



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: Implementation of expanded Integrated Management System (E-IMS)

Reference No. SRB-REMP2-97110YF-CQS-CS-25-049

The Republic of Serbia / Republic Geodetic Authority has received financing from the World Bank toward the cost of the Second Real Estate Management Project (REMP2), and intends to engage a Consulting firm to conduct **Implementation of expanded Integrated Management System (E-IMS)**.

The objective of the REMP2 is to improve the transparency, accessibility, and reliability of the Republic of Serbia's real property management systems. One of the main tasks of RGA is the maintenance of all real estate data. Currently, RGA uses different systems to maintain this data. As RGA continues working to meet customer and legal requirements for compliance, it becomes increasingly important for RGA, being part of the critical infrastructure of the state, to obtain and maintain multiple ISO Management System Standards within an integrated, unified framework.

The overall objective of this assignment is to expand the existing IMS by implementing and integrating ISO 22301 and ISO 45001 into a unified, multi standard management system that enhances resilience and continuity, and occupational health and safety.

The objective of this consultancy engagement is to support RGA in:

- i **Designing and implementing ISO 22301 and ISO 45001** in alignment with the existing IMS (ISO 9001, ISO/IEC 27001, ISO/IEC 27701, ISO 37001).
- ii **Integrating all standards into a single, coherent IMS framework**, ensuring consistent processes, shared controls, unified risk and opportunity management, and harmonized documented information (procedures, guidelines, and records).
- iii **Ensuring compliance with applicable Serbian laws, EU requirements, and international best practices** relevant to continuity, OH&S, information security, privacy, quality, and anti-bribery.
- iv **Building internal capacity** via targeted trainings, awareness sessions, competence development, and role-specific coaching for process owners.
- v **Preparing RGA for successful external certification** for ISO 22301 and ISO 45001, including pre-audit readiness checks and support during certification audits.

Outcome: A demonstrably strengthened, auditable, and efficient **Expanded Integrated Management System (E-IMS)** that elevates service continuity, workplace safety, and governance which is fully aligned with RGA's role as a provider of critical public services.

Scope of Services

The Consultant will closely cooperate with RGA and relevant stakeholders in expanding the existing Integrated Management System (IMS), which already includes ISO 9001, ISO/IEC 27001, ISO/IEC 27701 and ISO 37001, by implementing and integrating ISO 22301 and ISO 45001.

Selected Consultant shall provide structured guidance, expert support, and hands-on facilitation to RGA in the following way:

- 1) Ensure Full Engagement of Top Management
- 2) Perform GAP Analyses for ISO 22301 and ISO 45001
- 3) Develop an Implementation Plan for the Expanded IMS
- 4) Establish an Implementation Team for ISO 22301 and ISO 45001
- 5) Identify and Map Core and Support Processes
- 6) Engage All Employees and Ensure Awareness
- 7) Provide Targeted Employee Training
- 8) Develop and Update Documented Information
- 9) Define New Roles and Responsibilities
- 10) Launch the Expanded IMS
- 11) Conduct Internal Audits
- 12) Conduct Management Review
- 13) Certification Support (Outside Project Scope)

Qualification Requirements and Shortlisting Criteria

A consultant company, as a part of their technical proposal, will submit the following information:

- a) Company Profile and experience highlighting its relevance to the assignment
- b) Proof of implementation of at least three (3) ISO standards within its own organization and holds valid certificates (copies required)
- c) CV's of the members of the team of experts

The company shall demonstrate a minimum of five (5) years of proven and substantive experience in the implementation of the following ISO standards: ISO 9001, ISO/IEC 27001, ISO/IEC 27701, ISO 37001, ISO 22301, and ISO 45001. The company should possess proven and relevant experience in ISO standards implementation projects, including project management of the implementation of ISO management system solutions, staff training, and effective knowledge transfer. Appropriate evidence of compliance with this requirement shall be provided through a list of relevant references and similar documentation shall be provided to verify compliance with this requirement.

The company shall have implemented at least three (3) ISO standards within its own organization as evidence of its competence in the field of ISO standards that it will provide to this project. The company shall provide valid certificates issued by accredited certification bodies as proof of compliance with this requirement. Copies of all relevant certificates shall be submitted as part of the company's proposal.

Partnership certificate or authorization, issued directly by an internationally accredited certification body in accordance with the personal certification model according to the international standard ISO 17024, for the services of conducting training of persons and their professional evaluation and certification, which must be issued to the legal entity of the bidder, will be considered as an **advantage**.

Person in the capacity as a Certified Trainer with a certificate issued by the accredited certification body from the previous item is an **advantage**.

Experience in Western Balkan countries and Serbia will be considered as an **advantage**.

Team of Experts to be provided:

1. **Expert 1: Project manager and ISO standards Consultant**, employed or engaged on a part-time basis within the company
2. **Expert 2: Senior ISO standards specialist for Business Continuity**, employed or engaged on a part-time basis within the company
3. **Expert 3: ISO standards specialist for Occupational Health & Safety**, employed or engaged on a part-time basis within the company
4. **Expert 4: ISO standards specialist for Occupational Health & Safety**, employed or engaged on a part-time basis within the company
5. **Expert 5: ISO standards specialist for Awareness & Training, Readiness Exercises & Drills**, employed or engaged on a part-time basis within the company

The qualifications, skills, and specific professional experience required for the experts are defined in the TOR.

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	30 pts
–Competence for the assignment	20 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 company will be selected in accordance with the CQS procedure set out in the World Bank’s “Procurement Regulations for IPF Borrowers” (February 2025).

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

June 4, 2026, 12:00 (noon).

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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