

Terms Of Reference
Real Estate Management Project
For
Providing Consulting Services for Cisco, Oracle and CISSP trainings for employees in RGA

I. PROJECT BACKGROUND AND OBJECTIVES

The Republic of Serbia and the International Bank for Reconstruction and Development (Hereinafter: IBRD) concluded the Loan Agreement (Hereinafter: LA) for the Real Estate Management Project in Serbia (Hereinafter: The Project), signed by the two parties on April 17th, 2015 and ratified by the Parliament of the Republic of Serbia in its session on Jun 24, 2015 (Official Gazette of the Republic of Serbia – International contracts, No. 13-15).

The Law on State Surveys and Cadastre (LSSC, 2009) with appropriate amendments provides a solid foundation for the project. A viable single agency, the Serbian Republic Geodetic Authority (RGA), is implementing the LSSC. Project Council and Project Steering Committee are supervising the Project. 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 Project consists of four components: (A) Valuation and Property Taxation; (B) E-governance for Enabling Access to Real Estate Information; (C) Institutional Development of the RGA; and (D) Project Management and Support Activities.

For more details about the Project, see:

<http://documents.worldbank.org/curated/en/541411468182064197/pdf/PAD955-PAD-P147050-R2015-0041-1-Box385415B-OUO-9.pdf>

Implementation is entrusted to the Project Implementation Unit (Hereinafter: PIU) of the Republic Geodetic Authority. Procurement of contracts financed by the World Bank will be conducted through the procedures as specified in the World Bank’s Procurement Regulations for IPF Borrowers (July 2016, revised November 2017, August 2018 and November 2020) available at <https://www.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework> (hereinafter: Procurement Regulations).

II. SPECIFIC OBJECTIVE

Selected staff from RGA working in Sector for digital transformation need to be trained for better fulfilling of their tasks and secure sensitive information inside the network system of RGA. RGA’s annual Training plan for 2023 include specialist training for a defined number of employees in Cisco, Oracle database professional trainings and CISSP - Certified Information Systems Security Professional training. The main objective of this training module is raising the level of knowledge of employees in the Sector for digital transformation, which are responsible for the regular functioning of IT system and other database software in the RGA.

The purpose of this Terms of Reference (ToR) is the engagement of Consultant firm to hold planned trainings.

III. SCOPE OF WORK AND TASKS

The Republic Geodetic Authority analysed the requirements concerning capacity building and it was estimated that a Consultant should be hired to organize:

- **Official Cisco training courses as per following specifications:**

Course name	Estimated number of training hours	Number of participants
CCNA Routing and Switching course	80	5
Configuring the Cisco Firepower security service course	16	5

- **Official Oracle database training courses as per following specifications:**

Course name	Estimated number of training hours	Number of participants
PL/SQL Fundamentals	40	8
Advanced PL/SQL	24	8

- **Official CISSP - Certified Information Systems Security Professional course as per following specifications:**

Course name	Estimated number of training hours	Number of participants
CISSP – Certified Information Systems Security Professional course	40	5

Topics to be covered within each Cisco course are specified below:

1. **CCNA Routing and Switching course** with following topics covered:
 - Functioning of networks and network components;
 - OSI reference model;
 - Binary, decimal and hexadecimal number system;
 - Switching operations and theory;
 - TCP/IP network addressing and routing
 - Advanced network services VPN, CDN, Intranets and extranets and wireless networks;
 - Getting to know the Cisco operating system (IOS);
 - Manage and discover network neighbours using Cisco Discovery Protocol (CDP), telnet, and Trivial FTP (TFTP)
 - Configuration and troubleshooting of switch and router devices;
 - Spanning Tree protocol;
 - Concept of VLAN and trunk;
 - Implementation of VLSM;
 - ACL - Access Control List
 - Configuration of NAT and PAT;
 - IPv6 addressing;
 - Etc.
2. **Configuring the Cisco Firepower security service course** with following topics covered:
 - Getting to know the basic concepts of NGIPS and NGFW technology as well as the Cisco Firepower Threat Defence system
 - Initialization of Cisco FTD devices through initial configuration and setup
 - Traffic management and implementation of QoS rules on Cisco FTD
 - Implementation of NAT on Cisco FTD
 - Discovery function through Cisco Firepower in order to identify hosts, applications and services
 - Functioning, use and implementation procedure for access control policies
 - Basic procedures and concepts for implementing security intelligence functions
 - Cisco Advanced Malware Protection (AMP) for Networks, as well as procedures for implementing advanced malware protection
 - Implementation and management of intrusion policies
 - Implementation and management of site-to-site VPN components, as well as remote-access VPN and SSL VPN;
 - Etc.

