



## Republic Geodetic Authority

### REQUEST FOR EXPRESSIONS OF INTEREST CONSULTANCY SERVICES

**Republic of Serbia**  
**Real Estate Management Project (REMP)**  
**IBRD Credit No.84860**

**Assignment Title:** Implementation of ISO standards (9001, 27001, 27701)

**Reference No.** SRB-REMP-8486YF-CQS-CS-22-227

The Republic of Serbia / Republic Geodetic Authority has received financing from the World Bank toward the cost of the Real Estate Management Project, and intends to apply part of the proceeds for consulting services.

One of the main tasks of RGA is maintenance of all the real estate data. Currently RGA uses different systems to maintain the real estate data. As RGA works to continue to meet customer and legal requirements for compliance, it is becoming more necessary for RGA as the critical infrastructure of the state to obtain and maintain multiple ISO Management System Standards implementation. RGZ as critical infrastructure is the governmental body of systems, networks and assets that are so essential that their continued operation is required to ensure the security of the state, nation, its economy, and the public's health and safety. One common combination of ISO standard implementations today that is a "must have" for organizations of similar kind of business is ISO 9001, ISO/IEC 27001, and ISO/IEC 27701.

The Consultant will closely cooperate with RGA and relevant stakeholders in implementing ISO 9001, ISO/IEC 27001 and ISO/IEC 27701 international standards and create unique Integrated Management System (IMS). Selected Consultant shall provide input and support to RGA in the following way:

- Get Top Management on Board and making sure that the people at the top of RGZ management understand what IMS means for its business;
- Preparation of GAP analyses of the current situation;
- Having a solid plan in place is essential to making the transition to a new QMS against ISO 9001, to a new ISMS against ISO 27001 and to a new PIMS against ISO 27701 i.e., to a new integrated management system (IMS)
- Decide on an implementation team to begin implementation by top management who should decide on and create the implementation teams for ISO 9001, ISO 27001, and ISO 27701;
- Provide employee training, which is crucial to keeping IMS running, and train all of employees on the parts of the system that are specific to their area of work;
- Establish new roles and responsibilities where every area of RGZ should have staff who are directly responsible for QMS, ISMS and PIMS i.e., quality, information security and privacy-related tasks and maintenance in each department;
- Launch IMS and start to see changes come into action and use a plan to begin putting IMS into action. Monitor process performance and start internal audits to check that all standard requirements are being met;
- After the documentation has been prepared and things have started being implemented, conduct internal audit to identify any problems within the scope of IMS based on ISO 9001, ISO 27001, and ISO 27701. Any corrective measures that need to be taken should be taken without any delays;

- After internal audit conduct the management review of the progress that IMS based on ISO 9001, ISO 27001 and ISO 27701 is making. Management review is a useful tool that will give a precise look at the performance of IMS and any problems that have come about;
- The next step but not covered by this Project will be assessment and registration by an independent Certification Body for certification of QMS, ISMS and PIMS frameworks based on ISO 9001, ISO 27001, and ISO 27701 standards. The time for RGZ to carry on with the certification process will come and to officially become ISO 9001, ISO/IEC 27001, and ISO/IEC 27701 certified.

The products resulting from the work of the Consultant to be performed to deliver the Integrated Management System (IMS) include main deliverables as follows:

**Phase I:**

- Inception report;
- GAP analyses and assessment report with relevant recommendations of the current situation of the current system;
- Detailed project plan, which includes the identification of individual phases of project implementation with related activities, with a description of the same, as well as a detailed time plan (Gantt chart)

