



**USAID Business Enabling Project in Serbia
Invites Eligible Candidates to Apply for the Position:**

**Consultant
to develop Functional and Technical Specification for e-Permitting IT System**

I. BASIC INFORMATION

Background

USAID's Business Enabling Project, implemented by Cardno Emerging Markets USA, is a five year initiative launched in January 2011. The purpose of the Project is to help the Government of Serbia improve the competitiveness of the Serbian economy and its private sector businesses. The Project provides technical assistance, training, and other support to improve the business enabling environment, maintain macroeconomic stability, and further develop financial markets. The Project is demand driven: all activities are based on the priorities of the private sector and Government. The Project's activities are described in more detail on the Project's website: www.bep.rs.

The Business Enabling Project's Component 1, Business Regulation and Economic Governance, has a goal to streamline laws, regulations, and institutions, to improve regulators' capacity to implement laws and improve analysis and public-private dialogue.

The project's approach to achieving reforms is to help the Government work closely with the private sector and outside experts to make reforms that improve business competitiveness. The steps in this collaborative reform process include:

- Determine priorities by engaging with businesses, including surveys of businesses, and using regulatory impact assessment and other tools to measure the benefits of reforms
- Build demand for reforms through outreach and education
- Partner with the Government to plan and implement various priority reforms
- Build Government and private sector capacity to properly implement and sustain reforms
- Help the Government and private sector to monitor reform efforts.

These activities reduce the time and money spent by Serbian businesses to comply with laws and regulations and will help the Government to be more efficient. The activities also enable businesses to attract necessary investment at an appropriate cost. As result, Serbian businesses will be able to aggressively compete in the global economy. This will lead to export-led economic growth and increased employment.

Streamlining of Construction Permitting

As with previous efforts to reform the construction permitting process, reforms of procedures in the construction field introduced by legislation adopted in 2009 and then in 2011 proved to be short-lived and not fully implemented. The current system continues to be characterized by a low quality and high costs of public services. Considering that Doing Business 2014 reports that



an investor in Serbia has to go through 18 procedures and spend in average 269 days to obtain a construction permit, it is not surprising that this procedure is often used in Serbia as an example of public administration inefficiency.

To address deficiencies of the existing system, USAID BEP has performed in-depth diagnostics of the system and has proposed very concrete measures to improve relevant processes. The result of this engagement is The Assessment of Constraints to Construction Permits in Serbia (May 2012), which gave by far the most comprehensive diagnosis of problems with construction permits in Serbia and offered a number of concrete recommendations.

USAID BEP also initiated an intensive media campaign on the need to reform construction permits. This campaign reached millions of citizens of Serbia, in addition to policy makers, business representatives, experts and other stakeholders. Finally, responding to the positive feedback on the findings and recommendations from the Assessment, USAID BEP produced in January 2013 A Roadmap for the Government of Serbia to Streamline Construction Permits, comprising a set of recommendations for improvements of the constructions permits with a roadmap for their implementation. USAID BEP awarded a grant to prepare an unambiguous concept of improved construction permits system, including a description of a reformed institutional setup, legal responsibilities and process flows, and a legal framework for implementation. This was delivered in the form of The Concept for Reform of Construction Permits in Serbia. The minister of Urbanism and Construction publicly supported the Roadmap and Concept.

As a result of USAID BEP's involvement in the construction permits area, stakeholders have asked BEP to help develop reformed legal framework for construction permits. USAID BEP responded to this request by facilitating stakeholders' dialogue on recommendations and by providing technical assistance to amend the Law on Planning and Construction. Current Draft Law on Changes to the Law on Planning and Construction reflects most, though not all of USAID BEP recommendations. In order to fully analyze the Draft that the Government of Serbia will take as a basis of the future law, USAID BEP engaged a consultant who prepared and presented the simulation of the process of issuing construction permit based on Draft Law on Spatial Planning and Construction. The simulation indicated potential for Serbia's progress in dealing with construction permits from 182 to 64th place, according to the World Bank Doing Business indicators and methodology (based on assessment that the number of procedures will decrease from 18 to 13, number of days to issue a permit 99, and that relevant administrative cost will decrease from 1433 to 216 % of income per capita).