Topics to be covered within each Oracle database course are specified below:

1. **PL/SQL Fundamentals** with following topics covered:
 - Introduction to PL/SQL
 - PL/SQL Identifiers
 - Write Executable Statements
 - Interaction with the Oracle Server
 - Control Structures
 - Composite Data Types
 - Explicit Cursors
 - Exception Handling
 - Stored Procedures and Functions
 - Etc.
2. **Advanced PL/SQL**
 - Introduction

- PL/SQL Programming Concepts Review
- Design Considerations
- Collections
- Advanced Interface Methods
- PL/SQL Server Pages
- Fine Grained Access Control
- Performance and Tuning
- Analysing PL/SQL Code
- Etc.

Topics to be covered within **CISSP – Certified Information Systems Security Professional** course are specified below:

- Security and risk management;
- Security means;
- Engineering safety;
- Communication and network security;
- Identity and access management;
- Security and testing;
- Security operations;
- Software security;
- Etc.

IV. TRAINING PERIOD AND PROGRAM

The Consultant will:

- Prepare detailed Training plan for providing services with specified schedule of trainings and detailed training program in coordination with RGA;
- Prepare and organize pre-testing in order to estimate each participant’s level of knowledge before start of each course;
- Hold the trainings in accordance with the Training plan and schedule agreed with the RGA;
- Obtain prior approval from RGA for any potential change of dates and training program;
- Prepare and organize post-testing upon completion of each course in order to estimate level of knowledge and new skills gained by each participant;
- Provide timely information on training schedules and program to the attendants of courses and the RGA’s Coordinator.

V. PERIOD OF CONSULTANCY

The schedule of training courses will be defined by the Republic Geodetic Authority, in coordination with the Consultant. The first contracted course shall start in March 2023. Consultant services are expected to last until November 2023.

VI. TRAINING FACILITIES

The Consultant will hold the trainings in its own facilities (specially equipped for specific types of training), according to the previous agreement with RGA. Consultant will provide each attendant of the course with a computer enabling individual work. The Consultant’s training facilities will be in Belgrade.

The specific place of training as well as any potential subsequent changes of the training place will be agreed with RGA. The Consultant will provide timely information on the training place to the attendants of courses and the Training Specialist of the PIU/RGA.

VII. CONSULTANTS QUALIFICATIONS

The Consultant firm should meet the following qualifications:

- The Consultant will be registered in the Republic of Serbia as a company specialized in computer training.
- The Consultant will undertake the obligation of providing the data on the competence for provision of the required services in the form of brochures, description of similar services (references) and qualifications (CVs) of its trainers.
- The Consultant will provide Curriculum Vitae of proposed trainer/trainers detailing the most relevant experience related to the assignment.

- 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.

VIII. OTHER OBLIGATIONS ON THE PART OF THE CONSULTANT

Consultant is obliged to provide the appropriate training material (literature and learning material such as: books, manuals, CD ROM, etc.) to each trainees enabling successful participation on the first day of the training.

The lectures and literature shall be in Serbian language. In cases where Serbian literature is not available, it is allowed to have literature in English language.

Upon the completion of the training, all the training material will remain in the possession of the trainees, i.e. RGA.

The trainee who attends the training course on regular bases will be issued a corresponding certificate of course attendance by the Consultant.

IX. REPORTING

The Consultant will report to the RGA's Coordinator and Training Specialist of the PIU/RGA on the realization of training, and will maintain records on the attendance of trainees, i.e. will provide assessment on their respective engagement.

The Consultant will deliver detail reports to the Training Specialist of the PIU/RGA concerning pre-test and post-test results of the organized knowledge testing's.

Upon completion of each course, the Consultant will distribute the Questionnaires to the trainees, in order to receive the return information on the quality of the executed training.

The Questionnaires will be provided by the Training Specialist of the PIU/RGA. The Consultant will submit the filled templates to the RGA's Coordinator and the PIU Training Specialist no later than ten days upon the completion of each specific course.