least 3 years of experience working with Agile methodologies
- Preferably has at least three years of experience on development projects in Serbian government administration bodies .

Key Expert 5 - Data Analytics Administrator

- Academic degree in computer science, ICT engineering or equivalent
- Proven experience IBM Cognos Analytics, on at least two projects
- IBM Cognos Analytics Administrator certificate is mandatory
- Preferable has at least 1 year of experience in IBM Planning Analytics Administration
- Preferably has at least 3 years of experience working with Agile methodologies
- Preferably has at least 1 year of experience on development projects in Serbian government administration bodies;

Expressions of interest will be evaluated based on the following criteria:

General experience in the field of assignment	50 points
Consultant's specific experience related to the assignment	50 points
<b>TOTAL:</b>	<b>100 POINTS</b>

The detailed Request for Expressions of Interest and 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/>

A Consultant will be selected in accordance with the Consultant's Qualifications Based Selection (CQS) as set out in 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”)

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the Regulations setting in the forth the World Bank's policy on conflict of interest.

Central Fiduciary Unit of the Ministry of Finance now invites eligible individual Consultants to indicate their interest in providing the above services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

Expressions of interest **in English language** must be delivered in a written form to the email below, by **October 22, 2024, 12:00 hours, noon**, local time.

**When submitting Expressions of interest please indicate the name of assignment and reference number for which you are applying.**

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