

Terms of Reference (ToR) for the Support to Data Migration and IT Training

I. Background

The Republic of Serbia and the International Bank for Reconstruction and Development (Hereinafter: IBRD) concluded the Loan Agreement (Hereinafter: LA) for the Second Real Estate Management Project in Serbia (Hereinafter: The Project), signed by the two parties on August 21st, 2024 and ratified by the Parliament of the Republic of Serbia in its session on November 27th, 2024 (“Official Gazette RS – International Agreements”, No 9/2024 of December 3rd, 2024).

The Law on State Surveys and Cadaster (LSSC, October 2023) with appropriate amendments provides a solid foundation for the project. A viable single agency, the Serbian Republic Geodetic Authority (RGA), is implementing the LSSC. A Project Council and Project Steering Committee are supervising the Project implementation.

The Project consists of three components: (A) Implementation of the Property Mass Valuation System; (B) Integration of Information Systems and the NSDI Services Development; and (C) Institutional Improvement, RGA Sustainability and Project Management.

The Project Development Objectives are to improve the transparency, accessibility, and reliability of Serbia’s real property management systems.

A full description of the Project is provided in the document “Project Appraisal Document” (PAD) and Loan Agreement (LA). The PAD is considered as a part of the necessary background materials to be understood by Consultants.

Implementation is entrusted to the Republic Geodetic Authority (Hereinafter: RGA).

II. Objective

The Consultant will closely cooperate with the Sector for DT of the RGA and other relevant organizational units in the RGA, as well as with the Project Implementation Unit (Hereinafter: PIU), in order to ensure the achievement of goals related to the maintenance and implementation of the information system of the RGA (DMS, ISREC, AR, AU, DQI, MGO, ISUC, etc.) and other IT systems that will be implemented in the RGA.

III. Scope of Work and Tasks

The Consultant will perform the following tasks:

- a) Provide support to end users during data migration;
- b) Checking old cases from DMS;
- c) Verification of requests by all organizational units of the RGA during data migration;
- d) Testing migration environments;
- e) Provide support during the maintenance and implementation of the information system of the RGA (DMS, ISREC, AR, AU, DQI, MGO, ISUC, etc.) and other IT systems that will be implemented in the RGA;
- f) Administer user accounts of employees in Microsoft Active Directory for work in the application Therefore - DMS;
- g) Train employees to work in the application Therefore -DMS;
- h) Provide first-line support to the end users in all organizational units of the RGA during the maintenance and implementation of all IT systems;
- i) Support software debugging during the testing and operational acceptance phase;
- j) Perform the first line of diagnostic support for software or infrastructure issues in the implementation of daily activities in all organizational units of the RGA and report incidents to the Suppliers.
- k) Participate in the installation of hardware and software;
- l) Participate in the configuration and maintenance of the hardware and software platform for the successful implementation of all activities related to the project;
- m) Participation in the preparation of technical reports in accordance with the implementation schedule;
- n) Technical support for control of submitted technical documentation;

- o) Keeping records of IT equipment in the register for IT equipment in the IC-Service application; and
- p) Perform all work tasks and interventions in accordance with the Rulebook on the security of information and communication systems in the RGA and the implemented ISO 9001, ISO/IEC 27001, and ISO/IEC 27701 standards.

Additional tasks

- a) Acquisition of additional knowledge and understanding in order to provide technical support to the RGA's team for the maintenance and implementation of the IT system;
- b) Acquisition of additional knowledge and understanding in order to provide technical support to the RGA's team for the testing and quality assurance for the purposes of IT system maintenance and implementation;
- c) Work in accordance with the orders, recommendations, comments, and other tasks given by the Coordinator - Head of the IT Support Department in the Sector for Digital Transformation; and
- d) Participating in composing technical reports in line with the implementation schedule.

Working conditions

The Consultant will work full-time in the provided premises of the RGA and will be part of the RGA's Sector for Digital Transformation. The Consultant will be responsible for remaining within their assigned authorities. All work resources will be provided.

IV. Work Products / Deliverables

In accordance with the planned schedule, the Consultant is expected to participate in the following activities:

- a) Reporting on professional assistance and support - categories, types;
- b) Annual, quarterly, and monthly reports for the World Bank;
- c) Short weekly work reports (overview of what has been achieved, problems, solutions, overview of the current and next week) for the authorized person; and
- d) Ad-hoc reports at the request of the RGA.

The Consultant will report on his work/activities by submitting short monthly reports, which shall be approved by his superior Coordinator - Head of the IT Support Department in the Sector for Digital Transformation, and will also provide support in the development of technical reports, give opinions and suggestions regarding all further IT processes that will be implemented within the framework of written monthly reports.

V. Professional Experience

The Consultant must have the following qualifications:

Minimum requirements

- a) Completed High School
- b) Knowledge of MS Windows, MS Office, Internet.
- c) At least 12 (twelve) months of practical experience in the maintenance and implementation of the information system of the RGA (MapSoft 2000, ArcGIS, Jedinstvena evidencija, GeodISKN, Address register, DMS, ISREC, AR, AU, DQI, MGO and ISUC) and other IT systems implemented in the RGA;
- d) Category "B" driver's license.

Advantages

- a) Higher education - University Degree;
- b) Experience in implementing web-based software applications;
- c) Experience in implementing and maintaining server virtualization environments;
- d) Experience with data storage systems and backup solutions;
- e) Good knowledge of written and spoken English;
- f) Experience in working on World Bank projects.

Selection

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants method as set out in the World Bank's "Procurement Regulations for IPF Borrowers" (September 2023).

The salary level shall be defined as an outcome of negotiations between the Client and Consultant with a view to the budget allocation for the position.

The contract shall be signed for the period of one year with possibility to be extended but no longer than the life of the Project. The contract will also define the price adjustment clause considering that the contract shall cover a period longer than 18 months. Annual salary adjustment (for contracts longer than 18 months) will be made based on the formula agreed with the Bank which may rely on the living cost increase according to the official statistical data from the relevant source, as may be agreed with the Bank. The first adjusted remuneration rate will become effective from the 13th month and, from then on, the rate will be adjusted every 12 months.

e) Reporting

The Consultant prepares a report in a format defined by the Coordinator.

f) Resources

Budgetary provision has been made for all operating costs and a vehicle, which will be provided for use on paid official business (with maintenance provided).