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# Request for Bid

## Human resources management, business intelligence module, material accounting and financial management with BI modules

**Country: Republic of Serbia**

**Name of Project: Real Estate Management Project**

**Contract title: Human resources management, business intelligence module, material accounting and financial management with BI modules**

**Country: Republic of Serbia**

**Loan No.: 9020YF**

**RFB No: SRB-REMPAF-9020YF-RFB-TS-20-171**

**Issued on: March 15, 2021**

1. **The Republic of Serbia - Republic Geodetic Authority (RGA)** 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: **Human resources management, business intelligence module, material accounting and financial management with BI modules , IFB No.: SRB-REMPAF-9020YF-RFB-TS-20-171.**
2. **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 **Human resources management, business intelligence module, material accounting and financial management with BI modules.**

**Human resources management, business intelligence module, material accounting and financial management with BI modules** created in this manner will enable the following:

- More efficient business processes;
- Monitoring the history of the business process and the current insight into its status;
- Transition from the current methods of managing and archiving documentation to a modern electronic archiving and document exchange system;
- Reduction of operating costs (spatial requirements for archives, telephone, fax, paper, printers, toners, copying ...);
- The ability to easily view and quickly find all relevant data and materials needed in day-to-day work and reduce unnecessary duplication of documents;

- Human resources management - staff records and salaries calculation based on legislation;
- Reducing the time needed for document processing and reporting;

The **Enterprise Resource Planning (ERP)** and the **Business Intelligence (BI)** solution shall be based on contemporary and standard applicative platform that needs to contain the fundamental technological requirements and the following functional units:

**a. Enterprise Resource Planning (ERP) Solution**

- a. Finance and accounting
- b. Fixed assets and inventory
- c. Business travel
- d. Procurement and accounts payable
- e. Supplies – storage operations
- f. Sales and accounts receivable
- g. Human resources management - staff records
- h. Salaries calculation

**b. Business Intelligence (BI) Solution**

- a. CoreBI – reporting based on the data from the RGA’s specialized systems (*Document Management System, eComplaints, Address registry, Registry of Administration units, Real estate cadastre alphanumeric system, Real estate cadastre graphic system – Digital Cadastral Maps, eFrontOffice, “E-šalter”*)
- b. BI4ERP – reporting based on the data from the ERP solution

Bidders should meet the following minimum criteria:

- 1) The minimum required annual average turnover over the previous three (3) years (2018 – 2020) must be EURO 1,800,000.00 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.
- 2) During the past five (5) years (2016 – 2020), the Bidder must have completed at least one (1) successful contract for implementation of offered Enterprise Resource Planning (ERP) solution that is still in production with support provided by the bidder, in institution with at least 1500 employees. To prove this, bidder must submit original statement, signed by the client, with requested information.
- 3) During the past five (5) years (2016 – 2020), the bidder must have completed at least one (1) successful contract, which value is more than EUR 200,000.00 for implementation software solution that manage with geo spatial data. To prove this, bidder must submit original statement, signed by the client, with requested information.
- 4) The bidder must have the highest Enterprise Resource Planning (ERP) partnership status with locally acquired competencies . To prove this, bidder must submit original certificate issued by manufacturer.

- 5) The bidder must have certified Localization for Serbia and HR and payroll software modules localized and adopted according to Serbian legislation. To prove this, bidder must submit original statement issued by manufacturer.
- 6) Manufacturer's Authorizations for Information Technologies - except for those technologies which the Bidder itself manufactures are required.
- 7) 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:
  - a. Help-Desk ticket service with automatic problems application must be active 24 hours, every day.
  - b. For problems that cannot be resolved by telephone that are notified within 8:00am-8:00pm Monday through Friday, qualified service personnel must be able to arrive on-site within 24 hours of problem escalation.

Regarding above qualification requirements the Bidders must provide an adequate statement or similar document included in their Bid. Also, original statements signed by the client must have name of the client's contact person, title, address, phone and e-mail.

3. Bidding will be conducted through international competitive procurement using Request for Bids (RFB) as specified in the World Bank's "Procurement Regulations for IPF Borrowers" (July 2016, November 2017, July 2018 and November 2020) ("Procurement Regulations"), and is open to all eligible Bidders as defined in the Procurement Regulations.
4. 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.
5. The bidding document in English only may be purchased by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a nonrefundable fee of EURO 100.00 or equivalent in Serbian Dinars (RSD) 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: RGA/PIU Tender RFB-G-20-171.

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

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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.

Transfer costs are on bidder's account.

The document will be sent by e-mail.

6. Bids must be delivered to the address below on or before **April 27, 2021, 12:00 Noon, local time**. Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend at the address below on **April 27, 2021, 12:30 p.m. local time in the Conference room on the mezzanine, premises of Project Implementation Unit**.
7. All Bids must be accompanied by a Bid Security of **EURO 30,000.00**.
8. The addresses referred to above are:

**Republic Geodetic Authority  
Project Implementation Unit  
Office "PISARNICA"  
Bulevar vojvode Mišića 39  
11000 Belgrade  
Republic of Serbia  
Tel / Fax: +381 11 715 – 2600 lokal 2575  
E-mail: nteodosijevic@rgz.gov.rs**