



## **Terms of Reference for Junior Non-Key Short-Term Expert on E-invoicing E-ordering**

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# 1 CONTRACT OBJECTIVES & EXPECTED RESULTS

## 1.1 Background to the Project

Project Title: *e-Business Development*  
Project No.: EuropeAid/133836/C/SER/RS  
Contract No.: 2014/337-303  
Country: Republic of Serbia  
Project Start Date: 23<sup>rd</sup> of May, 2014  
Project Duration: 30 Months

### Overall and Specific Objectives of the Contract:

- The **overall objective** of the project of which this contract is a part is to enhance the competitiveness of the Serbian economy through strengthening of the private sector and its performance.
- The project **specific objective** is to increase the productivity and competitiveness of Serbian SMEs, their internationalisation and capacity to innovate, by creating a more favourable environment, promotion of e-Business in order to strengthen their efficiency, quality and accessibility of products and services as well as cutting costs and administrative procedures.

### Purpose:

- Strengthening the legal and institutional framework to alleviate remaining legal, regulatory and standardisation bottlenecks for a better e-Business environment in Serbia (in particular for e-Commerce and e-Invoicing and e-Ordering with / by the public sector)
- E-Commerce development in order to facilitate the e-Commerce uptake by SMEs and consumers and to facilitate the creation of jobs and to increase trade competition in Serbia
- G2B reinforcement in view of deploying future technologies to make government more flexible and be able to better serve businesses in Serbia and internationally

### Main Project Beneficiaries:

- Ministry of Trade, Tourism and Telecommunications
- Ministry of Economy

### Project Components:

- Component 1: Institutional Capacity Development
- Component 2: e-Commerce Development
- Component 3: G2B & e-Invoicing Support

### Expected Results:

- Key government actors and industry representatives are actively participating in the improvement of the e-Business environment (in particular in selecting internationally recognised relevant and required standards, e.g. e-Invoicing)
- E-Business legal framework improved
- Regulatory framework and practices improved



- The MTTT e-Commerce unit is established, strengthened (trained and mentored) as well as several hundred civil servants made ready to support the e-Business environment
- SMEs are fully aware of e-Commerce benefits and practices
- E-Commerce support instruments drafted and ready to be implemented
- SMEs have access to e-Commerce practical guides (via a dedicated website) as well as an e-Trust Mark
- Selected high-potential SMEs with a concrete e-Commerce project have been advised
- Serbian e-Consumers are more informed on how to benefit from e-Commerce and how to use it safely
- Serbian citizens are informed of C2C and how to benefit from it
- A G2B Service Bus is designed
- System specifications for e-Invoicing and e-Ordering and technical documentation for implementation of this service via proposed G2B Service Bus are prepared
- The G2B Service Bus is technically fully specified and the associated financing prepared
- The migration of business identified e-service toward an advanced e-service using the G2B Service Bus is mapped (back and front office), in particular for e-Invoicing

## **1.2 Background to the Assignment**

These Terms of Reference (ToR) foresee the implementation of activities and tasks entailed in Component 3: G2B & e-Invoicing Support.

Within this component, the following main activity is foreseen:

- Activity 3.1: e-Invoicing / e-Ordering Technical Specifications

These ToR refer to tasks to be implemented under activity 3.1 and more specifically the tasks:

- Task 3.1.1 E-Invoicing & e-Ordering best practice
- Task 3.1.2 e-Invoicing and e-Ordering Framework and Standards

The role of the expert outlined in these Terms of Reference will be

- to develop an in-depth report related to the understanding of existing implemented e-Invoicing / e-Ordering solutions in Serbia, or other relevant works, towards this direction from the public sector and
- to contribute in the drafting of best practice guide and the state of the art at EU level, in terms of standards, frameworks, guidelines and technologies for the e-Invoicing / e-Ordering areas.
- contribute in the formulation of suggestions for the framework for e-Invoicing/e-Ordering to be adopted in Serbia, and
- to include more specific detailed standardisation of the framework for e-Invoicing/e-Ordering to be adopted in Serbia, adapted to local needs.
- the expert should develop a study on the local market of Serbia, in the areas of e-Payment / m-Payment. This will include the degree of usage of them in the market of Serbia, as well as technologies, frameworks and systems being in use in the above areas.



### **1.3 Results to be achieved by the Consultant**

In the scope of implementing the work outlined in these Terms of Reference, the following results will be achieved:

- Document outlining e-Invoicing / e-Ordering best practice drafted and delivered
- Survey on e-Invoicing and e-Ordering in Serbia conducted
- National e-Invoicing and e-Ordering framework prepared
- e-Invoicing and e-Ordering standards for Serbia formulated
- Study on e-payment / m-payment in Serbia conducted
- Technical specifications for e-Invoicing and e-Ordering drafted
- Document outlining GSB and government e-Invoicing / e-Ordering best practice drafted and delivered
- Review of GSB and government e-Invoicing / e-Ordering supply market conducted
- Concept paper on G2B GSB with government e-Invoicing / e-Ordering drafted and delivered
- Gap analysis for G2B GSB with government e-Invoicing e-Service conducted
- Feasibility study for G2B GSB with government e-Invoicing e-Service conducted
- System specifications for GSB with government e-Invoicing drafted
- Technical specifications for GSB with government e-Invoicing drafted
- Suggestions and possibilities for IPA funding for G2B GSB submitted
- Inter-agency administrative cooperation framework formulated and submitted
- Migration plan for administrative processes formulated
- Road map for overall migration process prepared
- Documentation for e-Invoicing and G2B services drafted
- Document covering cross-border interoperability for e-Invoicing drafted
- Mapping of public e-Services conducted
- Standards for e-Business services via G2B GSB reviewed and applicable suggestions submitted



