**Terms of Reference**

**Project Implementation Unit – Process Reengineering and IT officer**

**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, WBTTF).

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 to duties of the Process Reengineering and IT officer.

The Process Reengineering and IT officer will assist the PIU Manager with the qualitative implementation of the registries and digitalization.

## Scope of Work

The Process Reengineering and IT officer 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. He/she will report and be accountable to the PIU Manager and Client Director, or to a person duly designated by the Client Director.

The 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

**Reporting Requirements**

The Process Reengineering and IT officer will be primarily required to report to the PIU Manager and Client Director regarding the scope of work implementation.

The Process Reengineering and IT officer 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 Process Reengineering and IT officer 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

In addition, the Process Reengineering and IT officer 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

The Process Reengineering and IT officer will be engaged on a part-time basis up to 12 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 Process Reengineering and IT officer agrees to be engaged no more than 48 hours per week cumulatively for this assignment plus any additional assignments/contracts.

### Qualification Requirements

- University degree of at least four-year duration in the technical / organizational / IT field;

- At least ten years of relevant professional experience related to process reengineering and IT coordination;

- At least five years of relevant professional experience related to preparing functional requirements, and software technical specification for public procurement;

- Experience with digitalisation of public administrative procedures, and analysis of institutional framework in public administration under a project funded by the World Bank or other international organization will be considered as advantage;

- Good spoken and written Serbian and English;

- General knowledge of World Bank procurement and financial management procedures will be considered as advantage;

- Experience in preparing and chairing meetings and trainings 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 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 Consultants.