**Annex** A

**Terms of Reference**

**TECHNICAL SUPPORT**

1. **Background**

The Serbia Competitive Agriculture Project (SCAP), a US$50 million investment, was approved by the World Bank in December 2019 and ratified by the National Assembly of the Republic of Serbia in February 2020. The objective of the Project is to improve access to markets and information systems for agricultural producers in Serbia. This will be achieved through a) improving the productivity of small and medium-scale farmers by strengthening advisory and technical support; b) supporting market access of small and medium-scale farmers (including finance and business planning capacity); c) improving government systems to strengthen the enabling environment for all agricultural producers (including capacity building for the Ministry, information systems, and data platform).

The Project will provide financial and technical support to all productive investments in agriculture in Serbia through the national rural development program and will not finance direct payments (subsidies). This delimits the scope of Project interventions outside of all IPARD measures that the country has been accredited for or plans to be accredited for and puts it in the center of the national rural development program.

**Beneficiaries**: Small and medium-scale agricultural production units (including producers, producer groups, agribusinesses/agro-processors that can provide direct links to smallholder farmers) that has or can have commercial focus and are not covered by accredited IPARD measures. Although large producers will not be directly targeted, the project will also benefit them with the enabling environment it will create through the improvements in information systems and the financial services provided. Small and medium-sized producers are defined by the economic size of holding expressed in euros of standard output. For the purposes of this project and the context of Serbia, small producers are those with an economic size of up to EUR 8,000; medium producers are those with an economic size between EUR 8,000 and 25,000.

**Project Description**: The Project activities are structured into three Components.   
Component 1) will focus on improving the productive and entrepreneurial capacity of small and medium farmers by supporting business and financial planning for productive investments, as well as supporting market access and strengthening sector competitiveness.   
Component 2) will focus on improving the capacity of the Ministry of Agriculture, Forestry and Water Management (MAFWM) to provide core public goods for improving sector performance. This includes establishing and information system aligned with EU CAP requirements to enable evidence-based policymaking and monitoring of results, enhance market information for stakeholders, and build capacity for regulatory roles aligned with EU CAP.

Component 3) will focus on project management.

By addressing sector needs at the level of producers (Component 1) and the MAFWM (Component 2), the Project will support a broader policy reform process in the agriculture sector through: i) improved targeting of policy instruments to different typologies of producers, ii) strengthened enabling environment for investment for small and medium agricultural producers, by improving the delivery of services to these productive segments (advisory, financial, information, etc.), iii) improving the monitoring of public resources and their utilization, as well as sector performance. It is expected that this will bring about a significant shift in the utilization of public resources in agriculture from subsidies (direct payments) to rural development investments.

1. **Scope of Services**

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

* **User Technical Support** - Provide comprehensive technical support to users, offering timely assistance and solutions to their technical issues.
* **Operating System Problem Resolution**- Proficiently resolve user problems about the operating system, ensuring seamless functionality and user satisfaction.
* **L2 Network Issue Resolution** - Address and resolve issues affecting users at the Level 2 (L2) network level, ensuring uninterrupted network connectivity and performance.
* **Computer Downtime Mitigation** - Proactively identify and resolve computer downtime issues, and liaise with service providers or vendors as necessary to expedite solutions.
* **Printer Downtime Management** - Effectively manage and resolve printer downtime incidents, coordinating with service providers to minimize disruptions.
* **Additional Technical Support Tasks** - Undertake various technical support responsibilities as required to maintain a smoothly functioning technical environment.

1. **Institutional Arrangements**

The **Technical Support** will work as part of Department for System and Software Solutions of DAP and under the authority of the MAFWM and will report to the ICT Coordinator of SCAP on a regular basis regarding the pace of project implementation, cooperate with all relevant departments of the MAFWM, the parties involved in the management, organization, and implementation of the Project. He/she shall be responsible for providing information (inputs) and advice as requested and overseeing the satisfactory implementation of ICT related project activities.

1. **Engagement**

The **Technical Support** shall be engaged full-time and deliver all the needed support until 31st of December 2025. at the monthly rate that will be dependent on the qualifications, as well as the approved project budget.

The consultant shall not have any other full or part-time assignment during the engagement.

1. **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.

**6. Selection**

Selection procedure will be conducted in accordance with 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, August 2018, as given in articles 7.36-7.37 “Open Competitive Selection of Individual Consultants”.

The candidates will be evaluated applying the following evaluation criteria:

• Qualifications and General experience ( 40 Points)

• Specific Experience relevant to the Assignment ( 60 Points)