

REQUEST FOR EXPRESSIONS OF INTEREST

CONSULTING SERVICES – INDIVIDUAL CONSULTANTS

Republic of Serbia

The Serbia Railway Sector Modernization Project (SRSM)

Project ID No. P170868

Assignment Title: Individual Consultant (part time) – Business Support Management System Specialist

Reference No. SER-SRSM-IC-CS-21-15-3

For the purpose of financing Serbia Railway Sector Modernization Project, Phase 1 of the MPA, IBRD and the Agence Francaise de Développement (AFD), jointly, granted to the Republic of Serbia EUR 102 million loan to support enhancing the efficiency and safety of existing railway assets and improving governance and institutional capacity of the railway sector and the Republic of Serbia intends to apply part of the proceeds to payments for consulting services to be procured under this project.

Scope of Work

The Business Support Management System Specialist of the PIU will be responsible for the following duties:

- Provide support and expert advice to the Client, Beneficiaries and engaged consultants under the Project scope and within the area of expertise;
- Analyze the requirement and elaboration of internal policies and procedures on the use of business support systems;
- Participate in analysis and recommendation of software solutions based on business requirements
- Work directly with railway companies and the Railway Directorate to understand the individual needs of the business;
- Oversee and coordinate the implementation of relevant activities under Sub-Components 1.3 and 2.1;
- Monitor and coordinate proper execution of the technical activities in term of technical solution implementation/quality of technical assistance/specification of equipment, design costs, document submission schedule and quality ensuring that delivered solutions are of required standards;
- Organize and manage user acceptance testing (UAT) for solutions procured under the Project;
- Liaising with the PITs, Central Fiduciary Unit (CFU) and Head of the PIU regarding inputs needed to prepare Bidding Documents, Terms of Reference, Monitoring Reports etc.
- Facilitation of knowledge building and knowledge sharing;
- Ensure compliance of the projects with relevant national, WB and EU regulations/procedures;
- Management of service contracts, ensuring their completion within a defined timeframe, budget and at the required quality;
- Report on completion, including dissemination, of results of the specific activities under the Sub-Component 1.3 and Sub-Component 2.1;
- Assist to the Head of the PIU in preparation of the PIU Reports to the Client and the World Bank;
- Close cooperation with other PIU/PIT staff in the implementation of Project components;
- Any other task assigned by the Head of the PIU.

It is expected that the period over which the consultant shall provide the Services until the end of the project, dated December 31, 2026, with a probationary period of six (6) months. The assignment is part-time, and it is estimated that the total input of the Consultant will be 300 days over the Contract period. The consultant shall not be engaged in more than 48 hours per week cumulatively for this assignment plus any other additional assignments/contracts. The Consultant should be available to commence no later than one month after the contract signature.

In order to be selected, the Consultant must possess, at the minimum, the following qualifications:

- Educational qualifications: At least a BSc University Degree in IT, electrical engineering, organizational sciences or similar;
- Minimum 8 years of general professional experience;
- Minimum 5 years of professional experience as a business or systems analyst/specialist or functionally equivalent position in a related field;
- Excellent knowledge of the Serbian language;
- Excellent knowledge of the English language;
- Computer skills: MS Office, Programming languages, Document Management Systems and other business support system
- Participation in Project Management with multiple stakeholders will be highly appreciated;
- Self-Planning & Organizing, Problem Solving, Communication, Teamwork, and Initiative.

The detailed Terms of Reference for the above referenced consulting services is posted on the website of the Ministry of Construction, Transportation and Infrastructure (MCTI) <https://mgsi.gov.rs/cir/dokumenti/serbia-railway-sector-modernization-project-srsm-individualni-konsultanti-piu-i-pit>

The Central Fiduciary Unit (CFU) of the Ministry of Finance now invites eligible individual consultants to indicate their interest in providing the Services. Interested consultants must provide Cover Letter and CV representing description of similar assignments, experience in similar conditions and availability of appropriate skills (scanned diplomas to be sent with CV).

The evaluation criteria for the assignment:

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

The attention of interested Consultants is drawn to paragraph 3.16 and 3.17 of the **World Bank's Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, World, Non-Consulting and Consulting Services, 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 *Open Competitive Selection of Individual Consultants* as set out in the Regulations.

Interested consultants may obtain further information from the CFU at the address below from 09:00 to 15:00 hours.

Expressions of interest **in English language** must be delivered to the e-mail address below by **August 28, 2023, 12:00 hours, noon, local time.**

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

Contact:	E-mail:	Address:
To:	zorica.petrovic@mfin.gov.rs Ms. Zorica Petrovic Procurement Specialist	Ministry of Finance Central Fiduciary Unit 3-5 Sremska St 11000 Belgrade, Serbia
Cc:	ljljana.dzuver@mfin.gov.rs larisa.puzovic@mgsi.gov.rs	Tel/Fax: (+381 11) 765 2587

Serbia Railway Sector Modernization Project

Terms of Reference

For

Business Support Management System Specialist

Background

The International Bank for Reconstruction and Development (IBRD) launched the Multiphase Programmatic Approach (MPA) to support the Government of Serbia in the continuation of institutional, physical and operational modernization of the railway sector in an integrated manner through providing financial support to Serbia Railway Sector Modernization Project as part of the Multiphase Programmatic Approach to be implemented in three overlapping phases over the ten-year period.

