

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES – FIRMS SELECTION

Republic of Serbia
ENABLING DIGITAL GOVERNANCE PROJECT(EDGE)
Project ID No. P164824

Assignment Title:
**Analysis of Transforming Services for Citizens, Reference No. SER-EDGE-QCBS-
CS-19-02**

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 it intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project. This project will be jointly financed by the Republic of Serbia in the amount of US\$ 5,000,000.

The Analysis of Transforming Services for Citizens should be conducted in two Phases.

Phase 1: Administrative Service Inventory for Citizens

Phase 1 should produce an Administrative Service Inventory (a comprehensive list of administrative services) which will include all the services (administrative procedures) provided to citizens. This Inventory must include, among other information, description of all services provided to the citizen, list of all government entities that are involved in providing public service, volume, number and frequency of usage (i.e. the number of service users and requests, the number of cases treated, daily or weekly or monthly, the average length of services treated per request etc.), operational cost of each entity, staffing plan and its cost, and information about the level of its digitalization – if the services are partially or fully digitalized or not. The detail list of items that should be collected for each service is provided below (pre-selection and weighted criteria).

This Phase includes following activities and deliverables:

- 1.1 Preparation of the Administrative Service Inventory (a comprehensive list of administrative services) of all services provided to citizens.
- 1.2 Development of prioritization criteria, including pre-selection and weighted criteria, to identify services provided to citizens that will be further analyzed in the second phase and following activities for business process reengineering and digitalization through the EDGE project.
- 1.3. Development of a proposal of two selected administrative services/procedures for its simplification as a fast track service for piloting or a quick-win that should include “ as is’ and “ to be” maps as proof of concept, cost, and timeframe.
- 1.4 Development of the methodology and monitoring and evaluation framework for collecting data about certain services that should be applied to all future e-services to be provided to citizen.
- 1.5 Analysis of established Registries enabling services for citizens, with scores and

ranking of Registries on each item listed above.

Phase 2: Services Re-engineering Process

Phase two should include following activities and deliverables:

2.1 Using the methodology and monitoring and evaluation framework defined under the point 1.4 and including comprehensive analysis and process mapping, it is necessary to determine, define and develop the Proposal for development of 150 “as-is” process maps for digitalization of 150 Government to Citizen (G2C) services from the Administrative Service Inventory. Based on the results of analysis under as-is maps production, the proposal as which 50 services will be further mapped into to-be will be made.

2.2 Based on the results of Phase 2.1, the Consultant firm should develop and deploy:

2.2.1 150 “as-is” Process Maps for 150 (G2C) services which should be digitalized

2.2.2 Based on analysis from 2.2.1 50 G2C services will be selected for preparation of to-be Process Maps and future digitalization

2.3 Based on the prioritization criteria, methodology and monitoring and evaluation framework defined in Phase 1, and determination, definition, development and deployment of the process maps for the most important 150 G2C services for digitalization in Phase 2.1 and 2.2, the Consultant firm should define and prepare the Proposal for digitalization of 30 most important G2C services, followed by relevant justification and based on the principle of 10 services to be digitalized on an annual level. For selected ”as-is” and “to-be” maps (150 in total) the consulting firm should collect all pre and post digitalization monitoring indicators as per the M&E framework developed under phase 1.

2.4 A comprehensive Final Report on the results of the entire project with detailed as-is and to-be maps and recommendations for future activities. The Final Report must be submitted one month prior to the completion of the contract.

Contract duration: 20 months.

The detailed Terms of Reference for the above referenced consulting services is posted on the website of the Office for Information Technology and e-Government <https://www.ite.gov.rs/edge>.

The Central Fiduciary Unit (CFU) of the Ministry of Finance now invites eligible 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.

In order to be selected, the Consultant firm must possess, at the minimum, the following qualifications:

1. The Consultant firm must be a legal entity.
2. The Consultant firm must have at least 7 years of direct work experience in the area of institutional and organizational review and development of public institutions in the Republic of Serbia, EU accession setting or South-eastern Europe.

3. The Consultant firm must have experiences in working in the area of digitization of public and private services in the past 5 years in the country and outside of the country.
4. The Consultant firm must have the reporting format experience in last four (4) years; the experience in international, EU and WB projects would be preferable.
5. The Consultant firm must have individual and institutional recommendations from the side of the Government institutions from previous projects.
6. The Consultant firm must have experience working in team-based environments that require a grasp of cross-functional subject matters.
7. The Consultant firm must provide the Statement which confirms that the Consultant firm has technical and technological conditions for providing services (computers, printers, scanners, etc.).
8. Experience in working on international projects and with international organizations would be preferable.

As a proof, the Consultant firm shall prepare a table listing following information: name of the relevant similar assignment, short scope of work, year of contract's implementation, country/region, contact reference (name, e-mail, phone number).

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.

A Consultant will be selected in accordance with the *Quality and Cost-Based Selection* as set out in the Regulations.

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

Expressions of interest in **English language** must be delivered in a written form to the **email** below, by **November 12, 2019, 12:00 hours, noon**, local time.

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