



Republic Geodetic Authority

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTANCY SERVICES

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

Assignment Title: Supervision, Monitoring, Quality Assurance, and Quality Control of the successful implementation of all proposed components of the Information System for Human resources management, business intelligence module, material accounting, and financial management with BI modules

Reference No. SRB-REMPAF-9020YF-CQS-CS-21-197

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.

The main objective of this Supervision, Monitoring, Quality Assurance (Hereinafter: QA), and Quality Control (Hereinafter: QC) is to ensure that the software implementation under the “Real Estate Management Project” - Information System for Human resources Management, business intelligence module, material accounting and financial management with BI modules (Hereinafter: ERP and BI) meets the functional requirements as outlined within Technical Specification.

The firm (hereinafter: Consultant) will serve as a support to the RGA team during the development and implementation of the ERP and BI as well as with contract management, review of the business processes, workflow, performance, etc. Additionally, the consultant must assist the RGA team in avoiding pitfalls in the project. The consultant will provide early warnings and recommendations to the RGA team, thereby increasing the chance of success.

Development and implementation of the ERP and BI is divided into two entireties:

- Enterprise Resource Planning (Hereinafter: ERP) systems are software packages composed of several modules, such as human resources, sales, supplies, finance, and accounting, etc. providing cross-organization integration of data through embedded business processes;
- Business Intelligence (Hereinafter: BI) systems combine operational data with analytical tools to present complex and competitive information to planners and decision-makers. Inputs to BI in this case is graphics, images, spreadsheets, text, web pages, databases, maps, and business processes.

The consultant will support RGA in contract management, project management, monitoring, supervision, quality assurance, and quality control for the implementation of the ERP&BI.

The consultant must assess the adequacy and effectiveness of the RGA governance, risk management, and control processes in providing reasonable assurance regarding the effectiveness of the implementation activities in accordance with the Technical specifications and implementation schedule for the ERP&BI.

RGA requires harmonization of business practices as it is essential for efficiency. The most relevant business practices in RGA will need to be identified, mapped out, analyzed, and re-designed.

The consultant will perform the following tasks:

1. Support RGA in contract management.
2. Review the ERP&BI specifications and design documents.

3. Ensure that the RGA requirements are reflected accurately in the specification and design document.
4. Validate the Implementer's proposed solution against requirements and provide recommendations.
5. Review, evaluate and report on ongoing risk management performed by the Implementer.
6. Deliver project status presentation to the RGA team.
7. Contribute to the development of the change management plan.
8. Evaluate the execution of change management plan and recommend improvements when necessary.
9. Validate and review the solution architecture.
10. Validate and review the design and implementation of security profiles.
11. Validate the functional setup of the proposed solution in proposed environments.
12. Review, evaluate and advise on business process developed under ER&BI Implementation.
13. Verifying end-to-end business process.
14. Confirm that all business rules are working correctly and when any deviation is found the defects are logged by the consultant.
15. Validate any customization against the clarity of code, the fulfilment of the requirements, and the usage of the recommended application APIs, database packages, and applications packages.
16. Review test plan developed by the Implementer to ensure conformance with the business requirements, quality policies, procedures and standards.
17. Review the outcome of system tests conducted by the Implementer and report exceptions and trends.
18. Review and validate training plans and knowledge transfer plans, report findings and provide recommendations for improvements.
19. Production of procedures for final acceptance and providing support RGA team to prepare the final acceptance after the RGA's in final testing of the ERP&BI in RGA's HQ premises for a period of 4 weeks after completed implementation and training (System commissioning, with post-support - stabilization phase).

The consultant will be responsible for delivering the following reports for each phase:

- **Work plan** - within the first weeks of the Contract start date. The work plan is subject to the approval of RGA officials;
- **Inception report**;
- **Ad Hoc reports** – when urgent issues must be addressed (if problem arise, or when the risk for implementation is visible)
- **Monthly reports**:
 - i. Summarizing the progress of work under this project outlining key challenges and recommendations for their outcome in the implementation;
 - ii. Reports how the team is complying with the Project plan;
 - iii. Written document that contains recommendations and methodology for Training;
 - iv. Reports to RGA staff about the progress of the testing;
 - v. Progress report to the Steering committee;
 - vi. Risk Management plan for the ERP&BI project. It documents the general quality policies, procedures, and practices to be followed by partners throughout the duration of the project;
 - vii. Change requests (focuses on the changes that need to be made in the Project plan or executing processes so as to produce better quality products and prevent defects);
- **Business Process Reengineering Recommendations Report**, Draft rules required to give effect to the accepted recommendations for business processes developed under ERP&BI implementation.
- **Audit report will include¹**:

¹ Consultant will produce contract requirements tracking table with all contract requirements and indication of the status: met/not met, accepted/rejected/conditionally accepted or cancelled with a ref. to the contract amendments for any changes of the contract requirements. Recommendations on how to proceed with the requirements, which are not met are important part of the report;

