

**Terms Of Reference  
Real Estate Management Project  
for  
Providing Consulting Services for Advanced Microsoft training and Python programming  
language 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>

## **II. SPECIFIC OBJECTIVE**

Within the Component B.: E-governance for Enabling Access to Real Estate Information of the Project is a subcomponent B.2: Support to the National Spatial Data Infrastructure. Employees in RGA are using different software in their daily work and need to be trained for better fulfilling their tasks and handle sensitive information inside the registers of data for which RGA is in charge. Annual Training plan for 2021 includes training for a defined number of RGA staff concerning improvement of their knowledge and skills necessary for management of data extracted from the Document Management System (DMS). The purpose of this 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 Development, GEO Sector and Sector for Real Estate Cadastre. 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.

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

| Course name                 | Estimated number of training hours | Number of participants |
|-----------------------------|------------------------------------|------------------------|
| MS Access – Advanced course | 24                                 | 10                     |
| Developing SQL Data Models  | 24                                 | 8                      |
| MS Excel VBA                | 24                                 | 9                      |
| MS Power BI                 | 24                                 | 6                      |
| Python programming language | 60                                 | 4                      |

#### **IV. TRAINING PERIOD AND PROGRAM**

The Consultant will:

- Prepare detailed Training plan for providing services with specified schedule of trainings and 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 May 2021. Consultant services are expected to last until December 2021.

#### **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 not submit more than 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. However, this does not preclude a firm's participation as a sub-consultant, or an individual's participation as a team member, in more than one Proposal when circumstances justify and if permitted by the request for proposals document.

#### **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. One copy of all training material will be delivered to the Training Specialist of the PIU/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 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 PIU Training Specialist no later than ten days upon the completion of each specific course.