



## Republic Geodetic Authority

### REQUEST FOR EXPRESSIONS OF INTEREST CONSULTANCY SERVICES

**Republic of Serbia**  
**Real Estate Management Project (REMP)**  
IBRD Credit No. 84860

**Assignment Title:** Software development for management of unresolved cases  
**Reference No.** SRB-REMP-8486YF- CQS-CS-16-057

The Republic of Serbia / Republic Geodetic Authority has received financing from the World Bank toward the cost of the Real Estate Management Project, and intends to engage of Consultant firm to develop:

- Software for management of unresolved cases

The objective of the Project is to improve the efficiency, transparency, accessibility and reliability of the Republic of Serbia's real property management systems.

The objective of this project is to further develop and upgrade software from version proofed of concept and pilot application for management of unresolved cases and backlog of registration requests, monitoring, analyzing, reporting and invoicing work of 250 consultants (for backlog clearing) on around 150.000 cases and put it in production as web based application with centralized database compatible with RGA's current database engine and infrastructure.

Management of unresolved cases and backlog of registration requests means that consultants as authenticated and authorized users perform data entry of unresolved cases scheduling them for procedure of resolving and during lifecycle of unresolved cases maintain current case's status from the list of enumerated statuses tracking the changes during case's status transition.

Monitoring and analyzing means that consultants work could be monitored at every management level into RGA and furthermore be analyzed.

Reporting and invoicing consultant's work is part of every month's procedure of summarizing of each individual and team aggregated work on process of resolving unresolved cases and automatic generation individual invoices according to pricing parameters defined in consultant's contracts.

The Project Implementation Unit (PIU) of the Republic Geodetic Authority now invites eligible consulting firms to indicate their interest in providing the above mentioned services. Interested consulting firms must provide information indicating that they are qualified to perform the services:

- experience and description of similar assignments
- availability of skilled staff
- CVs of key personnel, Key Expert – Team Leader and Key Expert that would be contracted for the assignment.

The shortlisting criteria are consultant qualifications:

1. Consultant have to have realized three successfully projects of similar weigh on the same system and database platform
2. Consultant have to be certified in ISO 9001:2008
3. Consultant have to be certified in ISO/IEC 27001:2013
4. Consultant have to have employees at least three with master academic degree of technical-informatics science or mathematics.

***Qualification Requirements for the Key Expert - Team Leader:***

1. Have at least master academic degree of technical-informatics science or mathematics
2. Possess relevant experience within the fields of project management, technical support, systems programming or computer operations
3. Proven experience or certificate of managing a team of staff including programmers, analysts and support specialists
4. Proven experience of evaluating the functionality of systems
5. Proven experience of consulting computer users to ascertain needs and to ensure that facilities meet user or project requirements
6. Proven experience of providing user training, support, advice and feedback
7. Proven experience of testing and modifying systems to ensure that that they operate reliably
8. Proven experience of managing secure network access for remote users
9. Working knowledge of business process modeling and working in modeling environment all along with experience of using standard notation which include E/R, IDEF1X, BPMN, Flow Chart and UML
10. Working knowledge of controlled simple two-way transformation between different types of models, levels of abstraction and notation
11. Ability to document metadata with metadata management
12. Ability to design and realize integrated repository model
13. Ability to access management for specific models in integrated repository

***Qualification Requirements for the Key Expert – KE:***

1. Have at least master academic degree of technical-informatics science or mathematics
2. Proven experience of sql programming
3. Proven experience programming language in use for building proposed application
4. Working knowledge of business process modeling and working in modeling environment all along with experience of using standard notation which include E/R, IDEF1X, BPMN, Flow Chart and UML
5. Working knowledge of controlled simple two-way transformation between different types of models, levels of abstraction and notation
6. Ability to document metadata with metadata management
7. Ability to design and realize integrated repository model
8. Ability to access management for specific models in integrated repository
9. Proven experience of designing maintenance procedures and putting them into operation
10. Proven experience of implementing and managing security or integrity and backup procedures

The Consultant shall submit only one proposal, either individually or as a joint venture partner in another proposal. If a Consultant, including a joint venture partner, submits or participates in more than one proposal, all such proposals shall be disqualified. This does not,

however, preclude a consulting firm to participate as a sub-consultant, or an individual to participate as a team member, in more than one proposal.

The following selection criteria with corresponding points will be used for the above three positions in the evaluation procedure:

- Specific experience relevant to the assignment .... 50 pts
- Qualifications for the assignment ..... 30 pts
- Competence for the assignment ..... 20 pts

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's "*Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers*", published by the World Bank in January 2011 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the IC procedure set out in the "*Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers*", published by the World Bank in January 2011, revised in July 2014.

Further information can be obtained at the address below during office hours 09:00 to 15:00 hours.

Expressions of interest must be delivered in a written form to the address below or via e-mail by **July 11, 2016, 12:00 AM.**

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

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Project Implementation Unit  
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