



## 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: Quality Assurance and Quality Control of IT Systems and IT Infrastructure Monitoring System**

**Reference No. SRB-REMP2-97110YF-CQS-CS-25-058**

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 Consulting firm to conduct **Quality Assurance and Quality Control of IT Systems and IT Infrastructure Monitoring System**.

The main objective of this Quality Assurance/Quality Control (QA/QC) activity is to ensure that the software developed under the Second Real Estate Management Project (National Information System of Real Estate Cadaster of the Republic of Serbia (hereinafter: ISREC), continuation of ISREC Phase 3, and the Information System for Infrastructure Cadaster (hereinafter: ISIC)) meets the functional requirements outlined in the Technical Specification. Additionally, the Consultant will ensure quality control and support for the implementation of the IT Infrastructure Monitoring (hereinafter: ITIM) system. While ISREC and ISIC are core components of the RGA's cadastral system, the ITIM system serves as a proprietary solution supporting stable and reliable network and IT infrastructure operation.

The consulting firm (hereinafter: the Consultant) shall support the RGA Sector for Digital Transformation and the PIU IT expert throughout the development and implementation of IT systems, including support in contract management, and in the review and assessment of system architecture, source code, implementation, integration, and performance of ISREC and ISIC, while ensuring usability, effective use, quality, and compliance of these systems and ITIM, and maintaining compliance with technical workflows and defined business processes and roles.

**ISO/IEC 25010** (or another relevant standard such as ISO/IEC 9126 or FURPS) shall define the specific objectives of the assignment. In addition, the Consultant shall:

1. Review the system architecture and report recommendations to the Sector for Digital Transformation;
2. Synchronize development and implementation between National ISREC and ISIC;
3. Maintain compatibility between National ISREC and ISIC with IT systems implemented under the first Real Estate Management Project;
4. Provide written recommendations for the operational acceptance of each system component, as well as for the entire system;
5. Provide support in the finalization of contracts for the implementation of ISIC and National ISREC;
6. Facilitate and assess ITIM implementation and operation in accordance with approved technical specifications, contractual requirements, practical needs of information systems that are in production and applicable standards;
7. Assist RGA in final reporting to the World Bank.

## Scope of Services

The Consultant shall perform the following tasks:

1. Support RGA in contract management;
2. Provide support and assistance to the PIU IT Expert;
3. Review database design and its compliance with the overall ISREC data models as well as its compliance with the ISO 19152, Land Administration Domain Model (LADM);
4. Prepare, revise, and verify quality standards and test procedures for software design and source code evaluation;
5. Review newly developed or updated software code, including documentation, diagrams, and flowcharts, to determine whether the code performs in accordance with user requirements and complies with established guidelines;
6. Recommend software code improvements or corrections to the supplier and RGA;
7. Review software operation and monitoring logs to identify processing errors;
8. Consult with RGA testers and users regarding validity of results, accuracy, adequacy, reliability, and conformance to established standards;
9. Identify differences between standards and user applications, and propose modifications to ensure compliance with standards;
10. Identify and report potential risks;
11. Conduct compatibility assessment of components developed across all ISREC phases and ISIC;
12. Monitor ISREC performance after rollout to prevent recurrence of operational issues and ensure efficient operation;
13. Review training documentation and user manuals for all RGA consultants prior to rollout;
14. Support RGA staff in preparing final acceptance of National ISREC and ISIC following final testing at RGA headquarters for a period of four weeks after completion of rollout and training in local offices, as per the contract site table;
15. Perform quality control of ITIM system;
16. Support the operation and maintenance of the ITIM system in accordance with the requirements set out in Annex 1 of the Terms of Reference.

## Qualification Requirements and Shortlisting Criteria

The Consultant must have at least 10 years of experience in consulting services, demonstrated by company references, in conducting technical quality audits of multi-agency information systems, including consulting in developing IT service management.

The Consultant must have:

- › ISO/IEC 9000, ISO/IEC 20000 and ISO/IEC 27000 or equivalent certification
- › IT system analysis using automated tools
- › Software architecture analysis
- › Application and infrastructure performance testing
- › ITIM development and implementation

The Consultant must demonstrate proven experience in software quality control, IT service management and system improvement within the last 10 years on systems of comparable complexity and size.

The Consultant must have a strong and relevant track record in ICT projects with public sector institutions, including contract management, software solution implementation, staff training, handover, and product acceptance.

In addition to ICT project management skills, the Consultant must have experience with international cooperation projects or clients, with emphasis on quality standards, monitoring, and reporting.

### Team of Experts to be provided:

1. Expert 1: Senior Software Quality Audit Expert
2. Expert 2: Senior IT Infrastructure Specialist

**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 26, 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](mailto:wb@rgz.gov.rs).

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