

**Terms Of Reference**  
**Real Estate Management Project**  
**For**  
**Providing Consulting Services for Oracle trainings for employees in RGA**

**I. PROJECT BACKGROUND AND OBJECTIVES**

The Republic of Serbia and the International Bank for Reconstruction and Development (Hereinafter: IBRD) concluded the Loan Agreement (Hereinafter: LA) for the Real Estate Management Project in Serbia (Hereinafter: The Project), signed by the two parties on April 17th, 2015 and ratified by the Parliament of the Republic of Serbia in its session on Jun 24, 2015 (Official Gazette of the Republic of Serbia – International contracts, No. 13-15).

The Law on State Surveys and Cadastre (LSSC, 2009) with appropriate amendments provides a solid foundation for the project. A viable single agency, the Serbian Republic Geodetic Authority (RGA), is implementing the LSSC. Project Council and Project Steering Committee are supervising the Project. The objective of the Project is to improve the efficiency, transparency, accessibility and reliability of the Republic of Serbia’s real property management systems.

The Project consists of four components: (A) Valuation and Property Taxation; (B) E-governance for Enabling Access to Real Estate Information; (C) Institutional Development of the RGA; and (D) Project Management and Support Activities.

For more details about the Project, see:

<http://documents.worldbank.org/curated/en/541411468182064197/pdf/PAD955-PAD-P147050-R2015-0041-1-Box385415B-OOU-9.pdf>

Implementation is entrusted to the Project Implementation Unit (Hereinafter: PIU) of the Republic Geodetic Authority. Procurement of contracts financed by the World Bank will be conducted through the procedures as specified in the World Bank’s Procurement Regulations for IPF Borrowers (July 2016, revised November 2017, August 2018 and November 2020) available at <https://www.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework> (hereinafter: Procurement Regulations).

**II. SPECIFIC OBJECTIVE**

Selected staff from RGA working in Sector for digital transformation need to be trained for better fulfilling of their tasks and secure sensitive information inside the network system of RGA. RGA’s annual Training plan for 2023 include specialist training for a defined number of employees in Oracle database professional trainings. The main objective of this training module is raising the level of knowledge of employees in the Sector for digital transformation, which are responsible for the regular functioning of IT system and other database software in the RGA.

The purpose of this Terms of Reference (ToR) is the engagement of Consultant firm to hold planned trainings.

**III. SCOPE OF WORK AND TASKS**

The Republic Geodetic Authority analysed the requirements concerning capacity building and it was estimated that a Consultant should be hired to organize:

- **Oracle database training courses as per following specifications:**

Course name	Estimated number of training hours	Number of participants
PL/SQL Workshop	40	8
Advanced PL/SQL	24	8

Topics to be covered within each Oracle database course are specified below:

1. **PL/SQL Workshop** with following topics covered:
  - Introduction to PL/SQL
  - PL/SQL Identifiers
  - Write Executable Statements
  - Interaction with the Oracle Server
  - Control Structures

- Composite Data Types
  - Explicit Cursors
  - Exception Handling
  - Stored Procedures and Functions
  - Etc.
2. **Advanced PL/SQL**
- Introduction
  - PL/SQL Programming Concepts Review
  - Design Considerations
  - Collections
  - Advanced Interface Methods
  - PL/SQL Server Pages
  - Fine Grained Access Control
  - Performance and Tuning
  - Analysing PL/SQL Code
  - Etc.

#### **IV. TRAINING PERIOD AND PROGRAM**

The Consultant will:

- Prepare detailed Training plan for providing services with specified schedule of trainings and detailed training program in coordination with RGA;
- Prepare and organize pre-testing in order to estimate each participant’s level of knowledge before start of each course;
- Hold the trainings in accordance with the Training plan and schedule agreed with the RGA;
- Obtain prior approval from RGA for any potential change of dates and training program;
- Prepare and organize post-testing upon completion of each course in order to estimate level of knowledge and new skills gained by each participant;
- Provide timely information on training schedules and program to the attendants of courses and the RGA’s Coordinator.

#### **V. PERIOD OF CONSULTANCY**

The schedule of training courses will be defined by the Republic Geodetic Authority, in coordination with the Consultant. The first contracted course shall start in June 2023. Consultant services are expected to last until December 2023.

#### **VI. TRAINING FACILITIES**

The Consultant will hold the trainings in its own facilities (specially equipped for specific types of training), according to the previous agreement with RGA. Consultant will provide each attendant of the course with a computer enabling individual work. The Consultant’s training facilities will be in Belgrade.

The specific place of training as well as any potential subsequent changes of the training place will be agreed with RGA. The Consultant will provide timely information on the training place to the attendants of courses and the Training Specialist of the PIU/RGA.

#### **VII. CONSULTANTS QUALIFICATIONS**

The Consultant firm should meet the following qualifications:

- The Consultant will be registered in the Republic of Serbia as a company specialized in computer training.
- The Consultant will undertake the obligation of providing the data on the competence for provision of the required services in the form of brochures, description of similar services (references) and qualifications (CVs) of its trainers.
- The Consultant will provide Curriculum Vitae of proposed trainer/trainers detailing the most relevant experience related to the assignment.
- 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.

## **VIII. OTHER OBLIGATIONS ON THE PART OF THE CONSULTANT**

Consultant is obliged to provide the appropriate training material (literature and learning material such as: books, manuals, CD ROM, etc.) to each trainees enabling successful participation on the first day of the training.

The lectures and literature shall be in Serbian language. In cases where Serbian literature is not available, it is allowed to have literature in English language.

Upon the completion of the training, all the training material will remain in the possession of the trainees, i.e. RGA.

The trainee who attends the training course on regular bases will be issued a corresponding certificate of course attendance by the Consultant.

## **IX. REPORTING**

The Consultant will report to the RGA's Coordinator and Training Specialist of the PIU/RGA on the realization of training, and will maintain records on the attendance of trainees, i.e. will provide assessment on their respective engagement.

The Consultant will deliver detail reports to the Training Specialist of the PIU/RGA concerning pre-test and post-test results of the organized knowledge testing's.

Upon completion of each course, the Consultant will distribute the Questionnaires to the trainees, in order to receive the return information on the quality of the executed training.

The Questionnaires will be provided by the Training Specialist of the PIU/RGA. The Consultant will submit the filled templates to the RGA's Coordinator and the PIU Training Specialist no later than ten days upon the completion of each specific course.