

Section II

Schedule of Requirements

Request for Quotation

Development of web services for data sources
of the beneficiary institutions in Serbia

e-Sourcing reference:	RFQ/2025/60013
UNOPS SEEMCO reference:	UNOPS-RoLRS-2025-S-014

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1. Background

The Project “Technical Capacity Facility for the Implementation of the Action Plans for Chapters 23 and 24” is designed to enhance the technical capacity of the institutions implementing the Action Plans for Chapter 23 - Justice, Judiciary, and Fundamental Rights, and Chapter 24 - Justice, Freedom, and Security.

Within Chapter 24, the fight against serious and organized crime is one of the main priorities of Serbia on its EU accession path. This area is faced with many challenges, such as the need to improve the track record on investigations, indictments, and final convictions in high-level cases involving organized crime.

2. Objective

The objective of the intervention is to increase the institutional capacity of the Republic of Serbia in the field of criminal investigation procedures. Therefore, it is required to develop web services that currently do not exist and are unavailable for some of the important data sources of the Ministry of Justice, Administration for the Prevention of Money Laundering, The Office of the National Security Council and Classified Information Protection, and Public Prosecutors' Office for Organized Crime (from now on “the beneficiaries”). These new web services will be primarily accessed internally within the Serbian NCIS (National Criminal Intelligence System) by the software for data retrieval from web services of the NCIS member institutions, which is hosted and maintained by the Ministry of Interior.

3. Scope of Intervention

a. List of Activities

The proposed list of Activities that the Bidder must perform is the following:

- 1) Development – The Bidder will develop web services for the beneficiaries that meet or exceed expectations defined in the section *Technical requirements*.
- 2) Testing and deployment – The Bidder will conduct testing to verify the functionality of each of the developed web service(s), as well as identify all of the defects and/or errors, and investigate and resolve them before they are published to be consumed. The Bidder will deploy each of the developed web services individually to each of the beneficiaries and put them into production individually for each of the beneficiaries.

b. Operating environment / conditions

The web services must be developed and deployed in line with the following conditions:

- Can be developed from the ground up, or a ready-made commercial or open-source software can be customized and configured, or a mix of these two approaches can be used
- Licenses used, for any software component, which is a part of the offered software, must be commercial perpetual, or license-free (open source) based on paid support (if applicable)
- Subscription licenses are not allowed for any of the software component used
- For licenses that are commercial perpetual, and for the use of license-free (open source) based on paid support (if applicable), the offer must include support for the entire period of free maintenance and support
- Each of the web services must continue to operate at its full capacity and without any warnings and/or notifications for/to regular users even when yearly payment for support is not being regulated after the period of free maintenance and support expires
- All of the software component used must be installed in their latest official stable version and must be upgraded and updated if the new latest versions are published before the final handover
- Deployment must be on-premise in the internal network of each of the beneficiaries
- It is the sole responsibility of the Bidder to provide an offer without any hidden costs, providing an offer with hidden costs will lead to excluding the Bidder from the tender procedure

c. Inputs provided by the beneficiaries

- The beneficiaries will provide access to its employees and/or to the employees of the company/companies that maintain the data sources and/or underlying infrastructure, either daily or at least 2 to 3 times a week, face-to-face and/or online
- The beneficiaries will provide technical information (in the form of clear specifications and parameters) on the structure of the part(s) of the data source(s), which are required as a minimum so that the selected Bidder can develop the web service(s) in question

- The beneficiaries will provide access to the data sources (in the form of clear instructions and access parameters) to the selected Bidder so that the developed web services could provide real data
- The beneficiaries will ensure that the data sources can be queried by the selected Bidder, OR, in case this is not possible for whatever reason(s), the beneficiaries will ensure that the company/companies maintaining their data sources creates and deploys in production the appropriate data queries within one working week
- The Ministry of Interior will provide secure connectivity between the backend part of the software for data retrieval from web services of the Serbian NCIS and all of the web services of all of the beneficiaries
- The beneficiaries will provide the production environment for operation of web services, as well as the information about the production environment timely and in details to the selected Bidder

d. Inputs provided by the selected Bidder

- The selected Bidder must provide necessary company resources for timely and quality implementation
- The selected Bidder must provide the testing environment hosted within the Republic of Serbia

e. Project Plan

The Bidder must prepare and submit a clear, concise, and easily understandable project plan (max 10 pages) for the activities listed in 3a, which must include the methodology the Bidder plans to use to develop web services.

f. Duration

The maximum duration of the entire implementation is 1 (one) month.

g. Deliverables and milestones

Milestone N ^o	Deliverable	Report to be approved by UNOPS prior to the payment of the tranche	Payment value (% of the total contract value)
1	Development, Testing and Deployment	Report on Development, Testing and Deployment of the web services (max 10 pages)	100%

h. Communication

The staff of the Bidder must be able to communicate with the staff of the beneficiaries in the Serbian language, both for oral and written communication. If the Serbian language skills of the staff of the Bidder are not adequate or are completely lacking, the Bidder will have to engage and bear the expenses for at least one translator who will provide both oral and written translation services.

