

**REQUEST FOR EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES – INDIVIDUAL CONSULTANTS)**

**Republic of Serbia**

**The Serbia Railway Sector Modernization Project (SRSM)**

Project ID No. P170868

**Assignment Title: Individual Consultant (Local full time) – Social and Citizen Engagement Specialist**

**Reference No.: SER-SRSM-IC-CS-22-36**

The International Bank for Reconstruction and Development (IBRD) launched the Multiphase Programmatic Approach (MPA) to support the Government of Serbia (GoS) in continuation of institutional, physical and operational modernization of the railway sector in an integrated manner through providing financial support to Serbia Railway Sector Modernization Project as part of the Multiphase Programmatic Approach to be implemented in three overlapping phases over the ten-year period.

For the purpose of financing Serbia Railway Sector Modernization Project, Phase 1 of the MPA, IBRD and the Agence Francaise de Développement (AFD), jointly, granted to the Republic of Serbia EUR 102 million loan to support enhancing the efficiency and safety of existing railway assets and improving governance and institutional capacity of the railway sector.

In detail, the tasks of the SCE Specialist will include, but not be limited, to the following:

**ESF Implementation & Support**

- Conduct a social review and screening process of project activities, to assess social impacts and vulnerabilities, and to determine a social risk category/level.
- Report on risks in a clear, concise, and well-reasoned manner and suggest and implement appropriate measures and action plans to adequately manage the risks through appropriate ESF instruments.
- Develop specifications and assess requirements for contractors as needed to ensure project-specific social requirements are adequately addressed by the contracts.
- Assist in the preparation/supervision of the implementation of E&S instruments (LMP, SEP, ESIA, ESMP and ESMP Checklist) and revise social risk and impacts assessments and reports upon request from World Bank.
- Perform internal inspections/audits of sub-project operations and contractors' activities to ensure compliance with applicable requirements, including ESMF procedures, applicable social laws, regulations and standards.
- In the case of non-compliance determine and suggest remedial actions; prepare non-compliance reports and keep track of respective responses/actions undertaken.
- Participate in regular reporting on the Project implementation, as well as in regular World Bank supervision missions.
- Ensure the Grievance Mechanism for the Project is in place, Local Grievance Administration Desks (LGADs) are established and all information about how to submit complaints are available to project-affected people.
- In case of land acquisition, restrictions on land use or involuntary resettlement, supervise the implementation of Resettlement Action Plans and Livelihoods Restorations Plans and support PIU in keeping a resettlement and expropriation database and report on progress.
- Prepare reports to Government authorities and WB on ESMF implementation and upon request.
- Other actions to enable the Project to meet social requirements within the legal framework of the Republic of Serbia and follow the Bank's social policies and procedures.

### **Citizen Engagement (CE) Guidance & Support** (in accordance with Subcomponent 3.2)

Serve as **CE focal point within the PIU** to perform the following tasks which should be integrated with the activities of the Stakeholder Engagement Plan:

- To develop and monitor the project-specific CE indicator.
- To collect user feedback about railway services through public and multi-stakeholder consultations and gender disaggregated citizen engagement surveys.
- Feedback Loop: To ensure that the feedback loop is closed, the consultant will regularly provide feedback on respective CE activities to all involved stakeholders by preparing a report, which will include a list of all citizens' comments/ inputs received and how they were addressed and incorporated into each Project activity. The consultant will be responsible to compile all this feedback into quarterly and annual reports, which will be delivered to relevant stakeholders by e-mail or post and will be published on the Project web page. In addition, the Consultant will use the feedback meetings to disseminate and discuss previous feedback and any actions taken based upon the feedback.
- To review the ToR for contractors to ensure that any relevant CE activities are included
- To participate in project progress meetings to review and present social and CE performance and identify areas of improvement.
- To perform other duties in support of project preparation and implementation, as required.

The Social and Citizen Engagement Specialist should possess the following knowledge, experience, skills and competencies:

#### Education:

- Advanced university degree in Social Development, Sociology, Anthropology, Social sciences, Communication, Management studies or other relevant disciplines.

#### Experience:

- Minimum of 3 years of experience in assessing and managing project-related social risks and executing stakeholder's/citizens' engagement and outreach activities (preferably for infrastructure development projects).
- Demonstrated experience in conducting social impact assessment, preparation and implementation of ESIA/ESMPs for projects similar to the activities being financed.
- Experience in working with LSGs in the areas of community development and citizens engagement, with a focus on infrastructure development (additional NGO experience in respective fields will be considered as an advantage)
- The consultant should have working experience in handling consultations with multiple stakeholders and coordinating social intermediation and communication efforts.

#### Knowledge and skills:

- Knowledge of technical documentation design for the construction/rehabilitation of railways and other supporting transport infrastructure will be considered an advantage.
- Knowledge of and relevant experience with projects of international financial institutions will be considered an advantage.
- Strong analytical skills and ability to identify key strategic issues, opportunities and risks.
- Demonstrated clear and concise writing/reporting and presentation skills.
- Excellent interpersonal, networking and team-building skills.
- Excellent knowledge of written and spoken Serbian and English.
- Knowledge of computer, office software and web-based applications use.

#### Competencies of Successful Candidate:

- Openness to change and ability to receive/integrate feedback
- Advanced communication skills and adaptability.
- Proactive and result oriented
- Time management and attention to detail.

The Consultant is expected to provide full time services for the life of the Project, i.e. until December 30, 2026, with a probationary period of six (6) months.

The detailed Terms of Reference for the above referenced consulting services is posted on the website of the Ministry of Construction, Transportation and Infrastructure (MCTI) [www.mgsi.gov.rs/en/dokuments/serbia-railway-sector-modernization-srsm-project-piu](http://www.mgsi.gov.rs/en/dokuments/serbia-railway-sector-modernization-srsm-project-piu)

The CFU of the Ministry of Finance now invites eligible individual consultants to indicate their interest in providing the above services. 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).

The evaluation criteria for each assignment:

- Specific Experience relevant to the Assignment (60 Points)
- Qualifications and Competence relevant to the Assignment (40 Points)

The attention of interested Consultants is drawn to paragraph 3.16 and 3.17 of the **World Bank's Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, World, Non-Consulting and Consulting Services**, July 2016, revised November 2017, August 2018 and November 2020 (“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.

Interested consultants may obtain further information from the CFU at the address below from 09:00 to 15:00 hours.

Expressions of interest **in English language** must be delivered to the e-mail address below by **October 10, 2022, 12:00 Noon**, local time.

When submitting Expressions of interest please indicate assignment and reference number for which you are applying.

Contact:	E-mail:	Address:
To:	<a href="mailto:zorica.petrovic@mfin.gov.rs">zorica.petrovic@mfin.gov.rs</a> Ms. Zorica Petrović Procurement Specialist	Ministry of Finance Central Fiduciary Unit 3-5 Sremska St 11000 Belgrade, Serbia
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