

Request for Quotations (RFQ)

Project Title: **Second Real Estate Management Project**
Source of Funding: **International Bank for Reconstruction and Development (IBRD Loan)**
Contract Ref: **SRB-REMP2-977110YF-RFQ-IT-25-029**
Contract Title: **Software related to access to information of public importance and protection of personal data**
Date: **June 20, 2025**
To:
Dear Supplier:

1. You are invited to submit your price quotation for the supply of the following items:
 - **Software related to access to information of public importance and protection of personal data**
2. You must quote for all the items and quantities under this Invitation. Price quotation will be evaluated for all the items together and Contract awarded to the firm satisfying minimal requested technical characteristics and offering the lowest evaluated total cost of all the items.
3. Your price quotation in the form attached may be submitted by hand, mail, facsimile or electronically at the following address:

**REPUBLIC GEODETIC AUTHORITY
Real Estate Management Project
Project Implementation Unit
11000 Beograd, Srbija
Bulevar vojvode Misica 39
Pisarnica**

4. The deadline for receipt of your quotation (s) by the Purchaser at the addressed indicated in this paragraph: **June 30, 2025, 12PM.**
5. Your quotation in duplicate in English, should be accompanied by adequate technical documentation and catalogue(s) and other printed material or pertinent information for each item quoted, including names and addresses of firms providing service facilities in Republic of Serbia (these accompanying documents may be either in English or in Serbian).

Manufacturer's Authorizations for Information Technologies are required - except for those technologies which the Bidder itself manufactures.

Qualification criteria

- a) **Experience and Capacity**
 - o Must be a legally registered company with at least 5 years of continuous experience in software development, including implementation of automated user support platforms or intelligent digital interfaces for the public sector.

- o Proven experience in at least one successfully delivered project involving the development of a digital communication system or interactive advisory platform based on regulatory content.
- b) Relevant Technical Expertise
- o Demonstrated expertise in Python-based backend development, including use of FastAPI or similar frameworks, PostgreSQL databases, and secure authentication systems (e.g., Keycloak).
 - o Demonstrated ability to design and deploy web-based applications using Angular frontend technology.
 - o Experience integrating OCR components for document processing, including support for Cyrillic and Latin scripts.

5. Personnel and Delivery Capability

- o A qualified project manager and system architect must be assigned to the project, each with at least 4 years of relevant experience.
- o The team must include at minimum: a backend developer, frontend developer, and QA tester, all with demonstrable technical skills and experience in similar projects.

The bidder must provide a list of at least one similar reference project with contact details for verification and submit CVs of key team members with relevant qualifications.

6. Your quotation(s) should be submitted as per the following instructions and in accordance with the attached Contract. The attached Terms and Conditions of Supply is an integral part of the Contract.

(i) **PRICES:** The prices should be quoted in EUR for the Unit Price, Total Cost and VAT at final destination Belgrade, which includes customs, duties, inland transportation and insurance, loading and unloading.

(ii) **EVALUATION OF QUOTATIONS:** Offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of the total price at final destination as per para. 2 above.

In evaluating the quotations, the Purchaser will determine for each bid the evaluated price by adjusting the price quotation by making any correction for any arithmetical errors as follows:

(a) where there is a discrepancy between amounts in figures and in words, the amount in words will govern;

(b) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern;

(c) if a Supplier refuses to accept the correction, his quotation will be rejected.

(iii) **AWARD OF PURCHASE ORDER:** The award will be made to the bidder offering the lowest evaluated price and that meets the required standards of technical

and financial capabilities. The successful bidder will sign a Contract as per attached form of contract and terms and conditions of supply.

(iv) **VALIDITY OF THE OFFER:** Your quotation(s) should be valid for a period of thirty (29) days from the deadline for receipt of quotation(s) indicated in Paragraph 5 of this Invitation to Quote.

7. Further information can be obtained from:

**REPUBLIC GEODETIC AUTHORITY
Second Real Estate Management Project
Project Implementation Unit
Bulevar vojvode Misica 39
11000 Beograd, Srbija**

8. Inspections and Audits

8.1 The Supplier shall carry out all instructions of the Purchaser which comply with the applicable laws where the destination is located.

8.2 The Supplier shall permit, and shall cause its Subcontractors and consultants to permit, the Bank and/or persons appointed by the Bank to inspect the Supplier's offices and all accounts and records relating to the performance of the Contract and the submission of the bid, and to have such accounts and records audited by auditors appointed by the Bank if requested by the Bank. The Supplier's and its Subcontractors and consultants' attention is drawn to Clause 5 Fraud and Corruption of the Form of Contract, which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

9. Please Confirm by e-mail the receipt of this invitation and whether or not you will submit the price quotation.

Sincerely,

Dragan Pavlović, PIU Director

FORM OF CONTRACT

THIS AGREEMENT number **SRB-REMP2-977110YF-RFQ-IT-25-029** made on _____, 2025, between REPUBLIC GEODETIC AUTHORITY, Bulevar vojvode Misica 39, Republic of Serbia (hereinafter called "the Purchaser") on the one part and _____ (hereinafter called "the Supplier") on the other part.

