



**REPUBLIC OF SERBIA**  
**REPUBLIC GEODETIC AUTHORITY**

**Project: Real Estate Management Project**

**Invitation for Bids (IFB)**

**Procurement of**  
**Improvement and maintenance of the information system ISREC Phase I**

**Date:** August 22, 2019  
**IFB No:** SRB-REMP-8486YF-NCB-TS-19-139  
**IFB Title:** Procurement of Improvement and maintenance of the information system ISREC Phase I  
**World Bank Credit No:** 8486YF  
**World Bank Credit 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: **Improvement and maintenance of the information system ISREC Phase I, IFB No.: SRB-REMP-8486YF-NCB-TS-19-139**
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 Improvement and maintenance of the information system ISREC Phase I**.

ISREC Phase I (Workflow, DMS, UMS, Coding System) has been successfully implemented in all LCOs (Local Cadastre Offices) as well as in the RGA headquarter using Therefore software. Currently, Therefore has over 2000 end-users. Therefore™ DMS is produced by Canon and because of that Bidder must have MAF by Canon. RGA is owner of the source code related to additional functionalities and web services and this source code will be given to the selected company.

Improvement and maintenance of the information system ISREC Phase I should provide:

- Licenses for Therefore Business Edition package;
- Consultant (software architect / senior software developer) for analysis of new processes (significant changes to the existing processes) and specification of the task;
- Functional upgrades of the existing system (upgrade of existing integration between DMS and eComplaints System – eŽalbe, automatization of the monition creation for Financial Department’s business processes, payment reference number of the case, upgrade of existing integration between DMS and eFrontDesk System (eŠalter) – new web service methods, implementation of new workflows for Utility Cadaster Department, design and implementation of MS SQL Reporting Server database, migration of data from Oracle production database, implementation of synchronization mechanisms, etc.;
- Document Management System – Service Level Agreement (SLA).

This arrangement should last one year.

3. Bidding will be conducted through the national 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 eligible as defined in these Guidelines, that meet the following minimum qualification criteria:
  - (i) 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).
  - (ii) 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).
  - (iii) 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.
  - (iv) At least one (1) persons 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.
  - (v) 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.
  - (vi) Manufacturer's Authorizations for Information Technologies for *Therefore™ DMS* issued by Canon for this procurement is required.

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 100.00** 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 NCB-TS-19-139.

Foreign bidders shall pay a nonrefundable fee of **EUR 100.00** 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 **September 23, 2019, 12:00 Noon, local time**. All bids must be secured by a bid security of **EUR 4,000.00** 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 12:30 local time on **September 23, 2019**, 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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