**Phase II:**

- Documented information required by these standards (e.g., Information Security Policy, BYOD Policy, Mobile Device and Teleworking Policy, Acceptable Use Policy, Email Policy, Internet Acceptable Use Policy, Information Classification Policy, Access Control Policy, Password Policy, Policy on the Use of Encryption, Privacy Policy, Retention of Records, Personal Data Breach, Transfers of Personal Data to Third Countries or International, Data Portability, Managing Subcontract Processing, Complaints, Privacy Notice, Subject Access Request, Data Protection Officer (DPO), etc.) which will be done in cooperation with responsible persons, and their verification will be done at meetings of the IMS Implementation Team.
- Employee training carried out during the ISMS and PIMS implementation process.
- The methodology of implementation and application of ISO 27001, and ISO 27701 standards in the RGZ which would be integral.
- Established new roles and responsibilities where every area of RGZ should have staff who are directly responsible for ISMS and
- Internal audit prepared and conducted, which will ensure that all procedures are well implemented, documented, and understood by the staff carrying them out. In order to prepare for certification according to the ISO 27001 and ISO 27701 standards, the Consultant, together with internal auditors from the organization, conduct an internal audit before the certification process, and point out any non-compliance with ISO standards requirements.

**Phase III**

- Employee training carried out during the QMS implementation process.
- The methodology of implementation and application of ISO 9001 standard in the RGZ.
- Established new roles and responsibilities where every area of RGZ should have staff who are directly responsible for QMS in each department that is capable of performing audits, maintaining documentation, conduct management reviews, and implement any needed changes.
- Consultant, together with internal auditors from the organization, conduct an internal audit before the certification process, and point out any non-compliance with ISO standard requirement.

**Phase IV**

- Conducted the management is a useful tool that will give a precise look at the performance of and any problems that have come about. The IMS system implies the existence of a process of permanent improvement. By reviewing the results of the internal audit by the RGZ's management, this process begins, and key decisions are made regarding the further certification process.

### **Monthly reports**

- Summarizing progress of work under this project outlining key challenges, next month tasks, and recommendations for their outcome in the implementation;
- Reports how the team is complying the Project plan, any deviations from the plan and measures taken.

### **Final report**

The Final Report shall summarize all activities undertaken within the project and will show how the project objectives and outputs were achieved with short description of the methodology used, recommendations for the next steps, any key issues.

The work will take place over twelve-months period.

The Project Implementation Unit (PIU) of the Republic Geodetic Authority now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services:

- experience and description of similar assignments
- availability of skilled staff
- CVs of key personnel and key experts.

### **The shortlisting criteria are following:**

- I. A consultant company, as a part of their technical proposal, will submit the following information:
  - a) Company Profile and experience highlighting its relevance to the assignment
  - b) CV's of the members of the team of experts

The company must have more than five years of extensive experience in the field of confirmed certifications for implemented and certified following ISO standards: ISO 9001:2015 and ISO 27001:2013.

The consultant should have strong and relevant track record concerning the IT projects with public sector institutions, entailing oversight of implementation of software solutions, staff training and handover.

Partnership certificate or authorization, issued directly by an internationally accredited certification body in accordance with the personal certification model according to the international standard ISO 17024, for the services of conducting training of persons and their professional evaluation and certification, which must be issued to the legal entity of the bidder, and this will be considered as an advantage.

Person in the capacity as a Certified Trainer with a certificate issued by the accredited certification body from the previous item is an advantage.

Experience in Western Balkans countries and Serbia will be considered as an advantage.

- II. Team of Experts to be provided:

**Expert 1: Project manager for ISO projects**, employed or engaged on a part-time basis within the company with eligibility criteria:

#### *Qualifications and skills*

- Education: University degree in the field of technical, organizational, or social sciences
- At least 7 years of work experience in the field of ISO standards
- Strong oral and written English communication skills

- Good mediation and facilitation skills

*Specific professional experience*

- Experience in project management related to public administration
- At least 7 years of work experience in the field of information technologies
- Certificate on ISO 9001 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024)
- Certificate on ISO/IEC 27001 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024)
- Certificate on PMI or Prince2 or ISO 21500 Lead Project Manager (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Certificate on ISO 31000 Lead Risk Manager (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Certificate on ISO/IEC 27032 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Certificate on ISO/IEC 27701 Lead Implementer (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Passed professional Public Administration Exam is an advantage
- Working experience in Western Balkans and especially in Serbia is an advantage
- Strong oral and written Serbian communication skills is an advantage

