

# Request for Bid

# Archiving Software

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

**Project: Enabling Digital Governance Project**

**Contract title: Archiving Software**

**Country: Republic of Serbia**

**Loan No. : 8947-YF**

**RFB No: SER-EDGE-RFB-NCS-20-20-2**

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 Archiving Software. 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 Archiving Software.

Archiving Software created in this manner will enable the following:

- More efficient business
- Transition from the current methods of archiving documentation to a modern electronic archiving
- Replacing physical copies of archived documents and to change the "paper-based culture" in public institutions
- Creating archive of digital content thus enabling better usage, accessibility and visibility of business information and regulatory requirements
- Flexible and controlled access to archived data
- Universal archive for all types of documents and data and their combination
- Reduction of operating costs (spatial requirements for archives, telephone, fax, paper, printers, toners, copying ...)

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

- Business analysis;
- Software Requirements Document;
- Implementation of the software solution;
- Training according to the adopted plan of training;

- 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 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 4,000,000.00 during the last three years (2018-2020).
- 2) The Bidder must have ISO 9001:2015, ISO/IEC 27001:2013, ISO/IEC 27701:2019, ISO/IEC 20000-1:2018 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 two (2) to five (5) similar projects with implementation of software integrated in an existing IT infrastructure in the last 10 years, with cumulative value of no less than EUR 3M. One of these contracts must be related to the development of a similar web-based centralized database application for the Government institution of the Republic of Serbia, supporting the relevant legislation (State administration office operations decree, Law on general administration procedures), connected with other government systems, and providing access to at least 1000 geographically distributed end users to perform more than 5000 transactions per day and with value no less than EUR 500,000.00. To prove this, bidder must submit original statement signed by the client.
- 4) Manufacturer's Authorizations for Information Technologies and IT equipment are required, except for those technologies that the Bidder itself manufactures.

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 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-20-20-2.

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-20-20-2

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 22, 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 22, 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 56,000.00**.
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