

Terms of Reference
Project Implementation Unit – Business Enabling Coordinator
for
Donor Trust Fund – Serbia Digitalization for Business Environment
(P174555)

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

A Project Implementation Unit (hereinafter: PIU) will be established within the Public Policy Secretariat (hereinafter: Client). The implementation arrangements will place an emphasis on strengthening the Client capacity to oversee the Project and collaborate with the complementary projects (ePaper, ASA, EDGE, WBTF).

PIU will consist of staff needed to implement the Project, which would include PIU Manager, PIU Operations Coordinator, PIU Business Enabling Coordinator and Process reengineering and IT Officer. This Terms of Reference refers (ToR) to duties of the Business Enabling Coordinator.

The Business Enabling Coordinator will assist the PIU Manager with ensuring that the implementation under this subcomponent of the overall Project is running smoothly and that coordination between the PIU, Public Policy Secretariat (PPS), and other Public Administration Bodies relevant to the technical implementation of the Project are aligned. This includes ensuring the coordination of process reengineering during digitalization of business episodes, tracking digitalization policy savings for the government and for the businesses, coordination of the consultative digitalization process, coordination with participants of thematic forums, collection and consolidation of the input for business episodes, as well as input coordination for visibility and coordination with M&E experts.

Scope of Work

The Business Enabling Coordinator will provide support to PIU Manager in Project implementation, related to all of the aspects of the digitalization of business episodes, including policy aspects, consultations and coordination with the relevant stakeholders.

The Business Enabling Coordinator will have the following scope of work:

- Assist the PIU Manager in overseeing the implementation of the Project: monitor progress, identify potential risks, and propose mitigation strategies.
- Ensure alignment with Project objectives and timelines.
- Stakeholder Coordination:

- Facilitate communication and collaboration between the PIU, PPS, ITE, and other relevant government agencies. Organize meetings, workshops, and other activities to engage stakeholders.
- Coordinate gathering of feedback from the private sector, including business organizations and other relevant representatives. This can include participation in thematic forums related to digitalization and business environment improvement, facilitating dedicated workshops or focus groups, and other relevant consultations with the private sector. Capture insights and recommendations from the consultations to inform project activities.
- Collect and organize input from stakeholders for the development of business episodes and other Project components. Ensure that the feedback and inputs are adequately reflected in proposed reengineering of processes, in a way that reflects the needs of both government and businesses.
- Process Reengineering Support: Work closely with Process reengineering and IT Officer to streamline government-to-business services.
 - Support the Process Reengineering and IT Officer in collecting relevant information from the government agencies and other counterparts in charge of different administrative procedures that will be optimized. Facilitate meetings and data exchange, including follow up with relevant counterparts.
 - Support the Process Reengineering and IT Officer, and other PIU staff as needed, in developing technical specifications and procurement packages, conducting market research, and communicating with the bidders and vendors.
 - Provide input on optimizing processes for digitalization and simplification.
- Visibility and communication.: Coordinate and facilitate efforts to promote Project visibility and communicate achievements to stakeholders. Based on the guidance from the PIU Manager, take the lead in developing visibility and communication efforts, including specific events and campaigns.
- Support and facilitate work with M&E experts. Support establishing and tracking of key performance indicators (KPIs) and monitoring frameworks. Provide input for monitoring and evaluation activities, including data collection and analysis.
- Prepare regular progress reports for internal and external stakeholders.
- 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

Reporting Requirements

The Business Enabling Coordinator will be primarily required to report to the PIU Manager and Client Director or to a person duly designated by the Client Director regarding the scope of work implementation.

The Business Enabling 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 Enabling Coordinator is required to submit monthly timesheets to the PIU Manager and Client Director 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.

Engagement

The Business Enabling Coordinator will be engaged on a part-time basis up to 8 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.

The Business Enabling 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 in the economics, business, finance (postgraduate academic or professional degree will be considered as an advantage);
- At least five years of professional experience in a position with public-sector beneficiaries, private companies, bank, or international organisation or budget entities; tracking policy savings for the government or for the businesses, coordination with participants of thematic forums, collection and consolidation of the input for policy planning, M&E coordination;
- At least 5 years of working experience under projects financed/administrated by external donors and/or international organizations;
- Good spoken and written Serbian and English;
- Knowledge and practice of administrative procedures of the World Bank related projects is preferable
- Knowledge of public financials and budget of the Republic of Serbia;
- Excellent communication, organisation, and teamwork skills;
- Experience in preparing and chairing meetings and conferences aimed at networking and ensuring co-operation between officials of the Government and other public authorities.

Input by the Client

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

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 Consultants.