WHEREAS the Purchaser has invited quotation for:

- **Software related to access to information of public importance and protection of personal data - 1 pc**

to be supplied by Supplier, viz. Contract **SRB-REMP2-977110YF-RFQ-IT-25-029**, (hereinafter called "Contract") and has accepted the Bid by the Supplier for the supply of goods under Contract at the sum of

(_____) hereinafter called "**the Contract Price**"", plus VAT¹ _____
(_____).

*(Domestic bidder quoting in foreign currency shall clearly state: **Payment shall be made in RSD based on the selling exchange rate of the National Bank of Serbia on date of issuance of invoice.**)*

NOW THIS AGREEMENT WITNESSETHES as follows:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
 - a) Invitation to Quote; Term and Conditions of Supply, Technical Specification;
 - b) Addendum (if applicable);
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the supply of Contract and remedy any defects therein in conformity with the provisions of Contract.
3. The Purchaser hereby covenants to pay in consideration of the goods supply and acceptance of Contract and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by Contract.
4. Termination
 - 4.1 Termination for Default
 - (a) The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:
 - (i) if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted.

¹ As per the Loan Agreement, expenditures related to goods, works and non-consulting services for the Project are financed 100 percent exclusive of taxes, while expenditures related to consulting services, training and operation costs are financed 100 percent inclusive of taxes. (The RS Official Gazette, No 9, Loan Agreement of Second Real Estate Management Project), December 3, 2024)

- (ii) if the Supplier fails to perform any other obligation under the Contract; or
 - (iii) if the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption, as defined in Clause 5 below, in competing for or in executing the Contract.
- (b) In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

4.2 Termination for Insolvency.

- (a) The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser.

4.3 Termination for Convenience.

- (a) The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- (b) The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - (i) to have any portion completed and delivered at the Contract terms and prices; and/or
 - (ii) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier

Fraud and Corruption

- 5. If the Purchaser determines that the Supplier and/or any of its personnel, or its agents, or its Subcontractors, consultants, service providers, suppliers and/or their employees has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices (as defined in the prevailing Bank's sanctions procedures), in competing for or in executing the Contract, then the Purchaser may, after giving 14 days notice to the Supplier, terminate the Supplier's employment under the Contract and cancel the contract, and the provisions of Clause 4 shall apply as if such expulsion had been made under Sub-Clause 4.1.

6. Inspections and Audits

6.1 The Supplier shall carry out all instructions of the Purchaser which comply with the applicable laws where the destination is located

The Supplier shall permit, and shall cause its Subcontractors and consultants to permit, the Bank and/or persons appointed by the Bank to inspect the Supplier's offices and all accounts and records relating to the performance of the Contract and the submission of the bid, and to have such accounts and records audited by auditors appointed by the Bank if requested by the Bank. The Supplier's and its Subcontractors and consultants' attention is drawn to Clause 5 Fraud and Corruption, which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

Signature and seal of the Purchaser:
FOR AND BEHALF OF

Signature and seal of the Supplier:
FOR AND BEHALF OF

Name of Authorized Representative

Name of Authorized Representative

FORM OF QUOTATION

_____ (Date)

To: **REPUBLIC GEODETIC AUTHORITY**
Second Real Estate Management Project
Project Implementation Unit
Bulevar vojvode Misica 39
11000 Beograd, Srbija

We offer to execute:

- **Software related to access to information of public importance and protection of personal data**

contract no. **SRB-REMP2-977110YF-RFQ-IT-25-029** in accordance with the Conditions of Contract accompanying this Quotation for the Contract Price of _____ (amount in words and numbers) (_____) (name of currency)_____.

*(Domestic bidder quoting in foreign currency shall clearly state: **Payment shall be made in RSD based on the selling exchange rate of the National Bank of Serbia on date of issuance of invoice.**)*

We propose to complete the delivery of Goods described in the Contract within a period of _____ calendar days from the Date of Signing of the Contract.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Quotation required by the proposal documents.

