REQUEST FOR EXPRESSIONS OF INTEREST

(CONSULTING SERVICES – FIRMS SELECTION)

**Republic of Serbia**

**Enabling Digital Governance in Serbia (EDGe)**

**Project ID No. P164824**

**Assignment Title: Digital Caravan Across Serbia – Toward People Centered Services**

**Reference No. SER-EDGE-CQS-CS-25-70**

The Republic of Serbia has received financing in the amount of US$ 50,000,000 equivalent from the World Bank toward the cost of the Enabling Digital Governance Project (EDGe), and intends to apply part of the proceeds for consulting services.

The Government of Serbia is committed to accelerating its digital transformation to enhance public service delivery, administrative efficiency, and transparency. A central element of this transformation is the establishment of an electronic wallet (e-wallet) system intended to securely digitize and streamline access to and verification of essential personal documents and public services. This initiative aligns with global best practices and the European Union's Electronic Identification, Authentication, and Trust Services regulation (eIDAS2), responding to a growing demand for secure and user-friendly digital identification solutions.

The scope of assignment for consulting services include:

* The next phase of the Digital Caravan aims to significantly broaden and deepen its geographic coverage across Serbia and enhance local community engagement.
* The Digital Caravan will be implemented in five (5) strategically selected municipalities, with the aim of deeper inclusion of local communities and strengthening their digital capacities. In partnership with the selected Consulting firm, the Office for IT and eGovernment (OITEG) will conduct activities in close cooperation with local stakeholders, including self-governments, health centers, civil society organizations, small and medium enterprises, startups, as well as the technology communities.
* Based on the framework established in the Inception Report, an Operational Plan will be developed. This plan may include stakeholder mapping, scheduling of key activities, allocation of responsibilities, and resource planning, and it can incorporate a customized engagement plan for each municipality. The engagement plan can be tailored to the specific needs and circumstances of each local community and may include activities targeting different age groups, aiming to foster intergenerational cooperation and develop essential skills for local digital transformation. The timeline and pace of implementation will remain flexible and may be adjusted according to available capacities and local conditions.
* The Digital Caravan program can be customized for each municipality while following a general structure that may cover topics and formats such as e-governance, digital skills, open data, digital economy, and digital literacy.

The Consultant shall provide services under lump sum Contract paid upon acceptance of deliverables. The Consultant shall perform the Services until the Closing Date of the Project is May 31, 2026.

The detailed Terms of Reference (ToR) and Request for Expressions of Interest (REoI) for the above referenced consulting services are posted on the website of the OITeG at https://www.ite.gov.rs/tekst/en/312/edge.php

The Central Fiduciary Unit (CFU) of the Ministry of Finance now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The short listing criteria are:

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| *#* | *Criteria* | *Weight* |
| 1 | General experience of the firm | **50** |
| 2 | Specific experience of the firm related to the assignment | **50** |

# Consultant Qualifications:

* The Consulting firm must demonstrate substantial experience in supporting digital transformation initiatives.
* Proven experience in successfully implementing digital transformation projects in the public sector, particularly those enhancing citizen-centric services, will be considered a strong advantage.
* The consulting firm must have experience working directly with local governments (municipalities and cities), including supporting institutional capacity building, improving digital services, and integrating local administrations into national eGovernment platforms.
* Experience in mentoring, training, implementing digital tools, and maintaining a network of local partners in cooperation with public administration will be considered a strong advantage.
* The consulting firm must have experience engaging a wide range of local stakeholders — including local governments, civil society, academia, healthcare and educational institutions — to support digital inclusion and the sustainable development of local digital capacities.
* The Consulting firm must demonstrate the ability to conduct detailed user experience research and assess local digital needs in order to identify gaps in existing services and develop targeted recommendations for improving digital inclusion and the quality of e-services.
* The Consulting firm must prove expertise in developing methodological frameworks, strategic and operational plans, as well as preparing timely and high-quality reports with analyses and recommendations for key national and local decision makers.
* Experience with projects funded by or carried out in partnership with the World Bank, along with familiarity with digital transformation initiatives, will be highly advantageous.
* Experience in partnerships with relevant government institutions (such as the Office for IT and eGovernment, Ministry of Information and Telecommunication, and others) as well as with international donors and organizations, will be an additional plus.
* The Consulting firm must demonstrate a sound knowledge of the Serbian legal and institutional framework relevant to digital governance and administrative procedures.

The attention of interested Consultants is drawn to paragraphs 3.14, 3.16 and 3.17 of the ***World Bank’s Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services (July 2016, revised November 2017 and August 2018)*** (“the Regulations”) setting forth the World Bank’s policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected. Maximum number of firms in the JV is up to four. Consultant shall submit reference list indicating name and description of the contract, name of the client and its representative including his/her email.

A Consultant will be selected in accordance with the *Consultant’s qualifications based selection (CQS)* method as set out in the Regulations.

Further information can be obtained from the CFU at the address below from 09:00 to 15:00 hours.

Expressions of interest in English language must be sent in a written form to the **E-mail** address below, by **October 21, 2025, 12:00 hours, noon**, local time.

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