- i. Report to RGA in technical quality audit of the software architecture and technical documentation of the ERP&BI.
 - ii. Report regarding Database design and its compliance with the ISREC Data model (already implemented under Phase I, Phase II and under implantation of Phase III);
 - iii. Certificate of testing which is a written document that contains Consultant confirmation that the delivered IT system and BP is in accordance with the prescribed technical specification and fulfils all necessary functions for smooth operation of the ERP&BI as a part of ISREC system;
 - iv. Written document that contains procedure for the final ERP&BI acceptance.
- **Final report**

The assignment duration is 44 weeks (covers the contract duration of the ERP&BI system). The duration of the assignment may be extended, depending on the duration of implementation of the ERP&BI system.

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 the following:

I. Qualifications of the Consultant

10 years of international experience (proved by company references) in the Business process (mapping, development, reengineering) and ICT consulting services in carrying out business process reengineering and quality audits on multi-agency information systems including:

- ISO20000 or equivalent certification
- ISO9000 or equivalent certification
- Process re-engineering
- ERP knowledge
- Business process design
- System analysis
- Software architecture analysis
- Application performance testing

The Consultant should demonstrate proven experience in the Implementation of ERP software and business process development or reengineering, quality assurance, and quality control, performed during the last 3 years, where the system has similar complexity and size.

The consultant should have a strong and relevant track record concerning similar projects with public sector institutions, entailing contract management, business process reengineering, oversight of the implementation of software solutions, staff training, handover, and acceptance of the products.

In addition to the ICT project management skills, the Consultant should have experience with international cooperation projects, with emphasise on the understanding of the quality standards, monitoring, and reporting.

Previous experience with QA/QC of Cadaster and property registration systems as an advantage.

It is expected that the core team of key experts and the desired number of suitable consultants shall be available on-site as needed during the entire duration of the project. This core team will be duly supported by off-site teams of senior consultants, subject matter and/or domain experts, etc.

II. The Consultant must provide a team that covers the following requirements:

Senior Software Quality Audit Expert

Mandatory Qualifications and skill:

- Minimum 10 years of IT background with proven accomplishment record of IT audit, IT Quality Assurance, IT strategy, and IT assessment and planning projects
- Solid experience with quality control of ERP software implementation projects
- At least three accomplished ERP quality assurance and quality control projects performed during the last 3 years, where the system has similar complexity and size
- Solid experience in the technical quality audits of multi-agency information systems
- In-depth understanding of the software development lifecycle and be able to communicate on project status, issues, and resolutions
- Minimum 10 years of IT background with a proven record of accomplishment and experience in software development/implementation

Desirable:

- At least one accomplished project for Cadaster and property registration systems in the area of IT Quality assurance, IT planning, or IT strategy
- Written and verbal communication, with a documented track record of technical reporting skills in line with the best standards of international cooperation projects
- Comprehensive knowledge of web application/service-related hardware and software configuration
- CISA (Certified Information Systems Auditor) and ITIL (IT service management) certificates
- Knowledge of the Serbian language and Cyrillic alphabet is an advantage

Senior Expert for Business Process Design and re-engineering

Mandatory Qualifications and skill:

- Deep knowledge of standard and widely accepted business process modeling methods, techniques, tools, languages, and notations
- Experience in analysis in static terms and simulation in dynamic conditions
- Comprehensive knowledge of process bottleneck detection
- Relevant experience in study of the government processes and knowledge of government process reengineering
- Experience in program management and change management
- Minimum 10 years of large-scale Change Management and Process improvement and experience in Business Process Design

A Consultant shall not submit more than 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. However, this does not preclude a firm's participation as a sub-consultant, or an individual's participation as a team member, in more than one Proposal when circumstances justify and if permitted by the request for proposals document.

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

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| – Specific experience relevant to the assignment | 40 pts |
| – Qualifications for the assignment | 40 pts |
| – Competence for the assignment | 20 pts |

The attention of interested Consultants is drawn to Section III. Governance, paragraphs 3.14, 3.16, and 3.17, of the World Bank's Procurement Regulations for IPF Borrowers, July 2016, Revised November 2017, August 2018 and November 2020 ("the Regulations"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the Consultant's Qualifications Based Selection (CQS) method set out in the Regulations.

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

Expressions of interest must be delivered in written form to the address below or via e-mail by **December 02, 2021, 12:00 AM.**

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

Republic Geodetic Authority
Project Implementation Unit
Bulevar Vojvode Mišića 39
11000 Belgrade, Republic of Serbia
Pisarnica, soba br.M001, prizemlje
Tel/Fax: +381 11 715 2600 extension 2575
E-mail: wb@rgz.gov.rs
nteodosijevic@rgz.gov.rs