

**TERMS OF REFERENCE (TOR) AND SCOPE OF SERVICES  
FOR THE  
INFORMATION TECHNOLOGY SPECIALIST**

**I. Background**

The Republic of Serbia and the International Bank for Reconstruction and Development (Hereinafter: IBRD) concluded the Loan Agreement (Hereinafter: LA) for the Second Real Estate Management Project in Serbia (Hereinafter: The Project), signed by the two parties on August 21st, 2024 and ratified by the Parliament of the Republic of Serbia in its session on November 27th, 2024 (“Official Gazette RS – International Agreements”, No 9/2024 of December 3rd,2024).

The Law on State Surveys and Cadastre (LSSC, October 2023) with appropriate amendments provides a solid foundation for the project. A viable single agency, the Serbian Republic Geodetic Authority (RGA), is implementing the LSSC. A Project Council and Project Steering Committee are supervising the Project implementation.

The Project consists of three components: (A) Implementation of the Property Mass Valuation System; (B) Integration of Information Systems and the NSDI Services Development; and (C) Institutional Improvement, RGA Sustainability and Project Management.

The Project Development Objectives are to improve the transparency, accessibility, and reliability of Serbia’s real property management systems.

A full description of the Project is provided in the document “Project Appraisal Document” (PAD) and Loan Agreement (LA). The PAD is considered as a part of the necessary background materials to be understood by Consultants.

Implementation is entrusted to the Project Implementation Unit (Hereinafter: PIU) of the Republic Geodetic Authority (Hereinafter: RGA).

**II. Objective**

The Information Technology Specialist of the PIU (hereinafter: Consultant) helps PIU Director to ensure overall project performance and project objectives. Consultant will be primary focused on Component B of the Project.

**III. Scope of work and tasks**

The Consultant will support the RGA and the PIU in performing all activities related to the Component B of the Project. The Consultant will report to the PIU Director and PIU Deputy Director. They will monitor and evaluate the consultants contracted under the Project and report to the PIU Director and PIU Deputy Director regarding their performance.

The Consultant shall have the following specific tasks:

- i. Assisting the Sector for Digital Transformation in operational work:
  1. Governance and Coordination
    - a. Act as the primary liaison between RGA and external vendors, coordinating on expectations, timelines, and issue resolution.
    - b. Implement governance frameworks to standardize processes across diverse vendor solutions, ensuring consistency and alignment with RGA’s operational standards.
    - c. Ensure vendor compliance with RGA’s policies on data governance, security, and service availability, encompassing both internal systems and external service dependencies.

2. Asset and Configuration Management
    - a. Manage version control for software, data assets, and configuration records, ensuring that the RGA maintains up-to-date and historical versions for operational consistency.
    - b. Oversee inventory management for all technical assets, including software versions, data sets, and supporting tools, ensuring they align with the RGA's security and operational policies.
    - c. Coordinate with vendors for regular updates, patches, and upgrades to ensure the RGA's systems remain current and secure.
  3. Network and Communication Infrastructure Oversight
    - a. Ensure that the RGA's networking and communication infrastructure supports the optimal performance of vendor solutions, monitoring for latency, bandwidth issues, and uptime.
    - b. Oversee the integration of external services and communication platforms with the RGA's systems, ensuring these align with the RGA's security and operational guidelines.
  4. Technical Documentation and Compliance
    - a. Maintain comprehensive documentation for each vendor solution, covering operational guidelines, version histories, troubleshooting processes, and dependencies on the RGA's communication and network infrastructure. Vendor-provided documentation should be reviewed by the TO&G Manager and target audiences and updated as needed by the suitable experts.
    - b. Ensure all technical operations comply with the RGA's standards, especially regarding data privacy, security, and service continuity.
  5. Stakeholder Collaboration
    - a. Work closely with internal domain experts, including surveyors, case processing officers, workflow and spatial data management specialists, and GIS users, to better understand system requirements and monitor operational impact.
    - b. Liaise with the RGA's IT and domain-specific teams to continuously assess and improve the functionality and governance of vendor-provided systems.
    - c. Establish and maintain strong working relationships with vendors, ensuring clear and consistent communication for issue resolution, updates, and technical requirements, and coordinate regular check-ins.
  6. Continuous Improvement
    - a. Identify and implement improvements in operational governance, system integration, and technical support processes.
    - b. Proactively recommend enhancements and optimizations for vendor solutions, based on feedback from internal users and observed operational needs.
- ii. Assist the Procurement Specialist in following:
1. Preparing the ToRs/Bidding documents;
  2. Support the implementation of the bidding procedures;

3. Assist the IT sector in bid evaluation;
- iii. Assisting the Contract management as following:
  1. Monitor software implementation and report on progress and potential risks;
  2. Coordinate the work of consultants contracted;
  3. Coordinate work of other IT specialists hired under the project;
  4. Produce minutes of meetings attended;
- iv. Draft periodic reports for the PIU purposes;
- v. Perform other activities within the PIU, upon the order of the PIU Director.

***Working conditions:***

If its required, the Consultant will be provided with all reasonable office space, office furniture and equipment to undertake the tasks assigned.

Consultant shall be subordinated and execute official orders of the PIU Director/PIU Deputy Director.

**IV. Work Products / Deliverables**

The products of work performed by the Consultant under the Project include:

- a) Support to the PIU Director in drafting annual work plan and training plan for the Project;
- b) Support to the PIU Director in drafting periodic reports on achievements, solutions and issues under the Component B;
- c) Assisting the PIU Director in drafting quarterly and annual reports;
- d) Drafting the reports on Project progress concerning the Component B;
- e) Drafting the reports on other IT consultants' activities;
- f) Drafting technical specifications and other documents;
- g) Assisting in evaluation when necessary;
- h) Providing professional advice to the IT sector, when necessary.

**V. Professional Expertise:**

**Minimum Requirements**

- a) University degree;
- b) At least 10 years of working experience;
- c) At least 5 years of proven experience in the IT field;
- d) At least 3 years of proven experience in software development, implementation and contract management;
- e) Computers skills (OS Windows, MS Office and Internet);
- f) Fluent in both Serbian and English (written and spoken);

***Advantages***

- h) Certificates in the field of the IT systems management and administration;
- i) Experience in the Bank financed projects;
- j) Ability to drive and possession of a valid driver's license.
- k) Ability to work in virtual teams.

### ***Selection***

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants method as set out in the World Bank's "Procurement Regulations for IPF Borrowers" (September 2023).

The salary level shall be defined as an outcome of negotiations between the Client and Consultant with a view to the budget allocation for the position.

The contract shall be signed for the period of one year with possibility to be extended but no longer than the life of the Project.

The contract will also define the price adjustment clause considering that the contract shall cover a period longer than 18 months. Annual salary adjustment (for contracts longer than 18 months) will be made based on the formula agreed with the Bank which may rely on the living cost increase according to the official statistical data from the relevant source, as may be agreed with the Bank. The first adjusted remuneration rate will become effective from the 13<sup>th</sup> month and, from then on, the rate will be adjusted every 12 months.

### **V. Reporting**

The Consultant will report to the Director of the PIU and PIU Deputy director.

### **VI. Resources**

Budgetary provision has been made for all operating costs and a vehicle, which will be provided for use on paid official business (with maintenance provided).