Authorized Signature:

Name and Title of Signatory

Name of Supplier:

Address:

Phone Number

Fax Number

Terms and Conditions of Supply

Project Title: **Real Estate Management Project**
Contract Ref: **SRB-REMP2-977110YF-RFQ-IT-25-029**
Contract Title: **Software related to access to information of public importance and protection of personal data**

1. Prices and Schedules for Supply:

Description of Goods	Qty pieces	Unit Price (EUR)	Total Price at final destination (EUR) (includes customs, duties, inland transportation and insurance)	Delivery Date
1. Software related to access to information of public importance and protection of personal data	1			
TOTAL:				
VAT:				
Total + VAT:				

Note: In case of discrepancy between unit price and total derived from unit price, the unit price shall prevail

- Fixed Price: The prices indicated above are firm and fixed and not subject to any adjustment during contract performance.
- Delivery Schedule: The delivery should be completed as per above schedule but not exceeding 30 calendar days from contract signature.
- Insurance: The Goods supplied under the Contract shall be fully insured in a freely convertible currency against loss of damage incidental to manufacture or acquisition, transportation, storage and delivery. The insurance shall be in an amount equal to 110 percent of the total value of the Goods from «Warehouse» to «Warehouse» on «All risks» basis, including «War Risks». The Supplier shall arrange and pay for cargo insurance, naming the Purchaser as the beneficiary.
- Applicable Law: The Contract shall be interpreted in accordance with the laws of the Purchaser's country.
- Resolution of Disputes: The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of a dispute between the Purchaser and the Supplier, the dispute shall be settled in accordance with the country procedures.
- Delivery and Documents: Upon shipment, the Supplier shall notify the Purchaser and the Insurance Company by cable or fax the full details of shipment, including purchase order number, description of goods, quantity, the vessel, the Shipping and Forwarding Receipt

from freight Company showing full details, port of loading, date of shipment, port of discharge, etc. (if applicable). The Supplier shall mail the following documents to the Purchaser (if applicable), with a copy to the Insurance Company:

- (i) copies of the Supplier's invoice showing goods' description, quantity, unit price, and total amount;
- (ii) duplicate air/truck transport document and/or duplicate of railway transport document, and/or duplicate FCR (Forwarders Certificate of Receipt) in 1 Original and 2 Copies marked «freight prepaid»;
- (iii) copies of the packing list identifying contents of each package;
- (iv) manufacturer's or supplier's warranty certificate;
- (v) certificate of origin;
- (vi) certificate of quality.

The above documents shall be received by the Purchaser at least one week before arrival of the goods at the port of place of arrival and, if not received, the Supplier shall be responsible for any consequent expenses.

- 8. Payment for your invoice will be made 100% after delivery and issuance of Acceptance Certificate by the Purchaser, in 29 days at latest through bank account according to invoice payment instruction.
- 9. Warranty: Goods offered should be covered by manufacturer's warranty for at least 1 years from the date of issuance of Acceptance Certificate by the Purchaser. Please specify warranty period and terms in detail.
- 10. Packaging and Marking Instructions: The Supplier shall provide standard packing of the Goods as required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.
- 11. Defects: All defects will be corrected by the Supplier without any cost to the Purchaser within 29 day from the date of notice by Purchaser. Name and address of firms providing service facilities in Republic of Serbia within the warranty period:
- 12. Force-Majeure: The supplier shall not be liable for penalties or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force-Majeure.

For purposes of this clause, " Force-Majeure " means an events beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but not restricted to, act of Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force-Majeure situation arises, the Supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force-Majeure event.

- 13. Required Technical Specifications:
 - (i) General Description
 - (ii) Specific details and technical standards

Supplier confirms compliance with above specifications.

14. Failure to Perform: The Purchaser may cancel the Agreement if the Supplier fails to deliver the Goods and Documents by ***August 5, 2025***, in accordance with the above terms and conditions, without incurring any liability to the Supplier.

NAME OF SUPPLIER: _____

Authorized Signature: _____

Place:

Date:

Technical Specifications (required and offered)

1.0 Software for data extraction from analog documents and structured digitization

Note: Hardware and system software is not part of the quotation.

Introduction

The Republic Geodetic Authority (RGA) recognizes the need to improve communication with citizens, journalists, researchers, and other interested stakeholders in exercising the right to access public information. Due to its organizational efficiency and structured digital systems, RGA has become a target of a systemic imbalance: today, users do not direct their requests to the institutions responsible for generating or holding the information, but to RGA—because they know that RGA will respond quickly and transparently. As a consequence, RGA is overwhelmed with requests that should have been handled by other institutions, while users remain dissatisfied due to difficulties in exercising their rights in a timely and consistent manner.

Moreover, the removal of the legal concept of “abuse of rights” from the Law on Free Access to Information has exposed RGA to disproportionate risks. The institution is frequently penalized for situations beyond its control, especially when malicious or unfounded requests are submitted as a means of pressure or manipulation.

