

Terms Of Reference
Real Estate Management Project
For
Providing Consulting Services for Microsoft and Linux courses 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: <https://documents1.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

Within the Annual training plan for 2023 is included training for a defined number of RGA employees working in the Sector for digital transformation, Sector for Real Estate Cadastre and Sector for supervision and control concerning improvement of their knowledge in using various Microsoft software and Linux operating system.

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 plans to organize professional courses for selected number of RGA staff working in the Sector for digital transformation, Sector for Real Estate Cadastre and Sector for supervision and control. RGA staff should improve their knowledge concerning extraction, analyses, data formatting and validation, action queries, development and implementation of user-defined functions, creating macros, creating interactive reports, maintenance and improvement of existing databases and the development and maintenance of new ones, etc. RGA staff working in Sector for digital transformation need to improve their knowledge in SQL, Microsoft Server, programming and in Linux operating system.

Analyzing the requirements and needs for training it was estimated that a Consultant firm should be hired to organize:

- **Microsoft training courses as per following specifications:**

Course name	Estimated number of training hours	Number of participants
Administering Microsoft Exchange Server 2016	40	5

Microsoft Azure Fundamentals	8	5
Administering a SQL Database Infrastructure	40	2
Programming in HTML with JavaScript and CSS	40	2
MCSA Windows Server 2019	40	5
Excel VBA	24	5
Microsoft SQL Server Management Studio 18	40	5
Power BI	24	6

- **Linux operating system**

Course name	Estimated number of training hours	Number of participants
Introduction to Linux and advanced use	40	5

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

Course name	Topics to be covered:
Administering Microsoft Exchange Server 2016	<ul style="list-style-type: none"> – Deploying Microsoft Exchange Server 2016 – Managing Microsoft Exchange Server 2016 servers – Managing recipient objects – Managing Microsoft Exchange Server 2016 and recipient objects by using Exchange Management Shell – Implementing client connectivity – Managing high availability in Exchange Server 2016 – Implementing disaster recovery for Microsoft Exchange Server 2016 – Configuring and managing message transport – Configuring antivirus, antispam, and malware protection – Implementing and managing Microsoft Exchange Online deployments – Monitoring and troubleshooting Microsoft Exchange Server 2016 – Securing and maintaining Exchange Server 2016 – Etc.
Microsoft Azure Fundamentals	<ul style="list-style-type: none"> – Describe core Azure concepts – Describe core Azure services – Describe core solutions and management tools on Azure – Describe general security and network security features – Describe identity, governance, privacy, and compliance features – Describe Azure cost management and service level agreements – Etc.
Administering a SQL Database Infrastructure	<ul style="list-style-type: none"> – Authenticating and Authorizing Users – Assigning Server and Database Roles – Authorizing Users to Access Resources – Protecting Data with Encryption and Auditing – SQL Server Recovery Models – Backup of SQL Server Databases – Restoring SQL Server Databases – Automating SQL Server Management – Configuring Security for SQL Server Agent – Monitoring SQL Server with Alerts and Notifications – Introduction to Managing SQL Server by using PowerShell – Tracing Access to SQL Server – Monitoring SQL Server – Troubleshooting SQL Server – Importing and Exporting Data – Etc.

Programming in HTML with JavaScript and CSS	<ul style="list-style-type: none"> - Introduction to JavaScript - Designing a Web Page with HTML and CSS - Placing JavaScript in an HTML Files - Using Variables - Using Functions - Java Script Operations - Conditional Statements and Loops - Add styles to a web page with CSS IDs and classes - Etc.
MCSA Windows Server 2019	<ul style="list-style-type: none"> - Daily system/software checks. - Operating system updates and configuration changes. - Answering technical questions. - Responsibility for system security. - Problem solving and reporting. - Adjustment of system functioning. - Etc.
Excel VBA	<ul style="list-style-type: none"> - Creating a macro - VBA editor - Active cell - Range object - Cells object - Offset feature - Variables, types - Explicit, Implicit, Static functions - Areas of definition - Variable lifetime - Working with modules - Constants - MsgBox, InputBox functions - If ... Then ... Else functions - Select Case - For ... Next and Do ... Loop loops functions - Procedures and other functions. - Etc.
Microsoft SQL Server Management Studio 18	<ul style="list-style-type: none"> - SQL Server Management Objects - Audit Files - SSMS/Azure Data Studio integration - Database Migration Assistant - Object scripting - Query Statistics - Etc.
Power BI	<ul style="list-style-type: none"> - Introduction to Data Warehouse - Data light as an adequate infrastructure; - Introduction to Microsoft Power BI Platform; - Fundamentals of dimensional data modeling; - Power BI Desktop - Upload and integrate data from various sources; - Power BI Desktop - Creating a data model; - Power BI Desktop - Create interactive reports on model data; - Power BI Desktop - DAX Basics. Creating calculating measures and columns; - Power BI Service - Publish a report to the Power BI service in a cloud. Collaborate, publish and share data and reports with other users in the organization. Modify existing and create new reports and dashboards. Power BI Mobile Application Demonstration. - Etc.

Topics to be covered within each Linux operating system are specified below:

Course name	Topics to be covered:
Introduction to Linux and advanced use	<ul style="list-style-type: none"> - Introduction to Linux, Licenses, Connection to the GNU system, distributions, Certificates - Basic features of Linux, differences compared to Windows - Installation of Linux - Working with GNOME, XFCE, Unity and KDE environments - Software package management, program installation and system updates - Hardware management and driver installation - Programs for everyday work - Internet, multimedia, office tools, graphics, programming - Work in a network environment - Command line basics - Basic Linux and Unix commands, finding documentation and instructions - Commands for working with local and remote files and file systems, file access control - Bash command interpreter, environment variables, data streams, process control - Commands for obtaining system information, display, selection and formatting of file contents, file system search, compression and archiving, network operation - Software installation using RPM and DPKG package managers - Text processing with the Vim editor, regular expressions, sed, awk, printing - Bash scripting - 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 training;
- Hold the training 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 training 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 Training Specialist of the Project Implementation Unit (PIU)/RGA.

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 will start in March 2023. Consultant services are expected to last until December 2023.

VI. TRAINING FACILITIES

The Consultant will hold the trainings in its own facilities (specially equipped for specific types of training) or in RGA premises according to the previous agreement with RGA. Consultant will provide each attendant of the course with a computer enabling individual work, so as the necessary application tools and material 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 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 PIU Training Specialist no later than ten days upon the completion of each specific course.