



Republic Geodetic Authority

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTANCY SERVICES

Republic of Serbia
Second Real Estate Management Project (REMP2)
Project ID no.: P500611
Loan no.: IBRD-97110

Assignment Title: Social studies and user surveys

Reference No. SRB-REMP2-97110YF-CQS-CS-25-050

The Republic of Serbia / Republic Geodetic Authority has received financing from the World Bank toward the cost of the Second Real Estate Management Project (REMP, and intends to the engage of Consultant firm to conduct **Social studies and user surveys**.

The objective of the REMP2 is to improve the transparency, accessibility, and reliability of the Republic of Serbia's real property management systems. In this context, the Project foresees regular monitoring of users' and stakeholders' satisfaction with RGA services through structured surveys and analytical studies.

The overall objective of this assignment is to enable RGA to become more responsive to citizens', economy and state institutions' expectations through the establishment of public performance monitoring mechanisms and measurement of selected REMP2 results.

More specifically, the objectives of the assignment include:

- Advising policy makers and RGA management on citizens' and business community perceptions, needs and expectations;
- Establishing baseline and follow-up measurements aligned with REMP2 indicators and development objectives;
- Designing and implementing periodic surveys to monitor users' and stakeholders' satisfaction with RGA services.

Scope of Services

The selected consulting firm will be responsible for designing and implementing quantitative surveys and analytical activities, including but not limited to:

- Development of survey methodology, sampling design and questionnaires in coordination with RGA;
- Preparation of an inception report including work plan, methodology and risk assessment;
- Implementation of nationwide face-to-face surveys, including approximately 1000 questionnaires for the general public and 350 questionnaires for professional and institutional stakeholders;
- Training and supervision of survey staff and ensuring quality control of data collection;
- Data processing, validation and analysis in accordance with international best practice;

- Preparation of survey reports, interim analytical reports and a final report with findings and recommendations.

Qualification Requirements and Shortlisting Criteria

Interested consulting firms should demonstrate relevant qualifications and experience, including:

- I. At least five (5) years of experience in social and/or market research using qualitative and quantitative methodologies;
- II. Experts to be provided:

A. The Team Leader shall have:

- (i) an advanced university degree (Master's level or higher) in statistics, economics, public policy, social sciences, public administration, psychology, or a related field;
- (ii) at least eight (8) years of relevant professional experience in survey design, public opinion research, monitoring and evaluation, performance measurement, or related fields;
- (iii) proven experience as Team Leader or Project Manager in at least three (3) similar assignments involving large-scale surveys and/or evaluations;
- (iv) formal training or certification in project management or business administration (e.g. PMP, PRINCE2, or equivalent). An MBA degree shall be considered an advantage;
- (v) demonstrated expertise in survey methodology, including sampling design, questionnaire development, data collection methods, and quality control;
- (vi) experience in data analysis and interpretation for policy and performance monitoring purposes;
- (vii) experience working with public sector institutions and/or governance or public service reform projects;
- (viii) proven ability to manage multidisciplinary teams, coordinate fieldwork activities, and ensure timely delivery of outputs;
- (ix) experience in stakeholder consultation, training of survey staff, and facilitation of workshops;
- (x) excellent report writing and communication skills in English;
- (xi) experience in donor-funded projects, including World Bank-financed assignments, shall be considered an advantage;
- (xii) knowledge of the local institutional or administrative context shall be considered an advantage.

B. The Quantitative Research Expert

- (i) a relevant university degree in statistics, economics, social sciences, psychology, or a related field;
- (ii) at least five (5) years of professional experience in the design and coordination of quantitative research activities;
- (iii) proven experience in coordinating at least five (5) quantitative research campaigns with sample sizes of 350 or more legal and/or natural persons;

- (iv) demonstrated knowledge of quantitative survey methodology, including sampling design, questionnaire development, data collection, and quality control;
- (v) experience in data processing, validation, and preparation of quantitative data for analysis;
- (vi) experience working with public sector institutions and/or governance or public service reform projects;
- (vii) experience in donor-funded projects, including World Bank–financed assignments, shall be considered an advantage;
- (viii) knowledge of English and/or Serbian shall be considered an advantage.

Consultants should provide information demonstrating that they are qualified to perform the services, including:

- Description of similar assignments;
- References for at least three comparable contracts implemented in the last five years;
- Availability and qualifications of key personnel.

The detailed Terms of Reference for the above-referenced consulting services are posted on the official website of the RGA: <https://www.rgz.gov.rs/konkursi-za-konsultantske-firme>

The following selection criteria with corresponding points will be used to create a short list of Consultants, which will be invited to submit their proposals:

– Specific experience relevant to the assignment	50 pts
– Qualifications for the assignment	40 pts
– Competence for the assignment	10 pts

The attention of interested Consultants is drawn to Section III. Governance, paragraphs 3.16, and 3.17 of the World Bank’s Procurement Regulations for IPF Borrowers-Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services, February 2025 (“The Regulations”), which sets forth the World Bank’s policy on conflict of interest.

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants as set out in the Regulations.

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 **March 11, 2026, 12:00 AM.**

When submitting Expressions of interest please indicate assignment and reference number for which you are applying. In addition, interested Consultants can send their EoI to the email wb@rgz.gov.rs.

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