REQUEST FOR EXPRESSIONS OF INTEREST

CONSULTING SERVICES – INDIVIDUAL CONSULTANTS

**Republic of Serbia**

**Serbia Agriculture Competitive Project (SCAP)**

**Project ID No.: P167634**

**Assignment Title:**

**Technical Support- full-time Consultancy (4 consultants)**

**Reference No.: SER-SCAP-IC-CS-24-102**

The Republic of Serbia has received financing from the World Bank toward the cost of the Serbia Agriculture Competitive Project (SCAP) and intends to apply part of the proceeds for consulting services.

Specific functions and responsibilities of the Technical Support will be as follows:

* User Technical Support
* Operating System Problem Resolution
* L2 Network Issue Resolution
* Computer Downtime Mitigation
* Printer Downtime Management
* Additional Technical Support Tasks

**Engagement**

The Technical Support shall be engaged full-time and deliver all the needed support until December 31, 2025.

**Qualifications**

* A minimum of secondary technical or engineering education. A Bachelor's degree or equivalent in the respective field will be considered an advantage.
* Minimum 3 years of relevant professional experience in ICT (more than 3 years will be considered an advantage).
* Experience in computer hardware, including basic servicing of desktop and laptop systems.
* Experience in setting network hardware at Level 2 (L2), including setting up connections for computers and printers.
* Experience in IP addressing principles will be considered an advantage.
* Experience with installing, setting up, and troubleshooting Windows operating systems (Windows 7/8/10/11).
* Relevant ICT certifications (Microsoft Certificates, CompTIA, etc.) will be considered an advantage.
* Proficiency in basic office software tools (Microsoft Office, Google Workspace, LibreOffice, etc.).
* Working knowledge of English language**;**

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| Qualifications and General experience  | 40 points |
| Specific Experience relevant to the Assignment  | 60 points |
| **TOTAL:** | **100 POINTS** |

The detailed Terms of Reference for the above referenced assignment is posted on the website of the Ministry of Agriculture, Forestry and Water Management (MAFWM): <http://www.minpolj.gov.rs/category/javni-pozivi/>.

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 **December 31, 2024, 12:00 hours, noon**, local time. 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**).

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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