

**Terms of Reference**  
**8.5 RAP Improvement Specialist**  
**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**

The objective of this assignment is to support the continued improvement, modernization, and optimization of the Registry of Administrative Procedures (RAP) in the Republic of Serbia. The RAP aims to streamline government-to-business interactions by enhancing transparency, efficiency, and the overall user experience. Specifically, the Consultant will contribute to the digitalization of administrative procedures, thereby reducing the regulatory burden on businesses and fostering a more predictable and stable business environment.

The main objectives for the Consultant are as follows:

1. **Improve the Functionality and Usability of the RAP Portal:** The Consultant will be responsible for analyzing and identifying on continuous basis areas where RAP's functionality can be improved to support businesses more effectively. This includes simplifying access to administrative procedures, enhancing the user interface, and ensuring that the platform offers a seamless experience for all users, particularly businesses.
2. **Support the Digitalization of Administrative Procedures:** The Consultant will assist in the identification, simplification, and digitalization of key government-to-business services, focusing on those that have the highest impact on the business community.
3. **Ensure Integration and Interoperability with Other Digital Platforms:** The Consultant will ensure that the upgraded RAP is interoperable with other relevant government digital platforms, fostering a unified and seamless experience for users.

### **Scope of Work**

The Consultant will work closely with the Public Policy Secretariat (PPS) to ensure the successful improvement, modernization, and optimization of the Registry of Administrative Procedures (RAP) platform. The Consultant will be responsible for the following tasks:

- **Conduct a Comprehensive Analysis of the RAP Portal:**
  - Evaluate the current functionality and usability of the RAP platform.
  - Identify any technical and user experience (UX) challenges that hinder effective interaction between the business community and the government.

- Assess the administrative procedures listed on RAP and prioritize those that are most burdensome to businesses.
- **Design and Implement Upgrades to RAP Functionality:**
  - Propose and implement improvements to the user interface and user experience of the RAP portal, ensuring intuitive navigation and accessibility. Base proposals on the Comprehensive Analysis, user feedback (including the E-Paper Survey by EU4BE), and analysis of similar systems.
  - Simplify and enhance access to administrative procedures, focusing on improving search capabilities and the overall flow of information for users.
  - Ensure that the portal is mobile-friendly and accessible to a wide range of users, including SMEs and large enterprises.
- **Develop and Implement Feedback Mechanisms:**
  - Design and implement an integrated feedback mechanism within the RAP platform to allow businesses to provide input on their experiences with administrative procedures.
  - Regularly analyze user feedback and incorporate necessary adjustments into the platform to improve its functionality and alignment with user needs.
- **Support the Digitalization of Administrative Procedures:**
  - Collaborate with PPS and ITE to identify key government-to-business administrative procedures that can be simplified and digitalized.
  - Work on the digitalization of at least 20 high-impact procedures, ensuring they are integrated seamlessly into the RAP platform.
  - Streamline these procedures by eliminating redundant steps, improving workflow efficiency, and ensuring consistency with Serbia's regulatory frameworks.
- Perform other duties in support of Project implementation as required by the PIU Manager and / or Client Director

### **Reporting Requirements**

The RAP Improvement Specialist will be primarily required to Client's representative regarding the scope of work implementation.

The RAP Improvement Specialist 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 RAP Improvement Specialist 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 RAP Improvement Specialist 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 RAP Improvement Specialist will be engaged on a part-time basis up to 5 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 RAP Improvement Specialist 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 five years of relevant professional experience related to preparing functional requirements, and software technical specification
- Demonstrated proficiency in the following technology stack: ASP.NET, HTML5, JQuery, Java Script, will be considered as advantage
- Hands-on with the following tools: Jira, Slack, Git for version control, will be considered as advantage
- Experience working with public sector organizations will be considered as advantage
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- Experience of working on a project/projects in last five years on register related IT systems similar in concept to RAP will be considered an advantage
- Excellent command of English and Serbian language;
- Proficient in general computer usage, including office software (Word, Excel, PowerPoint)

## **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 Consultants.