All official communication with the beneficiaries must be in the Serbian language. All official communication with the UNOPS must be in the English language. All reports must be submitted in both Serbian (for Beneficiary) and English (for UNOPS). The Bidder must plan for and include in the offer all communication costs.

Whenever requested during the period of project implementation, the staff of the Bidder must be present in person and on the site of the beneficiaries, if necessary and feasible.

i. Support

The support for a minimum of one year after each of the web services enters production must be provided to all beneficiaries. If a vendor solution is offered, enterprise-level support from the vendor is also required for a minimum of one year.

j. Documentation

The selected Bidder must provide documentation to enable the primary end user of web services (the software for data retrieval from web services of the Serbian NCIS, hosted and maintained by the Ministry of Interior) to consume the web services, as well as the maintenance staff of each of the beneficiaries to use and operate the web services.

k. Testing and quality assurance

Inspection, acceptance testing, and handover will be performed at the sites of each of the beneficiaries.

4. Maintenance and support

The maintenance and support must be provided for one year, at no additional charge, and must include:

- Maintenance of the core functionalities
- Updating of the functionalities not properly defined, not properly implemented, or with detrimental impact
- Support from a minimum of 1 employee for each of the beneficiaries
- Support for inclusion/addition of any newly needed and/or requested web service(s)
- Guaranteed "by-the-end-of-business-day" maximum response time for issues concerning regular operation
- Guaranteed 1-hour maximum response time when web services are non-responsive for whatever reason

5. Technical requirements

1. General

Each of the web service(s) for each of the beneficiaries must present a minimum of one web page from which internal users of the beneficiary can access related web service(s) and view the data queried. The interface(s) of web page(s) of each of the web service(s) must be displayed in Serbian, in the Cyrillic alphabet, while the presented data must be displayed in the original form (in the manner in which the web service returns the data).

2. Users

These are employees of each of the beneficiaries. To access the web page of each of their respective web service(s), an internal user must first log in (authenticate) using a qualified certificate for electronic signatures in line with the Serbian regulatory framework.

3. Consumers

These are institutions to which access to web service(s) is allowed. To access the data from each of the web service(s) hereby developed, the software for data retrieval from web services of the Serbian NCIS, as a major consumer of the hereby developed web service(s), must authenticate to each of the web service(s) every time it is requesting data from any of the web service(s). Each of the web service(s) from each of the beneficiaries must provide a secure authentication method for the consumers to securely authenticate every time they are requesting data from any of the web service(s).

4. Administration

Must support authorized administrators to assign access rights to the specific web service, manage internal users, manage consumers of the specific web service, view logs, and generate pre-defined and ad-hoc reports related to the usage of the specific web service.

5. Security

Every action of any user and any consumer executed on any of the web service(s) from any of the beneficiaries must be individually logged for each of the beneficiaries and made available only to authorized administrators of the beneficiary that owns the related web service(s). Successful and unsuccessful logins of any user and any consumer must also be logged and made available only to authorized administrators of the beneficiary that owns the related web service. Each request and each response of any of the users and any of the consumers of all of the web services must be individually logged and made available only to authorized administrators of the beneficiary that owns the related web service.

6. Web services

Must be developed according to SOAP and/or REST standards. Must be available at a specific URL, which will be provided to the selected Bidder by each of the beneficiaries for the related web service(s) owned by the related beneficiary, and will be invoked. The web service call must be implemented according to the specification of each specific web service, by using the HTTPS protocol and bilateral TLS, where the client is authenticated with a client certificate and the server with a server certificate (or equivalent). Certificates for these purposes will be provided to the selected Bidder by the beneficiaries. The selected Bidder can use self-signed or other temporary certificates during the development and testing.

This tender is divided into 2 lots:

Lot 1 - Development of web services for the beneficiary:
Ministry of Justice, Serbia

Lot 2 - Development of web services for the beneficiaries:
Administration for the Prevention of Money Laundering, Serbia
The Office of the National Security Council and Classified Information Protection, Serbia
Public Prosecutors' Office for Organized Crime, Serbia

The list of items per Lot, i.e. web service(s) to be developed along with their beneficiary and preliminary specification for each of the web services is given below.

LOT 1

Item No 1

Ministry of Justice

Records of legally convicted legal persons

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Item No 2

Ministry of Justice

Records of natural and legal persons convicted of misdemeanors, which also includes records of persons against whom a measure of prohibition of attendance at sports events has been imposed

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Ministry of Justice

Records of unpaid fines and other amounts of money

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Item No 4

Ministry of Justice

Records of final court decisions rendered in misdemeanor proceedings, which also includes records of proceedings initiated at the request of the MoI

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Item No 5

Ministry of Justice

Records of persons deprived of liberty who are serving a prison sentence or are in custody

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Item No 6**Ministry of Justice**

Records of persons deprived of liberty who have been granted temporary exit,
i.e. temporary absence from the prison or custody institution

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LOT 2

Item No 1

Administration for the Prevention of Money Laundering

Records of data submitted to the administration

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Item No 2

Office of the National Security Council and Protection of classified information

Certificates for legal entities

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Item No 3

Public Prosecutor's Office for Organized Crime

Records on the management of cases after the indictment of "KTO"

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