To finance Serbia Railway Sector Modernization Project, Phase 1 of the MPA, IBRD and the Agence Francaise de Developpement (AFD), jointly, granted to the Republic of Serbia EUR 102 million loan to support enhancing the efficiency and safety of existing railway assets and improving governance and institutional capacity of the railway sector.

The Project includes the following components:

- Component 1: Infrastructure Investments and Asset Management: Sub-Component 1.1: Reliable and Safe Railway Infrastructure (track rehabilitation, level crossings, railway station "Prokop", Bogojevo station bypass, measurement stations), Sub-Component 1.2: Technical Documentation for the Phase 2, Sub-Component 1.3: Asset Management
- Component 2: Institutional Strengthening and Project Management: Sub-Component 2.1: Sectoral Governance, Sub-Component 2.2: Human capital, Sub-Component 2.3: Project Management and Citizen Engagement
- Component 3: Railway Modernization Enablers: Sub-Component 3.1: Intelligent Railway Systems (ITS) and Safety Management System (SMS), Sub-Component 3.2: Integrated Territorial Development and Sub-Component 3.3: Modal Shift

The project is managed by the Ministry of Construction, Transport and Infrastructure (MoCTI) through the Project Implementation Unit (PIU) supplemented by the Project Implementation Teams (PITs) in Railway Directorate (RD) and in railway companies, respectively Serbian Railway Infrastructure (IZS), Serbia Voz (SV) and Serbia Cargo (SC). PITs will act as subordinate implementing agencies and provide technical support for specific Project subcomponents or activities of the MPA that pertain to their area of expertise. Primary responsibility for Project execution lies on PIU which will ensure that the Project development objectives are met.

The Ministry of Construction, Transport and Infrastructure (the Client) intends to engage a highly qualified consultant (individual expert) to provide the required services more closely described below. The successful candidate will work closely with the Client and other relevant stakeholders, primarily with the Serbian Railway Infrastructure (IZS) to ensure that the investments in railway infrastructure within the Project are managed efficiently both technically and in compliance with the objectives of the Project Appraisal Document (PAD), the Loan

Agreement, Credit Facility Agreement and the Project Operations Manual. The consultant, always aligned with the Head of the PIU and in collaboration with the other PIU staff, shall interact and liaise with a IZS PIT, contractors, consultants, World Bank, AFD, and others relevant for successful completion of the tasks. He/she will closely monitor the implementation of the activities in order to coordinate the inputs from the different actors, ensure excellent technical execution, quickly address design challenges and efficiently react to unexpected developments. The main challenge is to ensure that works, goods and services are satisfactorily completed on time, within budget, aligned with the contractual requirements and in a coherent way across components.

General information

Individual Consultant Title: Business Support Management System Specialist of the PIU to support Serbia Railway Sector Modernization Project. The Consultant shall report to the Head of the PIU, linked to the MoCTI of the Republic of Serbia.

Position in organization

Immediate superior: Head of the Project Implementation Unit

Main position objective

Generally, the Consultant shall be responsible for technical support to implement the Sub-Component 1.3: “Asset Management” and Sub-Component 2.1 “Sectoral Governance”.

Component 1 - Infrastructure Investments and Asset Management focuses on improving the quality and safety of railway infrastructure and enhancing rail asset management practices. The quality of the railway network will be improved through targeted renewal interventions and the preparation of technical documentation for the investments in the next phases of the Program. Railway safety will be improved through track renewal and upgrading railway level crossings throughout Serbia.

Sub-component 1.3 - Asset Management will support the adoption of a specialized Railway Infrastructure Asset Management System (RI-AMS) that will cover all rail infrastructure assets related to the Track Superstructure, Civil Works, Engineering structures, Overhead Line, Power systems, Signaling and Telecommunications systems as IZS's standard tool for planning and decision making for financing activities. Further, the introduction and establishment RI-AMS will be financed to assist IZS in managing all railway infrastructure assets and make tangible savings within the domain of railway infrastructure maintenance and renewal (M&R), as well as raise the overall M&R work performance and management quality to the level of the developed railways. This sub-component includes procurement and customization of basic RI-AMS system, procurement of basic software for the database and accompanying hardware if needed, and annual maintenance and support fees, which depend on the supplier's licensing policy. Implementing targeted system initiatives such as Intelligent Railways, Safety Management, and Asset Management goes hand-in-hand with EU standards and promotes the modernization of human capacity and organizational change toward a culture of putting customers at the center of the organization's activities. The new asset management system will facilitate the efficient maintenance and use of infrastructure, mitigating emissions through longer asset life cycles. The

asset management cycle will also be adapted to the requirements of the changing climate, e.g. more frequent tamping of track ballast.

Component 2 - Institutional Strengthening and Project Management focuses on strengthening rail policies and institutions to deepen and sustain recent reforms. The activities will support GoS's effort to continue the sectorial reforms through institutional capacity building and the introduction of modern management systems and approaches, especially those that will promote more efficient, transparent, customer – responsive and commercially oriented ways of operating.

