

# Request for Bid

## Office Administration

### Management Application

**Purchaser: Office for Information Technologies and Electronic Government**

**Project: Enabling Digital Governance Project**

**Contract title: Office Administration Management Application**

**Country: Republic of Serbia**

**Loan No. : 8947-YF**

**RFB No: SER-EDGE-RFB-NCS-19-06**

1. Republic of Serbia 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 Office Administration Management Application. For this contract, the Borrower shall process the payments using the Direct Payment disbursement method, as defined in the World Bank's Disbursement Guidelines for Investment Project Financing, except for those payments, which the contract provides to be made through letter of credit.
2. The Office for Information Technologies and Electronic Government (OITeG) now invites sealed Bids from eligible Bidders for Office Administration Management Application.

Office Administration Management Application created in this manner will enable the following:

- More efficient office business;
- Transition from the current methods of managing and archiving documentation to a modern electronic archiving and document exchange system;
- The ability to easily view and quickly find all relevant data and materials needed in day-to-day work and reduce unnecessary duplication of documents;
- Reducing the time needed for document processing, faster flow of documentation and improvement of internal and external collaboration (cooperation);
- Monitoring the history of the business process and the current insight into its status;
- Reduction of operating costs (spatial requirements for archives, telephone, fax, paper, printers, toners, copying ...);
- Paperless concept of the office work.

The following services are comprised in the scope of the Project:

- Delivery of software licenses excluding system software licenses: OS, virtualization, relational database management system, which will be provided by OITeG;
- Business analysis;

- Delivery of functional specification with a complete model of use cases;
- Implementation of the software solution;
- Training of OITeG key users;
- Knowledge transfer and professional training of OITeG administrators;
- Delivery of technical documentation;
- Delivery of user documentation;
- Documents defining all necessary hardware and software prerequisites;
- Technical support and maintenance during the warranty period;
- Warranty period must be provided for 12 months after project acceptance.

Bidders should meet minimum criteria:

- 1) The externally audited balance sheets for the period 2017-2019 will be submitted. Where necessary, the Purchaser will make inquiries with the Bidder's bankers. The Bidder shall document via the externally audited balance sheet average annual turnover of minimum EURO 8,000,000.00 during the last three years (2017-2019).
- 2) The Bidder must have ISO 27001:2013, ISO 20000-1:2011 and ISO 9001:2015 certificates. In case of a Joint Venture (JV), each member of JV must be ISO 27001:2013 certified.
- 3) The Bidder must demonstrate that it has successfully developed and completed similar information system(s). To prove this, bidder must submit original statement signed by the client, with the following information:
  - a. Experience in development and implementation of at least 2-3 Document Management Systems integrated in existing IT infrastructures and at least one system having more than 300 end users during the last five (5) years. The referenced implementations should be based on the same solution and technology stack as in the proposal.
  - b. Experience in development of information system for government institution, which is used on state level, where registry is integrated with at least 3 different registry of other government institution with contract amount is at least EURO 500,000.00 (Five Hundred Thousand Euros) during the last five years.
  - c. Experience in maintenance services for WEB-based software solutions with at least three (3) customers during the last five years.

Regarding above qualification requirements the Bidders must provide an adequate statement or similar document included in their Bid. Also, original statements signed by the client must have name of the client's contact person, title, address, phone and e-mail.

3. Bidding will be conducted through international competitive procurement using Request for Bids (RFB) as specified in the World Bank's "Procurement Regulations for IPF Borrowers" (July 2016 Revised November 2017 and August 2018) ("Procurement Regulations"), and is open to all eligible Bidders as defined in the Procurement Regulations.
4. Interested eligible Bidders 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 bidding document in English only may be purchased by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a

nonrefundable fee of EURO 100.00 or equivalent in Serbian Dinars (RSD) based on the selling exchange rate published by the National Bank of Serbia on the date of payment.

Domestic Bidders 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 41601, payment code 253.

Foreign bidders shall make payment according to 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,NEMANJINA 17  
SERBIA  
FIELD 59: /RS3584000000000273086  
(BENEFICIARY) REPUBLIC OF SERBIA-BUDGET  
KRALJA MILANA BR.14  
BEOGRAD  
SERBIA  
FIELD 70: DETAILS OF PAYMENT

Transfer costs are on bidder's account.

The document will be sent by e-mail.

6. Bids must be delivered to the address below on or before **June 19, 2020, 12:00 Noon, local time**. Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend at the address below on **June 19, 2020, 12:15 p.m. local time in the Conference room at the 1<sup>st</sup> floor**.
7. All Bids must be accompanied by a Bid Security of **EURO 70,000.00**.
8. The addresses referred to above are:

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

Ministry of Finance  
Attn: Ljiljana Krejović, CFU  
3-5 Sremska St, 7 floor  
Room 708  
Tel: +381 11 2021587  
11000 Belgrade  
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: [edge@ite.gov.rs](mailto:edge@ite.gov.rs)

**The Bid submission address is:**

Ministry of Finance  
3-5 Sremska St, 7 floor  
Registry Office 701

11000 Belgrade  
Republic of Serbia