**Expert 2: Senior ISO standards specialist**, employed or engaged on a part-time basis within the company with eligibility criteria:

*Qualifications and skills*

- Education: University degree in the field of technical, organizational, or social sciences
- At least 5 years of work experience in the field of ISO standards
- Strong oral and written English communication skills
- Good mediation and facilitation skills

*Specific professional experience*

- Experience in projects related to public administration
- At least 5 years of work experience in the field of information technologies
- Certificate on ISO/IEC 9001 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024)
- Certificate on ISO/IEC 27001 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024)
- Certificate on ISO 22301 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Strong work experience in the court witness expertise or IT audits in the field of information technology is an advantage
- Certificate on ISO/IEC 27032 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Working experience in Western Balkans and especially in Serbia is an advantage
- Strong oral and written Serbian communication skills is an advantage

**Expert 3: ISO standards specialist for standardization of business processes**, employed or engaged on a part-time basis within the company with eligibility criteria:

*Qualifications and skills*

- Education: University degree in the field of technical, organizational, or social sciences
- At least 3 years of work experience in the field of ISO standards
- Strong oral and written English communication skills
- Good mediation and facilitation skills

*Specific professional experience*

- Experience in using professional Business Process Management tools
- At least 3 years of work experience in the field of information technology
- Certificate on ISO/IEC 27001 Lead Auditor (in accordance with the personal certification accreditation according to the international standard ISO 17024) is an advantage
- Working experience in Western Balkans and especially in Serbia is an advantage

- Strong oral and written Serbian communication skills is an advantage

**Expert 4: ISO standards specialist for information and cyber security**, employed or engaged on a part-time basis within the company with eligibility criteria:

*Qualifications and skills*

- Education: University degree in the field of technical, organizational, or social sciences
- At least 2 years of work experience in the field of cyber security
- Strong oral and written English communication skills
- Good mediation and facilitation skills

*Specific professional experience*

- Experience in projects related to cyber security
- Successfully implemented at least three ISO/IEC 27001 standards in the organization in the last five years is an advantage
- At least 2 years of work experience in the field of information technologies
- Strong work experience in the court witness expertise or IT audits in the field of information technology is an advantage
- Working experience in Western Balkans and especially in Serbia is an advantage
- Strong oral and written Serbian communication skills is an advantage

**Expert 5: ISO standards specialist for personal data protection**, employed or engaged on a part-time basis within the company with eligibility criteria:

*Qualifications and skills*

- Education: University degree in the field of law sciences
- Strong oral and written English communication skills
- Good mediation and facilitation skills
- At least 2 years of work experience related to legal expertise in personal data protection

*Specific professional experience*

- Experience in projects related to drafting internal procedures
- Experience in keeping the business up to date with legal requirements
- Working experience in Western Balkans and especially in Serbia is an advantage
- Strong oral and written Serbian communication skills is an advantage

The Consultant shall submit only one proposal, either individually or as a joint venture partner in another proposal. If a Consultant, including a joint venture partner, submits or participates in more than one proposal, all such proposals shall be disqualified. This does not, however, preclude a consulting firm to participate as a sub-consultant, or an individual to participate as a team member, in more than one proposal.

The following selection criteria with corresponding points will be used for the above three positions in the evaluation procedure:

– Specific experience relevant to the assignment ....	50 pts
– Qualifications for the assignment .....	30 pts
– Competence for the assignment .....	20 pts

A Consultant will be selected in accordance with the CQS procedure set out in the in the World Bank’s Procurement Regulations for IPF Borrowers (July 2016, revised November 2017 and August 2018) available at <https://www.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework>.

Further information can be obtained at the address below during office hours 09:00 to 15:00 hours.

Expressions of interest must be delivered in a written form to the address below or via e-mail by **November 1, 2022, 12:00 AM**.

When submitting Expressions of interest please indicate assignment and reference number for which you are applying.

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