

# **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-21-25**

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 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:

- 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 re-engineering of existing services and elimination of redundant procedures;

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

- Interoperability platform- 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 2018-2020. 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 (2018-2020).
- 2) The bidder must have ISO 27001:2013, ISO 20000-1:2011 and ISO 9001:2015 certificates. In case of a Joint Venture (JV), the leading partner of JV must be ISO 20000-1:2011 certified and the JV partners must have all three certificates collectively.
- 3) The bidder must have at least following different references users over the previous five (5) years (2016-2020), and to prove this, bidder must submit original statement signed by the client, with the following information:
  - a. Experience in implementation, maintenance and upgrade of eServices management or development of meta-registries by consolidating the most important public registries for government organizations. The firm must have demonstrated experience in implementing at least one (1) such assignments in the last five years, from the date of submission of bid, with a value of at least EURO 600,000.00.
  - b. Experience in implementing at least one (1) interoperability projects to install and configure onEnterprise Service Bus for public or private organizations in last five years from the date of submission of bid, with a value of at least EURO 400,000.00.
  - c. Experience in implementing projects for process automatization using business process management software. The firm must have demonstrated experience in implementing at least one

contract in public organizations in the last five years from the date of submission of bid with a value of at least EURO 250,000.00.

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 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 40.00 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 with obligatory Purpose of payment: SER-EDGE-RFB-NCS-21-25.

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, KRALJA PETRA 12  
SERBIA  
FIELD 59: /RS3584000000000273086  
(BENEFICIARY) REPUBLIC OF SERBIA-BUDGET  
KRALJA MILANA BR.14  
BEOGRAD  
SERBIA  
FIELD 70: DETAILS OF PAYMENT Ref: SER-EDGE-RFB-NCS-21-25

Bank/transfer charges are on bidder's account. Kindly mark in instruction for payment.

The document will be sent by e-mail.

6. Bids must be delivered to the address below on or before **November 08, 2021, 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 **November 08, 2021, 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 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