



REPUBLIC OF SERBIA
REPUBLIC GEODETIC AUTHORITY

Project: Real Estate Management Project

Invitation for Bids (IFB)

**Procurement of
Software Development Phase I and Roll Out
(Workflow, DMS, UMS, Coding System)**

Date: September 2, 2016
IFB No: RB-REMP-8486YF- ICB-TS-16-048
IFB Title: Procurement of Software Development Phase I
and Roll Out (Workflow, DMS, UMS, Coding System)
World Bank Loan No: 8486YF
World Bank Loan Name: Real Estate Management Project
Country: Republic of Serbia

1. This invitation for bids follows the General Procurement Notice (GPN) for this project that appeared in UNDB online on **April 16, 2015**.
2. **The Republic of Serbia - Republic Geodetic Authority (RGZ)** has received a loan from the **International Bank for Reconstruction and Development** toward the cost of the **Real Estate Management Project**, and it intends to apply part of the proceeds of this loan to payments under the agreement(s) resulting from this IFB: **Procurement of Software Development Phase I and Roll Out (Workflow, DMS, UMS, Coding System), IFB No.: SRB-REMP-8486YF- ICB-TS-16-048**.
3. **The Project Implementation Unit (PIU) of Republic Geodetic Authority** serves as the implementing agency for the project and now invites sealed bids from eligible Bidders for Procurement of Software Development Phase I and Roll Out (Workflow, DMS, UMS, Coding System).

Information System created in this manner will enable the following:

- Optimal, efficient and economical RGA's business conduct
- Faster information access by the end users

- Protection and security of real rights by creating guarantees during real rights registration and real estate limitations

The following services are comprised in the scope of the Project:

- Project Plan design
 - Integrated data model and functional specification (use cases) analysis, optimization and completion with final acceptance
 - Software components development (Document Management System – DMS with Workflow, Case Management System – CMS, User Management System - UMS)
 - Test of the software application with operational acceptance test
 - Migration of existing data into database – initial input
 - System integration and deployment
 - Training and roll out
 - Documentation design and delivery
 - Technical Support and assistance in warranty period
4. Bidding will be conducted through the international competitive bidding procedures specified in the World Bank’s Guidelines: Procurement of Goods, Works, and Non-Consulting Services under IBRD Loans and IDA Credits & Grants, by World Bank Borrowers, issued in January 2011, revised in July 2014, and is open to all Bidders from eligible as defined in these Guidelines, that meet the following minimum qualification criteria:
- (i) The minimum required annual average turnover over the previous five (5) years must be EURO 2,000,000.00 calculated at official exchange rate of National Bank of Serbia at the end of each respective year. To prove this, bidder must submit balance sheets/audited financial statements certified by a registered accountant.
 - (ii) During the past three (3) years, the Bidder must have completed at least one (1) successful contract with implementation of Document Management System and Workflow Management System with at least 300 end users and integrated in an existing IT infrastructure. To prove this, bidder must submit original statement, signed by the client, with requested information. Also, original statements signed by the client must have name of the client’s contact person, title, address, phone and e-mail (Form 3.5.3a).
 - (iii) The offered DMS and Workflow management solution must have at least one (1) successful implementation in Real Estate Cadaster Institution. To prove this, bidder must submit original statement, signed by the client, with requested information. Also, original statements signed by the client must have name of the client’s contact person, title, address, phone and e-mail (Form 3.5.3a).

- (iv) At least one person with more than 10 years of experience in Project Management and with PMP, Prince or similar certificate. To prove this, bidder must submit CV signed by expert and valid certificate.
 - (v) At least 1 (one) Software Architect with more than 10 years of experience in design of software solutions for clients with more than 1,000 employees. To prove this, bidder must submit CV signed by expert and personal reference issued by client - company with more than 1000 employees at the time of implementation
 - (vi) At least 5 (five) person with more than 5 (five) years of experience in software development using same technology stack as offered solution. To prove this, bidder must submit CV signed by expert.
 - (vii) At least one person with more than 10 years of experience in leading DMS implementation projects and minimum 2 personal references for offered software solution, issued by clients - companies with more than 300 employees at the time of implementation.
 - (viii) The successful bidder must have the following support capabilities, during warranty period, or must demonstrate in the bid documentation a credible plan for establishing such capabilities by the contract signing:
 - Help-Desk telephone service with automatic problems application must be active 24 hours, every day.
 - For problems that cannot be resolved by telephone that are notified within 8:00am-8:00pm Monday through Sunday, qualified service personnel must be able to arrive on-site and start problem resolving by best effort manner within 6 hours of problem escalation.
5. Interested eligible Bidders may obtain further information from the Project Implementation Unit of Republic Geodetic Authority and inspect the bidding documents at the address given below from 09:00 to 15:00 hours.
6. A complete set of bidding documents, available in English only, may be purchased by interested bidders on the submission of a written application to the address below and upon payment of a nonrefundable fee EUR 150.00 or equivalent in Serbian Dinars based on the selling exchange rate published by the National Bank of Serbia on the date of payment.

Domestic Bidders shall make payment to the Government Treasury Account no.: 840-1620-21 with reference number 40600-04410-423432, stating: RGZ/PIU Tender ICB-TS-16-048.

Foreign bidders shall pay a nonrefundable fee of EUR 150.00 according to following payment instructions:

FIELD 32A: VALUE DATE-CURRENCY-AMOUNT
FIELD 50K: ORDERING CUSTOMER
FIELD 56A: DEUTDEFFXXX

(INTERMEDIARY) DEUTSCHE BANK AG, F/M
TAUNUSANLAGE 12
GERMANY

FIELD 57A: /DE20500700100935930800/
(ACC.WITH BANK) NBSRRSBGXXX
NATIONAL BANK OF SERBIA
BEOGRAD, NEMANJINA 17
SERBIA

FIELD 59: /RS35908500100000036083/
(BENEFICIARY) REPUBLIC GEODETIC AUTHORITY
BELGRADE, SERBIA

FIELD 70: DETAILS OF PAYMENT

There will be no pre-bid meeting for potential bidders.

7. Bids must be delivered to the address below at or before **October 14, 2016 at 12:00 Noon, local time**. All bids must be secured by a bid security of **EUR 18,000.00** or an equivalent amount in a freely convertible currency. Late bids will be rejected. Bids will be opened in the presence of the Bidders' representatives who choose to attend at the address below at 12:15 local time on October 14, 2016, in the PIU premises at the mezzanine.
8. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded World Bank-financed contracts.

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