REQUEST FOR EXPRESSIONS OF INTEREST

(CONSULTING SERVICES – FIRMS SELECTION)

**Republic of Serbia**

**Improving Public Financial Management for the Green Transition Operation Project (IPFMGT)**

Project ID No.: P175655

**Assignment Title: Portal for Citizens Participation in the Budgetary Process**

**Reference No.: SER- IPFMGT -CQS-CS-24-06**

The Republic of Serbia has received financing from the World Bank toward the cost of the Improving Public Financial Management for the Green Transition Operation Project (IPFMGT) and intends to apply part of the proceeds for consulting services. The Republic of Serbia has received financing from the World Bank toward the cost of the Improving Public Financial Management for the Green Transition Operation Project (IPFMGT) and intends to apply part of the proceeds for consulting services. The objective of developing a web portal for public participation in the budget process and improvement of budget literacy is to democratize budgetary decision-making, empower citizens, and promote greater accountability and transparency in governance

**Scope of Services**

**Services to be provided by the Consultant under the Contract include:**

1. **Portal Design and Development**
   1. **Core Portal**

Key features relevant for all Portal sections:

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| Ref. | Domain | Requirement |
|  | UI | The web portal shall be designed with a modern graphic interface, easy to navigate and with logical content connections. The portal's interface and general design template shall be based on informative functionality, clear presentation, and quick navigation. The portal should be based on the responsive design in order to be used from different devices like PCs with large screens, tablets and mobile phones with smaller screens. |
|  | Language | User can choose between Serbian Cyrillic and Serbian Latin. |
|  | Authentication | Portal will have public section open to access from the internet (Public users) and private section dedicated to authorized users from MF (Internal users). Internal users will be authorized based on unique username and password. |
|  | Public user registration | In order to submit posts, remarks and comments public users have to register. User will provide name and email address that will be verified by sending mail to the user with the link for the activation. |
|  | Security | Portal should ensure the security and integrity of data transmitted through the portal and measures to protect against unauthorized access or breaches. Portal should comply with data protection regulations and standards to safeguard users' privacy and confidentiality. |
|  | Search engines | The portal shall be accessible for search engine spiders and should be well optimized and coded for search engines. |
|  | Portal menu | A menu structure should be designed to cater to the specific role of each user. |
|  | Tables | All tables within the system should offer advanced features such as sorting and filtering capabilities, enhancing the user experience and facilitating data exploration. Additionally, client-side pagination should be implemented to enhance the efficiency of data handling, allowing users to manage and navigate large datasets with ease. |
|  | Media Library | The system should incorporate a sophisticated Media library feature that allows users to upload files in various formats, including images, documents, and video. Files will be published to specific Portal sections only from Portal media library. Administrators should be provided with the capability to review all files uploaded and remove them from Media library. |

The Portal shall have an appropriate authorization and authentication mechanism implemented to prevent unauthorized access to the admin, content management module and public contact module. The system should include a robust user authentication mechanism that grants access to the portal through access parameters provided by the MF. The system should also implement a process to validate the authenticity of email addresses used by users. This process should include the sending of confirmation requests to users, followed by a guide detailing how to access and effectively utilize the system after successful registration confirmation. This comprehensive user authentication process will enhance security and ensure that users can make the most of the portal.

* 1. **Budget Literacy Component**

Budget Literacy Component should provide educational resources, including articles, infographics, videos to enhance citizens' understanding of the budget process, terminology, and key concepts. In addition, it will provide quizzes or interactive tools to evaluate and reinforce users' understanding of budget-related topics.

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| Ref. | Domain | Requirement |
|  | Publish content | Ability to create domain sections with the specific content e.g. sector related (Education, Capital investments, Security…) or related to the phases of the budget process. Content can be text, document, or video. |
|  | Quizzes | * Ability to define questions, designing answer options, identifying correct responses, and organize it into quizzes. * Ability to publish quizzes. * Ability to evaluate results of quizzes. * Ability to communicate quizzes results to participants. |
|  | News | Ability to publish news in the specific section of the portal by authorized users. |

* 1. **Budget Insight Component**

In each phase of the budget preparation process Portal should provide interactive dashboards for the public access to budget data.

