

# 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-21-26**

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;
- Pilot implementation of the proposed solution in OITeG
- GAP analysis;
- Delivery of functional specification;
- Design of the centralized multitenant OAMA
- Delivery and installation of content storage platform
- Implementation of the software solution in the different types of government organizations and bodies - one from each type (specific organizations will be defined in the analysis phase):
  - i. Ministry
  - ii. City administration
  - iii. Government agency
- Integration with centralized Digital Mailroom application for government organizations in Serbia
- Integration with eGovernment services and infrastructure
- Training of OITeG key users;
- Knowledge transfer and professional training of OITeG administrators;
- 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 2018-2020 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 3,000,000.00 during the last three years (2018-2020).
- 2) The Bidder must have ISO 27001:2013, ISO 20000-1:2011, ISO 9001:2015 and ISO 27701 certificates. In case of a Joint Venture (JV), each member of JV must be ISO 27001:2013 certified.
- 3) The Bidder must have successfully completed three (3) projects with development and implementation of similar office administration management software integrated with an existing IT infrastructure for public sector or Government administration bodies during the last 10 years, with cumulative value of no less than EURO 2,5M. One of these contracts must be related to the development of a Document Management System for the Government institution of the Republic of Serbia supporting the relevant legislation (State administration office operations decree, Law on general administration procedures) with minimum 500 users and with value no less than EURO 500,000.00.

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

- 4) Manufacturer's Authorizations for Information Technologies and IT equipment are required, except for those technologies that the Bidder itself manufactures.
  - a. Manufacturer's authorization form (MAF) to deliver offered licensed software solution by the software solution manufacturer or the manufacturer's representative office in the Republic of Serbia. MAF must be issued for the offered DMS system and its system components which are licensed separately (document scanning, advanced analytics platform, etc...).
  - b. Manufacturer's authorization form (MAF) to deliver offered content storage hardware and software platform by the solution manufacturer or the manufacturer's representative office in the Republic of Serbia. MAF must be issued for delivery, implementation, support and maintenance services for the offered solution
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 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-21-26.

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-21-26

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 **December 17, 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 **December 17, 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 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