<p style="text-align:center">**Terms of Reference**

8.6 Business Environment Monitoring Tool Coordinator

Donor Trust Fund – Serbia Digitalization for Business Environment

(P174555)</p>

Background

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 Project also entails management and improving the unified Registry of Administrative Procedures (hereinafter: RAP) and its publicly accessible portal. Digitization of administrative procedures would directly contribute to the reduction of the administrative burden to businesses, through savings resources, increased transparency, predictability and stability of 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

One of the key outputs that the Project is looking to achieve is establishing of 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 Vendor 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, such as:

1. National Anti-Corruption Strategy
2. Public Administration Reform Strategy in the Republic of Serbia for the Period 2021-2030
3. Strategy for the Development of Small and Medium Enterprises for the Period 2023-2027, with an Action Plan for the Period 2023-2024
4. Startup Ecosystem Development Strategy of the Republic of Serbia for the Period 2021-2025
5. Employment Strategy in the Republic of Serbia for the Period 2021-2026
6. Program for Combating the Informal Economy for the Period 2023-2025
7. Economic Reform Program for the Period 2023-2025
8. Capital Market Development Strategy for the Period 2021-2026
9. Consumer Protection Strategy for the Period 2019-2024
10. Industrial Policy Strategy of the Republic of Serbia for the Period 2021-2030
11. Economic Migration Strategy for the Period 2021-2027
12. Fiscal Strategy for 2024 with Projections for 2025 and 2026

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.

In parallel, the Project Implementation Unit needs to monitor the progress of the Vendor, but also to follow-up on and monitor the full implementation of the online monitoring tool and its constant interaction with the UIS. Therefore, the objective of the assignment described in this Terms of Reference is to support expediated funneling of the relevant public policies and regulations towards visible improvements in the business environment, so that the business

community can easily interact with the Government in the processes of monitoring and reporting, but also planning of public policies. The expert(hereinafter referred to as Consultant) will closely monitor the development and follow-up on the implementation of the online monitoring tool, which will enable comprehensive overview of the government priorities, defined by public policy documents and enable their matching with priorities of business community.

The Republic Secretariat for Public Policies (PPS), within its jurisdiction, conducts analysis, identifies needs, and submits initiatives for the creation of public policy documents (PPD). It also ensures the alignment of PPD proposals and draft laws with the adopted PPDs during their adoption process. After adoption and during the implementation of the PPDs, the responsible proposer reports to the Government of the Republic of Serbia on the implementation results through the PPS. In this way, the PPS monitors the realization of planned activities and gains insight into potential problems and obstacles.

Additionally, the PPS prepares the Action Plan for the Implementation of the Government Program (APIGP), which sets the government's priority goals, monitors implementation, and reports to the Prime Minister's Cabinet on the realization of the APIGP, in collaboration with all state administration bodies. The APIGP is an operational document designed to achieve the priorities outlined in the Government Program more efficiently. It details priority goals, which are grouped into priority areas, specific results, and deadlines necessary for their realization.

This coordination, monitoring, and reporting mechanism enhances the implementation of the Government Program and contributes to better achieving planned results, aiming to improve the quality of life for citizens and society as a whole. The PPS coordinates the entire process from preparation and harmonization to adoption, and subsequently monitors implementation and collects reports from all participants to prepare a report for the Prime Minister's Cabinet. This mechanism has proven very useful for tracking the work of all sectors and evaluating the performance of the entire government, as it provides insight into numerous activities of all ministries and enables their coordination to implement activities that require the engagement of multiple sectors.

To improve the reporting process, the PPS is developing a special module within its existing Unified Information System (UIS). Establishing this module and submitting sector reports through the UIS will enable its connection with the online monitoring tool, further enhancing this tool and providing additional insights into the activities of the government as a whole.

In addition to these planning levels, it is necessary to highlight the medium-term plans of the ministries, which are developed based on the current PPDs, considering the government's priority goals, available capacities and resources, as well as changes in the actual situation compared to when those PPDs were adopted. Reporting on the implementation of medium-term plans is done through the UIS.

All three planning levels contain numerous results and activities that have direct or indirect consequences on the business environment. It is crucial that the online monitoring tool accurately recognizes and encompasses all relevant activities concerning the business environment and provides users with the necessary information, considering all the planned activities of the ministries and the government as a whole.

Therefore, the main objectives of this assignment aim to provide a clear and comprehensive framework for selecting an expert (hereinafter referred to as Consultant) capable of developing an effective online monitoring tool that supports the goals of the "Serbia Digitalization for Business Environment" project.

The main objectives for the Consultant are as follows:

1. Ensure regular monitoring and evaluation of the progress of the Vendor, selected to develop the monitoring tool for business enabling policies.
2. Follow-up on, monitor and evaluate the full implementation of the online monitoring tool and its constant interaction with the UIS, to ensure smooth interaction between the platform and the business community.

Scope of Work

The selected Consultant will provide support to PPS by implementing the following tasks:

- Participate in defining the functional requirements of the online monitoring tool, considering the goals and purpose of the online monitoring tool.
- Monitor and test the development of the user interface.
- Provide comments and suggestions for changes or improvements to functionality and design.
- Align the functionalities of the online monitoring tool with the needs of the business community.
- Test the online monitoring tool at all stages of development, provide feedback for improving functionality, and test the final delivered online monitoring tool.
- Participate in the preparation of the user manual for the online monitoring tool.
- 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

Reporting Requirements

The Business Environment Monitoring Tool Coordinator will be primarily required to Client's representative regarding the scope of work implementation.

The Business Environment Monitoring Tool Coordinator should prepare monthly activity reports (timesheets) in which he/she will summarise key issues and emerging and day-to-day tasks undertaken, as well as working hours spent. The Business Environment Monitoring Tool Coordinator is required to submit monthly timesheets to the Client's representative for approval or the person designated by the Client Director. Monthly timesheets must be submitted at the latest by the 10th day of the month following the month to which the timesheet pertains

In addition, the Business Environment Monitoring Tool Coordinator will prepare progress and ad hoc reports and documents where so required by the Project. These reports will be provided on paper (when necessary) and online in the English/Serbian language.

Engagement

Business Environment Monitoring Tool Coordinator will be engaged on a part-time basis up to 10 days per month, for an initial period of six months, with a possibility of extension subject to Project needs and Project extension.

The type of contract will be time-based contract

Business Environment Monitoring Tool Coordinator agrees to be engaged no more than 48 hours per week cumulatively for this assignment plus any additional assignments/contracts.

Qualification Requirements

- University degree preferably in law, business, economics, international development, business administration, or related fields
- At least 5 years of work experience in analysis, report-writing in the context of international development projects;
- At least 5 years of work experience in producing analytical reports, recommendations and actions plans;
- Experience in working with GoS organizations and the business community will be considered as an advantage;
- Experience with initiatives related to improving business environment funded by the World Bank or other international organization will be considered as advantage;
- Advanced MS Office System user
- Excellent command of English (B2 level or equivalent) and Serbian language;

Input by the Client

The Client will provide the necessary office infrastructure, IT equipment, and telecommunications systems.

Confidentiality

The Consultant undertakes to maintain confidentiality on all information that is not in the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment.

Selection of consultant

Selection of candidates
The candidates will be evaluated applying the following evaluation criteria:

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

Selection procedure will be conducted in accordance with 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, as given in article 7.36 "Open Competitive Selection of Individual Consultant.