

Request for Bid Interoperability (Procurement of Customized Software) and Government Meta-Registry

Purchaser: Office for Information Technologies and Electronic Government

Project: Enabling Digital Governance Project

Contract title: Interoperability (Procurement of Customized Software) and Government Meta-Registry

Country: Republic of Serbia

Loan No. : 8947-YF

RFB No: SER-EDGE-RFB-NCS-20-16

1. The 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 Interoperability (Procurement customized software) and Government Meta-Registry. This contract will be jointly financed by the Government of Serbia. 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 a letter of credit.
2. The Office for Information Technologies and Electronic Government (OITeG) now invites sealed Bids from eligible Bidders for Interoperability (Procurement of customized software) and Government Meta-Registry.

Interoperability (Procurement of customized software) and Government Meta-Registry created in this manner will enable the following:

- the integrated tool through which exchange of the data between government entities will take place
- providing the necessary data or documents from different ministries and agencies for the delivery of services to citizens and businesses
- enable the creation of additional e-services to citizens and business
- ensuring consistency and reliability by helping with the re-engineering of existing services and the elimination of redundant procedures;

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

- Interoperability platform- a modern integration platform and provide a modern integration runtime that can be run in a container-based environment and is well suited to cloud-native deployment techniques. This makes each individual integration easier to change independently, and improves agility, scaling, and resilience.;
- eServices Management System-enabling centralized management of all individual phases which makes a lifecycle of one eService, including development, implementation, adjustments, editing and upgrading phase (Change management);
- Administrative Procedures Catalogue- describes the process steps end-to-end in a standardized way in order to provide eService to citizen/business entities end-to-end and defining the policy of using data through available, exposed services; Establishment of the Government Meta-Registry-support the consolidation and interoperability of the most important public registries through one Meta- Registry, including the Tax, Customs, Citizens, Addresses, Cadaster, and Business registries as agreed with the GOS. This will be done through:
 1. the consolidation of key registries, and
 2. the carrying out of activities required to support the interoperability of the most important public registries into one Meta-Registry.

Bidders should meet the following minimum criteria:

- 1) Bidder must submit externally audited balance sheets for the period 2017-2019. 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 7,000,000.00 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 have at least following different references users over the previous five (5) years (2015-2019), and to prove this, Bidder must submit an original statement signed by the client, with the following information:
 - a. Experience in implementation, maintenance, and upgrade of register projects for government organizations. The firm must have demonstrated experience in implementing at least three such assignments in the last five years, from the date of submission of Bid, with a cumulative value of projects to be at least EURO 350,000.00.
 - b. Experience in implementing at least three (3) interoperability projects based on Enterprise Service Bus in the last five years from the date of submission of Bid, out of which one with the same technical solution as proposed in the Bid. Cumulative value of projects to be at least EURO 900,000.00
 - c. Experience in implementing projects for process automatization using the same platform as already implemented in the OITeG-IBM Business Automation Workflow (formerly known as IBM Business Process Management) using business process management software (BPM). The firm must have demonstrated experience in implementing at least two such assignments in the last five years from the date of submission of Bid. Cumulative value of projects to be at least EURO 200,000.00.

Regarding the 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 the 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 document 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 **July 10, 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 **July 10, 2020, 12:15 p.m. local time in the Conference room at the 1st floor**.
7. All Bids must be accompanied by a Bid Security of **EURO 60,000.00**.
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
Cc: ljiljana.dzuver@mfin.gov.rs
Cc: 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