

Request for Bid

Help Desk For eGovernment

Digital Transformation

Process

Purchaser: Office for Information Technologies and Electronic Government

Project: Enabling Digital Governance Project

Contract title: Help Desk for eGovernment Digital Transformation Process

Country: Republic of Serbia

Loan No. : 8947-YF

RFB No: SER-EDGE-RFB-NCS-23-36

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 **Help Desk for eGovernment Digital Transformation Process**. 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 Bids from eligible Bidders for Help Desk for eGovernment Digital Transformation Process.

Help Desk for eGovernment Digital Transformation Process must be CoTS software, customizable for implementation of processes defined by local regulations, localization and integration, and shall enable the following functionalities:

- Providing centralized support for the functioning of the Electronic Document Systems and other IT solution used by eGovernment.
- IT Infrastructure Library (ITIL®) based process workflows for secure, efficient service operations and delivery
- Automation of IT processes such as incident, problem, service level, and change management.

- Service request management, service catalog, knowledge management, and support self-service capabilities to save time and meet user expectations
- Service Desk Solution should be able to define and monitor SLA targets of interactions between users

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;
- Customization of the platform
- Delivery and installation of platform on test and production environment
- Implementation of the software solution
- 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 2019-2021 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 1,200,000.00 during the last three years (2019-2021).
 - 2) The Bidder must have ISO 27001:2013, ISO 20000-1:2011, ISO 9001:2015, ISO 27701 and ISO 14001: 2015 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 related to the implementation of offered COTS software solution integrated with an existing IT infrastructure for public or utility sector or Government administration bodies during the last 7 years. One of these contracts must be related to the delivery, implementation and support 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.
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.

Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful bidder’s beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the bidding document.

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 30.00 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,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-23-36

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 by email to the electronic mail address below on or before **May 12, 2023, 12:00 Noon, local time**. Bids must be password protected and have hash value. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend on **May 12, 2023, 12:15 p.m. local time via Zoom meeting**.
7. All Bids must be accompanied by a Bid Securing Declaration.
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 7652652

11000 Belgrade

To: ljiljana.krejovic@mfin.gov.rs

Cc: ljiljana.dzuver@mfin.gov.rs

Cc: edge@ite.gov.rs