This software system is being introduced precisely to address these issues: it will improve the overall quality of service for users, ensure that RGA responds in accordance with the law, and significantly reduce institutional overload—while protecting the right to access public information and reducing opportunities for abuse.

The software will serve as a digital platform that automates part of the communication process with users, providing responses based on legal documents, templates of the Commissioner for Information of Public Importance, and internal acts of the RGA. The system will comply with national regulations and be integrated into the existing RGA IT infrastructure.

Project Objective

The main goal of the project is to develop an advanced IT system that will enable:

- Fast and efficient access to legal information of public importance;
- Automated generation of draft responses and decisions based on templates and regulations;
- Display of relevant documents and suggestions;
- Real-time digital interaction;
- Document upload and analysis (PDF, DOCX) with OCR support;
- Analytical insight into user behavior and common types of questions.

Project Description

I The project encompasses several key components whose implementation addresses the current challenges and significantly enhances RGA operations:		
No.	Description Required minimum functionality	Description Offered functionality *
1.	System Functionalities <ul style="list-style-type: none"> • Authentication and User Profiles: Integration with the RGA Keycloak server; allows user profile setup and management of preferences. • Interactive Dialogue: Support for natural language conversations with session context retention and chat history. Options include session naming, deleting, adding new sessions, and switching between sessions. • Query Processing: • Transformation of the user's message into vector space; • Retrieval of relevant sources (legal acts, internal documents, decision templates); • Relevance ranking of sources; • Generation of responses with reference links; • Suggestions for follow-up questions; • Automated generation of response templates based on predefined formats. • Document Handling: Support for Cyrillic, Latin, and English scripts; processing and indexing of PDF and DOCX files; highlighting of uncertain terms; text editing and saving options. • Reference Materials and Source Transparency: The chatbot delivers answers with a list of sources and relevance scores; users can review, copy, and export content. • Message Filtering: The system detects irrelevant, offensive, or malicious content and prevents its processing. • Administrative Panel: • Analytics overview (number of sessions, irrelevant messages, activity by time interval, user statistics); • Search and review of communication history; • Reports on the most frequently asked questions and user behavior profiles. 	
2.	Technical Architecture <ul style="list-style-type: none"> • Frontend: Angular • Backend: FastAPI (Python) • Database: PostgreSQL 	

	<ul style="list-style-type: none"> • LLM-based module with embedding generation, vector representation of knowledge base integrated with PostgreSQL, and document ranking model.. 	
3.	Infrastructure and Security <ul style="list-style-type: none"> • System to be installed on RGA servers. • All data and communication must be protected with SSL/TLS encryption. • Access control via the RGA's Keycloak identity management system. 	
4.	Obligations of the Service Provider <ul style="list-style-type: none"> • Ensure technical maintenance and support for at least two years after the warranty period ends; • Guarantee full compliance with the Law on Personal Data Protection; • Implement data processing in line with the highest privacy and security standards; • Submit a technical report on the system's accuracy and reliability, including: <ul style="list-style-type: none"> • Query recognition rate, • Relevance rate of suggested sources, • Categories of queries that require manual review; • Deliver complete technical and user documentation; • Conduct training for administrators and end-users, along with supporting manuals; • Ensure system flexibility and future upgradeability; • Maintain registered and auditable records of all system activity, with revision capability; • Integrate into the system all relevant legal documents related to access to public information, including but not limited to: <ul style="list-style-type: none"> • Regulations and official acts issued by the Commissioner for Information of Public Importance; • Guidelines, interpretations, and publicly available sources; • Templates and examples of official decisions; • All internal materials provided by the RGA that are deemed relevant to understanding and interpreting obligations in this domain. 	

5.	System Documentation and Training <ul style="list-style-type: none"> • The provider must deliver complete technical and user documentation, including architecture, user manuals, system configuration instructions, and guidelines for future maintenance. • The provider shall conduct training sessions for system administrators and operational staff, with at least one follow-up session within the first two months of system use. 	
6.	Testing and Verification <ul style="list-style-type: none"> • Before final acceptance, the provider shall conduct joint testing with RGZ staff, including: • Accuracy testing on a representative set of documents, • Validation of system performance and integration with RGZ infrastructure. 	
7.	Warranty period: <ul style="list-style-type: none"> • 1 (one year) from data of Final acceptance. 	

Expected Results and Benefits

- Faster and more reliable responses to citizen inquiries;
- Reduced administrative workload for staff;
- Improved consistency and transparency in institutional communication;
- Promotion of a digital-first public administration culture.

This project will contribute to the digital transformation of information governance and lay the foundation for broader use of intelligent systems in public sector institutions.

*** Bidder shall specify the requested TS of equipment**

NAME OF SUPPLIER: _____

Authorized Signature: _____