

# **REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES – FIRMS SELECTION**

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

**Assignment Title:**  
**Strengthening Digital Skills and Knowledge Sharing in Governmental Institutions,**  
**Reference No. SER-EDGE-QCBS-CS-19-03**

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

## **Scope of Work**

### **Phase I – Developing IT HR Strategic Framework for building digital skills**

Consultant firm is expected to undergo a comprehensive study that will result in the Strategic Framework that will:

- Define a change in IT/digital skills needed for implementation of eGovernment's strategic objectives;
- Overview of the existing state of affairs in digital skills, including target groups both on demand and the supply side, scope of needed and level of existing knowledge, competencies and skills;
- General and specific objectives needed to achieve the desired change in digital skills;
- Measures needed for achievement of general and specific objectives of the Strategic Framework, including customised approach to each target group, and horizontal digital skills enhancement measures as well as sustainability measures in for Training of Trainers;
- Key Performance Indicators on the levels of strategic objectives and measures to be taken;
- Institutional framework for the implementation of the Strategic Framework.

### **Phase II – Developing IT HR Action plan**

The Action plan should include the following activities (including but not limited to):

- 1) Identification of most appropriate governance structure for capacity building;
- 2) Developing digital literacy assessment tools;
- 3) Establishing assessment centres for different stakeholder groups to assess digital literacy and determine trainings needs;
- 4) Definition of development plans for individual stakeholder groups, and different segments according to the identified gaps (between assessed existing skill levels and targeted skill levels);
- 5) Develop training programmes and curricula;

- 6) Preparing training materials and proper distribution;
- 7) Delivery of training including face-to-face trainings and online courses;
- 8) Identification of critical mass of government representatives for train the trainers programme;
- 9) Collect feedback on the training programmes, propose improvements for Strategic framework and implement them throughout the programme delivery;
- 10) Conduct assessment centre for different stakeholder groups to assess digital literacy after training programmes are delivered;
- 11) Analyse results and effects achieved.

### **Phase III – Implementation of the IT HR Action Plan**

The implementation phase will include execution of activities during the project lifecycle, defined in the Action Plan (may include, but not limited to), as following:

- 1) Establishing governance structure for capacity building;
- 2) Developing digital literacy assessment tools;
- 3) Establishing assessment centres for different stakeholder groups to assess digital literacy and determine trainings needs;
- 4) Definition of development plans for individual stakeholder groups, and different segments according to the identified gaps (between assessed existing skill levels and targeted skill levels);
- 5) Develop training programmes and curricula;
- 6) Preparing training materials and proper distribution throughout the communication channels;
- 7) Trainings delivery including face-to-face trainings and online courses;
- 8) Identification of critical mass of government representatives for train the trainers programme;
- 9) Collect feedback on the training programs, propose improvements for Strategic framework and implement them throughout the program delivery;
- 10) Conduct assessment centre for different stakeholder groups to assess digital literacy after training programmes are delivered;
- 11) Analyse results and effects achieved.

The Consultant firm is therefore invited to present in its' proposal the approach, methodologies, sequence and tools that would be used to implement the Action plan.

Contract duration: 48 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 Consulting firm must possess, at the minimum, the following qualifications:

- a) The Consulting firm must be a legal entity;
- b) The Consulting firm must prove its capability by listing its experience related to:

- Experience in eGovernment / digital projects in Public Sector – minimum 3 projects in last 5 years, eGovernment experience in the South East European countries, or in similar socio-political settings will be considered as a distinctive advantage.
- Experience in creating and implementation of HR procedures and learning management systems for public sector – minimum 2 projects in last 5 years.
- Experience in training needs analysis, HR assessment for the governmental institutions - at least 1 project in last 5 years in the area of the HR assessment/staffing needs analyses for successful implementation of e-Transformation.
- IT HR studies for Governmental and/or Public Institutions – minimum 1 project in last 10 years.
- Engagement on Public Projects financed by International Financial Institutions (IFIs), Donors and/or respective governments in the field of Capacity Building for Public Administration – minimum 2 project in last 5 years.
- Experience in development of on-line software/products - minimum 1 project in last 5 years.
- Delivery of capacity building activities and/or trainings to public sector entities, where the use of on-line training and learning platforms will be considered an asset - minimum 3 projects in capacity building and training delivery within Public Sector in last 5 years.
- Project management and backstopping capacity, that will secure successful execution of services.

As a proof, the Consulting firm shall prepare a table listing following information: name of the relevant assignments, 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.

<b>Contact:</b>	<b>E-mail:</b>	<b>Address:</b>
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To:	<a href="mailto:ljljana.krejovic@mfin.gov.rs">ljljana.krejovic@mfin.gov.rs</a> Ms Ljljana Krejovic Procurement Specialist	Ministry of Finance Central Fiduciary Unit 3-5 Sremska St
Cc:	<a href="mailto:ljljana.dzuver@mfin.gov.rs">ljljana.dzuver@mfin.gov.rs</a>	11000 Belgrade, Serbia Tel/Fax: (+381 11) 2021587
Cc:	<a href="mailto:edge@ite.gov.rs">edge@ite.gov.rs</a>	