

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES – INDIVIDUAL CONSULTANT

**Republic of Serbia
Enabling Digital Governance in Serbia (EDGE)
Project ID No. P164824**

Assignment Title:

- **Business analyst within the Joint Task Force for Digitalization of Administrative Procedures, Reference No. SER-EDGE-IC-CS-24-41 (2 positions)**

The Republic of Serbia has received financing in the amount of US\$ 50,000,000 equivalent from the World Bank toward the cost of the Enabling Digital Governance Project (EDGE), and intends to apply part of the proceeds for consulting services.

The duties of the Business analyst within the JTF should consist of, but are not limited to:

- Direct cooperation with the owners of administrative procedures (ministries, agencies and departments) and their representatives, coordinated with the OITEG team and management, in design and analysis of services derived from administrative procedures.
- Aiding the OITEG management in leading the activity of digitalizing administrative procedures.
- Analysis of status quo in management of particular administrative procedure.
- Provision of management process optimizations.
- Provisions of inputs to the integrator for defining the system solution.
- Operational testing of the solution.
- Provision of procedure associated training and workshops to the institutions representatives.
- Development of procedure associated operations manuals.

Required qualifications:

- Bachelor degree in organizational sciences, business administration, economics, public policy, IT or similar fields; an advanced degree would be considered as an asset;
- At least 3 years of relevant professional experience in the ICT sector;
- At least 2 projects in ICT business analysis;
- Previous experience in implementing a BPM solution is preferable;
- Prior professional experience with international, regional or bilateral World Bank and/or other donors-funded Projects would be considered an asset;
- Prior professional experience in Government or private sector –managing projects, progress reporting, execution of trainings etc. is preferable;
- Demonstrated ability to prepare and deliver training/coaching;

- Versed in using MS Office package;
- Fluency in Serbian and English, both spoken and written.

The detailed Terms of Reference for the above referenced consulting services is posted on the website of the Office for Information Technology and e-Government <https://www.ite.gov.rs/edge>.

The Central Fiduciary Unit (CFU) of the Ministry of Finance now invites eligible 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.

The evaluation criteria for the assignment:

- Specific Experience relevant to the Assignment (60 Points)
- Qualifications and Competence relevant to the Assignment (40 Points)

The attention of interested Consultants is drawn to paragraph 3.14, 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 (July 2016, revised November 2017 and August 2018)* (“the Regulations”) setting 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 in English language must be delivered in a written form to the email below, by **August 02, 2024, 12:00 hours, noon**, local time. Please indicate the name and reference number of the consultancy in the subject of your email.

Contact:	E-mail:	Address:
To:	ljljana.krejovic@mfin.gov.rs Ms Ljiljana Krejovic Procurement Specialist	Ministry of Finance Central Fiduciary Unit Balkanska 53
Cc:	ljljana.dzuver@mfin.gov.rs	11000 Belgrade, Serbia Tel: (+381 11) 7652 652
Cc:	edge@ite.gov.rs	