## **2 SCOPE OF THE WORK**

### **2.1 General**

The Junior Non-Key Expert on E-invoicing & E-ordering will be involved in tasks and activities that deal with work to be implemented under Component 3 (G2B & e-Invoicing Support), and play a role the implementation of working activity 3.1. The expert is expected to work closely with, and under the guidance and coordination of both Key Experts, in order to ensure the proper execution of the project. The expert may participate on ad hoc basis in relevant project meetings in relation to the implementation of Component 3 and the assignment in general.

### **2.2 Specific Activities**

The specific activities covered under these Terms of Reference include:

#### **Activity 3.1: e-Invoicing / e-Ordering Technical Specifications**

The selected expert will:

- Support the understanding of state of the art at EU level, in terms of standards, frameworks, guidelines and technologies for the e-Invoicing / e-Ordering areas, through the conduction of thorough search of relevant practices across a number EU member states.
- Support the drafting of the analysis of the survey in the e-Invoicing / e-Ordering survey within Serbia through the participation in the data collection phase
- Support the development of the study on the local market of Serbia, in the areas of e-Payment / m-Payment through the participation in the data gathering process and the first level analysis of the data collected

Accordingly, the expert is expected to actively participate in the research for, contribution to and writing of the following deliverables:

- E-Invoicing / e-Ordering Best practice (D311\_1)
- Survey on e-Invoicing and e-Ordering in Serbia (D311\_2)
- Study on e- and m-payment in Serbia (D312\_3)

### **2.3 List of Activities, Outputs and Planning of Working Days**

	No.	Tasks	Working days	Outputs
	A3.1	E-Invoicing / e-Ordering Technical Specification		
1	T.3.1.1	E-invoicing & e-ordering best practice	12	E-Invoicing/e-Ordering Best practice (D 311_1)



	No.	Tasks	Working days	Outputs
				- Survey on e-Invoicing and e-Ordering in Serbia (D311_2)
2	T.3.1.2	E-invoicing and e-ordering framework and standards	12	- National e-Invoicing and e-Ordering framework (D312_1) - E-Invoicing and e-Ordering standards for Serbia (D312_2) - Study on e- and m-payment in Serbia (D312_3)
		<b>Total Working Days</b>	<b>24</b>	

## **2.4 Target groups**

The main target groups are the Beneficiaries (MTTT and MoE), the project stakeholders (especially public sector agencies involved in e-Invoicing / e-Ordering), Banks and Banking Associations, representatives from the telecommunications sector, and private sector representatives / chambers.

# **3 LOGISTICS AND TIMING**

## **3.1 Location**

The project office in Belgrade will be the operational base of this assignment. Parts of the activities will be required to be performed in other locations in Serbia.

## **3.2 Commencement date & period of execution**

The activities are planned to start at the February 9<sup>th</sup>, 2015 or at the date of the issue of the approval by the Delegation of the European Union and will finish in October 15, 2016. The total number of working days foreseen is 24, to be performed at both the project office in Belgrade and at other locations in Serbia. As per the requirements of the project Terms of Reference, 100% of the working days should be implemented in Serbia.

# **4 REQUIREMENTS**

## **4.1 Personnel**

The assignment will be carried out by a Junior Non-Key Short-Term Expert on E-invoicing E-ordering.

The expert will be expected to meet the following requirements:

### Qualifications and skills



- A Bachelor's degree (where a university degree has been awarded on completion of three years of study in a university or equivalent institution) preferably in IT and / or Engineering
- High level of IT literacy is essential
- Excellent analytical, report writing, and technical documentation drafting skills are essential
- Very good command of the English language is imperative

#### General professional experience

- At least 5 years of postgraduate experience in working closely with Public Administration Institutions and/or large private sector organisations being engaged in Information Technology Matters exhibiting very good grasp of ICT

#### Specific professional experience

- Proven experience of at least 3 years in collecting and analysing data and information, contributing to the developing/ writing reports of technical and business nature
- Experience with e-government and/or e-invoicing and/or e-ordering matters is an advantage

## **5 REPORTS**

### **5.1 Reporting requirements**

The expert will regularly report to the project Team Leader and the Consortium Project Manager in monthly (calendar month) and/or mission reports. Within 5 working days from the end of each month or mission, the expert will prepare and submit a monthly/mission report to the Project Team Leader and Consortium Project Manager.

Within 10 days after the end of the last mission, the expert will prepare and submit a Final Report to the project Team Leader and Consortium Project Manager, covering all implemented missions and/or activities, as per these Terms of Reference.

The expert will also support on an ad hoc basis the drafting of official project reports (Quarterly, Interim, Final), in coordination with the Consortium Project Manager, Key Experts, and Non-Key Experts (as applicable). The expert's inputs to these reports will largely be related to work implemented under Component 3, and relevant actions outlined in these Terms of Reference.

The report templates to be followed by the Expert will be provided by the project office.