Subcomponent 2.1 - Sectoral Governance will provide a mix of technical assistance and investments to strengthen the governance of the key railway agencies and improve their efficiency and results will be financed. Special focus will be on empowering RD to fulfill its role as a main driver of railway sector modernization through: (i) establishing clarity of RD's roles and objectives as a regulator, which should inform options for the legal framework; (ii) training and technical support to enhance RD's capacity; and (iii) acquisition of the proper data systems that are essential for carrying out regulatory activities. Furthermore, this Sub-Component will support IZS, SC and SV to adopt commercially oriented, independent management and modernize their outdated internal structures and systems through wider adoption of ICT technologies and the introduction of business support systems, asset management systems, financial reporting systems, and document management systems. Also, the procurement of software for constructing the railway table will be financed. systems, financial reporting systems, and document management systems. While the European Bank for Reconstruction and Development (EBRD) is supporting the digitalization of passenger service operations, SC lacks the IT systems needed to perform the transactions and properly record day to day operations such as ordering of freight wagons, consignment notes, shipment tracing and tracking, and real-time submission of data for financial and operational purposes. If appropriate, support could also be provided to IZS for data management systems and process support systems. He/she will provide support and advises to identify and successfully deploy the latest technology to meet the company's goals and will advise and monitor the improvement of working procedures. He/she will be responsible to scope, prepare, monitor, guide, control and report on final deliveries of the activities under the subject Sub-Component, as per the agreement with the Head of PIU. This will be done in close cooperation with the Head of the PIU, other PIU staff and the consultants to be selected for each specific task, the Client, and other agencies (as described in the Project Operation Manual). He/she will closely monitor the implementation of the activities in order to coordinate the inputs from the different actors, ensure excellent execution, quickly address challenges and efficiently react to unexpected developments. In line with the Project cycle and Procurement Plan, the implementation of activities as per contract provisions and in compliance with the legal/regulatory framework of the World Bank and the country, he/she will ensure that services are satisfactorily completed on time, within budget, aligned with the contractual requirements and in a coherent way across sub-components.

Principle responsibilities

- Provide support and expert advice to the Client, Beneficiaries and engaged consultants under the Project scope and within the area of expertise;

- Analyze the requirement and elaboration of internal policies and procedures on the use of business support systems;
- Participate in analysis and recommendation of software solutions based on business requirements
- Work directly with railway companies and the Railway Directorate to understand the individual needs of the business;
- Oversee and coordinate the implementation of relevant activities under Sub-Components 1.3 and 2.1;
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- Close cooperation with other PIU/PIT staff in the implementation of Project components;
- Any other task assigned by the Head of the PIU.

Reporting requirements

The Consultant will provide Monthly Progress Reports, within 5 (five) days after the end of the month for which the report is due. The report should contain at least:

- List of meetings held with a brief description of objectives and conclusions;
- The status of progress, problems encountered, corrective actions needed, the rationale for actions;
- Time spent working on individual components and
- Any further comments relevant to the reporting period.

The Consultant shall prepare ad-hoc reports on any major issues raised during Project implementation at the Head of the PIU, Client or Bank's request.

Knowledge, experience, skills and competencies

In order to be selected, the Consultant must possess, at the minimum, the following qualifications:

- Educational qualifications: At least a BSc University Degree in IT, electrical engineering, organizational sciences or similar;
- Minimum 8 years of general professional experience;
- Minimum 5 years of professional experience as a business or systems analyst/specialist or functionally equivalent position in a related field;
- Excellent knowledge of the Serbian language;
- Excellent knowledge of the English language;
- Computer skills: MS Office, Programming languages, Document Management Systems and other business support system
- Participation in Project Management with multiple stakeholders will be highly appreciated;
- Self-Planning & Organizing, Problem Solving, Communication, Teamwork, and Initiative.

Length of the assignment

It is expected that the period over which the consultant shall provide the Services until the end of the project, dated December 31, 2026, with a probationary period of six (6) months. The assignment is part-time, and it is estimated that the total input of the Consultant will be 300 days over the Contract period.

The consultant shall not be engaged in more than 48 hours per week cumulatively for this assignment plus any other additional assignments/contracts.

The Consultant should be available to commence no later than one month after the contract signature.

Facilities to be provided by the Client

The Client will be responsible for the provision of the following:

- Fully equipped office space, with access to Internet, local telephone line, printing, photocopying and document binding;
- Access to necessary documents
- Where the Consultant is required to travel, to site or elsewhere in accordance with the Client's instruction, transportation costs will be borne by the Client.

Confidentiality

The Consultant undertakes to maintain confidentiality on all information not in the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment.

Selection of Consultant

The Consultant will be selected applying Open competitive method. The candidates will be evaluated applying the following evaluation criteria: The Consultant is eligible, and his selection does not create any conflict of interest as provided in the Banks Procurement Regulations.

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

The Consultant is eligible, and his selection does not create any conflict of interest as provided in the Bank's Procurement Regulations.