**Specific Procurement Notice**

**Request for Proposal**

**Information Systems**

**(Design, Supply and Installation)**

**(Without Prequalification)**

**Purchaser:** Office for IT and e-Government (OITEG)

**Project:** Enabling Digital Governance Project (EDGE)

**Contract title:** Digitalization of 30 services

**Country:** Republic of Serbia

**Loan No.** 8947-YF

**RFP No:** SER-EDGE-RFP-NCS-25-49

1. The Republic of Serbia (RoS) has received financing from the World Bank toward the cost of the Enabling Digital Governance Project (EDGE), and intends to apply part of the proceeds toward payments under the Contract for Digitalization of 30 services.

2. The **Office for IT and e-Government (OiTEG)** now invites sealed **Proposals from eligible Proposers** for the implementation services of digitalization of 30 selected administrative e-services**,** in accordance with the technical and functional requirements specified in the proposal documents.

This project aims to **transform services for citizens, businesses, and government. The objective is to improve back‐office processes to reduce administrative burden and increase efficiency of service delivery**.

Administrative procedures must be digitalized using the system for electronic submission and processing of applications within the wider eGovernment technology platform. eGovernment platform consists of four main components:

* eGovernment Portal

The eGovernment portal is intended for users of electronic services - citizens and business users. It is the main access point through which citizens and business users can find information, review news, instructions, forms and other resources, initiate interaction with state institutions using available electronic services, maintain their user profiles, track records of interactions with state institutions, perform other activities available to users of the portal.

* eService Management System

The eService Management System is a component that enables management of electronic services and entire supporting business and IT infrastructure. It is intended for civil servants who create and maintain electronic services and components needed for the digitization of procedures. This system enables the creation of electronic services and other items, as well as the controlled development of new components in accordance with platform rules and needs.

* eService Provisioning System

eService Provisioning System is a system with a general purpose to enable provisioning of requested eServices as well as efficient electronic collaboration between participating institutions during case processing.

* Supporting Runtime Platform

Supporting runtime platform is consisted of two main components: BPM and IBM Cloud Pack for Integrations

The implementation of these services will **reduce transaction costs, decreasing the overall cost of obtaining services, and doing business, and will consequently strengthen the Serbian government sector.**

The **warranty period** for the implemented system is set at **twelve (12) months** from the date of **Operational Acceptance**. During this period, the supplier is responsible for addressing any defects, malfunctions, or performance issues at no additional cost to the purchaser.

All solutions will be deployed at the **Office for IT and e-Government (OiTEG)**, located at **Katićeva 14- 18, Beograd**, **Serbia** or at an alternative designated site.

3. The procurement process will be conducted through international competitive procurement using Request for Proposals (RFP) as specified in the World Bank’s “[Procurement](http://www.worldbank.org/html/opr/procure/guidelin.html) Regulations for IPF Borrowers” “Procurement Regulations for IPF Borrowers” (July 2016, revised November 2017, August 2018) (“Procurement Regulations”), and is open to all eligible Proposers as defined in the Procurement Regulations.

4. Interested eligible Proposers may obtain further information from the Central Fiduciary Unit of the Ministry of Finance and inspect the bidding documents from 09:00 to 15:00 hours at the address given below*.*

5. The request for proposals document in English only may be purchased by interested eligible Proposers upon the submission of a written application to the address below and upon payment of a nonrefundable fee of **EUR 50.00** or equivalent in Serbian Dinars (RSD) based on the selling exchange rate published by the National Bank of Serbia on the date of payment.

**Payment instructions:**

Domestic Proposers shall make payment to the Government Treasury Account no.:

840-745128843-36- Other budget revenues of the Republic, with reference to the model approval number 97 7460110520, with obligatory Purpose of payment: SER-EDGE-RFP-NCS-25-49, payment code 253.

Foreign Proposers shall make payment according to the following payment instructions:

FIELD 32A: VALUE DATE-EUR-AMOUNT

FIELD 50K: ORDERING CUSTOMER

FIELD 56A: DEUTDEFFXXX

(INTERMEDIARY) DEUTSCHE BANK AG., F/M

TAUNUSANLAGE 12

GERMANY

FIELD 57A:

(ACC.WITH BANK) NBSRRSBGXXX

NARODNA BANKA SRBIJE (NATIONAL BANK OF SERBIA-NBS)

BEOGRAD, KRALJA PETRA 12

SERBIA

FIELD 59: /RS35840000000000273086

(BENEFICIARY) REPUBLIC OF SERBIA-BUDGET

KRALJA MILANA BR.14

BEOGRAD

SERBIA

FIELD 70: DETAILS OF PAYMENT Ref: SER-EDGE-RFP-NCS-25-49

**Transfer costs are on Proposer’s account**.

**The document will be sent by email**.

6. Proposals must be delivered to the address below on or before **July 02, 2025, 12:00 CET, noon-time.** Electronic procurement **will not** be permitted. Late Proposals will be rejected. The outer Proposal envelopes marked “ORIGINAL PROPOSAL”, and the inner envelopes marked “TECHNICAL PART” will be publicly opened in the presence of the Proposers’ designated representatives and anyone who chooses to attend, at the address below on **July 02, 2025, 12:05 p.m. CET.**All envelopes marked “FINANCIAL PART” shall remain unopened and will be held in safe custody of the Purchaser until the second public Proposals opening.

7. All Proposals must be accompanied by a **Proposal-Securing Declaration***.*

8. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful Proposer’s beneficial ownership, as part of theContract Award Notice, using the Beneficial Ownership Disclosure Form as included in the request for proposal document.

9. The address (es) referred to above is (are):

**Office for inquiry and issuance of the bidding document:**

To: [ljiljana.krejovic@mfin.gov.rs](mailto:ljiljana.krejovic@mfin.gov.rs)

Cc: [ljiljana.dzuver@mfin.gov.rs](mailto:ljiljana.dzuver@mfin.gov.rs)

Cc:  [sasa.veselinovic @edge.rs](mailto:aleksandar.bratic@edge.rs)

For **Proposal submission purposes** **only**, the Purchaser’s address is:

Enabling Digital Governance Project (EDGE)

Attention: Ms*.* Ljiljana Krejović, Procurement Specialist

Street Address: Katiceva 14

City: Belgrade

ZIP/Postal Code: 11000

Country: Republic of Serbia

For **Proposal opening purposes only**, the Purchaser’s address is:

Enabling Digital Governance Project (EDGE)

Attention: Ms*.* Ljiljana Krejović, Procurement Specialist

Street Address: Katiceva 14

Floor/ Room number: VIII/ 5

City: Belgrade

ZIP/Postal Code: 11000

Country: Republic of Serbia