Public discussion on the Draft Law on Amendments to the Law on Planning and Construction ended on August 20, 2014. The Draft envisages drafting number of bylaws and changes to the sectoral laws that are of crucial importance for full and successful implementation of the Law. The Ministry of Construction, Transportation and Infrastructure asked USAID BEP to provide technical assistance and provide other support with drafting the regulations.

One of critical steps in implementation of the construction permitting reform is introduction of the e-permitting system that should streamline communication between investor, permitting authority (one stop shop) and governmental agencies and public enterprises with a role in the process. Several governmental and non-governmental stakeholders pointed put e-permitting system developed in Macedonia as a possible role model for implementation of e-governance in



Serbian construction permitting. USAID BEP will support introduction of e-Permitting by assisting development of the needed legal framework, helping define functional and technical specification for e-permitting IT system and by providing limited assistance to the Republic level bodies in charge of e-permitting system.

Scope of Work

This assignment will be part of the BEP project's Component 1 (Business Regulation and Economic Governance) activities. It is incorporated in BEP's Objective 1, Task 4: Streamline Construction permitting.

1. Development of Functional Technical Specification for e-Permitting Software

The Project intends to engage a consultant, with significant background and practical experience in the fields of IT, business processes and technical writing, to assist the Ministry of Constructions, Transportation and Infrastructure in preparation of Functional and Technical Specification for the e-Permitting IT system.

By examining the regional experiences, the consultant will work closely with BEP's Director for Business Regulation and Economic Governance, USAID Business Enabling Project IT Manager, representatives of the Ministry of Constructions, Transportation and Infrastructure and Business Registries Agency in defining functionalities of the IT system that will empower functioning of construction permitting One-Stop-Shops.

2. Tasks

The Consultant should consult with USAID Business Enabling Project, and its partners, including representatives of the Ministry of Constructions, Transportation and Infrastructure, Business Registries Agency, Government of Serbia Directorate for e-Governance, Republic Geodetic Authority, GIZ's Open Regional Fund, City of Belgrade, NALED, Standing Conference of Towns and Municipalities and other stakeholders in order to assess regional achievements and activities of relevant stakeholders related with e-Governance in construction permitting and define Functional and Technical Specification for the e-Permitting IT System, including software and hardware requirements, and assessment of resources needed for implementation and proper functioning of the system.

The Consultant will work with USAID BEP experts to prepare detailed Functional and Technical Specification that will contain at least:

- Descriptions of data to be entered into the system
- Descriptions of operations performed by each screen
- Descriptions of work-flows performed by the system
- Descriptions of system reports or other outputs
- Description how the system meets applicable regulatory requirements



- Description of interface requirements
- Description of Business Requirements
- Description of hardware requirements
- Assessment of the costs needed for development of the software for e-Permitting, with reference to different possible levels of functionality of the system, as discussed in the report
- Assessment of human and other resources needed for proper functioning of the system
- Description of Security Requirements.

The Consultant will consult with the USAID Business Enabling Project and its partners as listed above to get fully acquainted with regional best practices and Serbia-s particularities in terms of preparation of the Functional and Technical Specification. The consultations will include information sharing, questions and answers, extensive discussions, joint work effort, brainstorming and feedback on solutions and content of the Functional and Technical Specification.

3. Professional Requirements

The Consultant should have the following skills:

- Minimum 10 years of IT background with proven record of accomplishment and experience in Business Analysis, Software Functional and Technical Specification writing and Process Mapping;
- Written and verbal communication, including technical writing skills;
- Understanding of systems engineering concepts;
- Business case development;
- Modeling techniques and methods;
- Knowledge in usage of Business Analysis Software is an advantage;
- Unquestionable honesty, integrity and ethical conduct in all matters.

All materials must be prepared in English unless expressly authorized otherwise in writing by the Cardno Emerging Markets representative. Final report must be delivered in English.

Applications including CV clearly showing adequate technical background and relevant work experience, along with references should be sent by e-mail to:info@bep.rs, by September 30, 2014. Only short-listed candidates will be contacted.