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| Ref. | Domain | Requirement |
|  | Dashboards | * Dashboards should be designed to provide Citizens with a clear and insightful overview of income and resource allocation across different sectors, enhancing their ability to have insights in fiscal activities. * Ability to visualize trends in budget plans and execution per years. * Ability to visualize budget data by using standard charts like bar chart, numeric pint, pie and donuts chart. * Dashboard filtering mechanisms across all budget dimensions, facilitating a targeted approach to budget analysis. * Ability to navigate through different budget phases |
|  | Overview Dashboard | * Should provide overview of budget:   + Revenue and expenses summary   + Bar charts with most important revenue and expenses budget positions   + Comparison of midterm plans for next year and flowing 2 years |
|  | Budget Expenses per sectors, Budget position and economic classification | * Dashboards will feature a bar chart (or similar chart) displaying budgetary spending per sector or economic classification, presented both in absolute values and percentage distributions. |
|  | Dedicated dashboards | * Social contribution per Program/Program activity/Project * Capital spendings. * Subventions |

All relevant budget data and master data should be collected from SAP BW/4HANA (“Data source”).

* 1. **Citizens Contribution Component**

Citizens Contribution Component should gather input from citizens on budget priorities and concerns. It should enable real-time updates and notifications to keep users informed about budget developments, public hearings, and opportunities for engagement.

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| Ref. | Domain | Requirement |
|  | Insight | * Public users will have access to all citizens inputs |
|  | Participation | * The portal will facilitate the submission of ideas and proposals for projects, investments, and other budget-funded activities through user-friendly forms. * It will offer forms for the submission of concerns referred to specific budget positions at each stage of the budget preparation process. * Public users will be empowered to engage actively in the discussion by providing comments and ratings on the proposals or concerns submitted by their fellow citizens. This inclusive and participatory approach aims to foster transparency and collaboration in the budgetary decision-making process. * Public Users will be able to report inappropriate posts by other Public users. |

Contract duration: 300 days

**Required consultant’s (company) qualifications**

The following criteria will be applied to all consulting firms that have submitted their expression of interest:

* Shall be registered as a legal entity.
* Appropriate professional, organizational and logistical capacities necessary for carrying out the assignment on the territory of the Republic of Serbia.
* Experience of participating/provision of consultations in project management, custom web portals development, data analytics solutions and systems integration.
* Experience of participating/provision of consultations in at least three projects related to development of Web portals that are available on the public internet that are still actively used.

The Consultant can be a joint venture (JV) between maximum two legal entities.

To substantiate the above qualifications, the Consultant must prepare a table containing the following information: project title or relevant assignment; description of the work performed; year of project implementation; country/region; client’s contact (first and last name, e-mail address); and contract value (contract as proof of performance may be required).

The Consultant is expected to establish a core team that shall consist of the following key experts, with the qualifications and skills defined in the Terms of References:

• Key expert 1 – Team leader

• Key expert 2 - Solution Architect

• Key expert 3 - Expert for data analytics

Expressions of interest will be evaluated by applying the following criteria with allocated points:

Specific experience of the firm – 40 points

Qualifications of Key Experts – 60 points

The detailed Terms of Reference for the above referenced assignment is posted on the website of the Ministry of Finance (MoF): <https://mfin.gov.rs/dokumenti2/operacija-unapreenje-upravljanja-javnim-finansijama-za-zelenu-tranziciju> .

The Consultant will be selected in accordance with Consultant`s Qualifications Based Selection (CQS) as set out in 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”). The Consultant that obtains the highest score during evaluation of expressions of interest will be invited to submit technical and financial proposals.

The attention of interested Consultants is drawn to paragraphs 3.14, 3.16 and 3.17 of the Regulations setting forth the World Bank’s policy on conflict of interest.

The Central Fiduciary Unit 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.

Expressions of interest in English language must be delivered in a written form to the **e-mail** below by **June 11, 2024, 12:00 hrs, noon,** local time.

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

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| **Contact:** | **E–mail:** | **Address:** |
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