

Terms of Reference
Serbia
Tax Administration Modernization Project (TAMP)
Translation Services

1. BACKGROUND

The Serbian Tax Administration (STA), as a body within the Ministry of Finance of the Republic of Serbia (MOF) performs activities of determining, controlling, collecting of public revenue, detect tax crimes, conduct measures and activities within the competences regulated by the Tax procedure Law and Tax Administration. In order to achieve more efficient fund income into the budget of the Republic of Serbia, the STA should focus, the biggest part of its resources, on maintaining the achieved level of public revenue collection and further strengthening and preserving the basic functions by allocating limited resources.

The framework for the beginning of the STA reform is defined by the STA Transformation Program for the period 2015-2020, which was adopted in 2015 by the Government of the Republic of Serbia. In the further implementation, in December 2017, the Government of the Republic of Serbia created the Action Plan of the Transformation Program for the period 2018-2023 year, in which the mission, vision and reform activities of the STA were defined. In the middle of 2019, the STA carried out the organizational separation of basic and secondary activities. In the secondary activities – separated activities in the STA present administration of small number of the tax forms whose fiscal yield is significantly lower. The newly formed Sector for separate activities performs, among other things, determination, control and tax collection on the transfer of the absolute rights, as well as the inheritance and gift taxes, determination and tax collection on the use, holding and carrying of goods, determination of the market value of the real estate, determination infringements of intellectual property and especially right to computer programs (software) and databases.

Strengthening reform efforts, the focus on significant structural changes and strengthening administrative capacities is done in order to provide the predictable public revenues of the central budget of the Republic of Serbia, local government budgets, as well as the compulsory social security funds. In that sense, as a support to the intensification of the reform efforts of the STA, the Loan Agreement between the Republic of Serbia and the International Bank for Reconstruction and Development was realized, as a budgetary instrument of the reform of the STA.

The stated Loan represents the five-year project (TAMP) which started in 2019, with the main goal to contribute achieving the future vision of the basic activities of the STA: to become an organization which characterizes modern digital business, to be an administration oriented towards providing service to the taxpayers, to provide services in accordance with the best international

standards, to be equipped with a precise system for execution based on IT risk analysis and which enables the STA to efficiently use its available resources to optimize revenue collection for the Republic of Serbia.

TAMP is conceived as an institutional reform project focusing on basic tax administration functions and comprises of four components: (1) Legal Environment; (2) The STA Organization and Operations; (3) ICT Systems and Records Management Modernization; and (4) Project Management and Change Management. TAMP will finance technical assistance, training and capacity building, investments in IT systems and data management through the credit.

Component 1: Legal Environment

The component will ease the range of constraints in the overall legal and tax administration policy environment in which the STA operates, helping to: eliminate law loopholes; align Serbian legislation with the EU standards; support a comprehensive approach to risk-based assessment; and improve tax compliance.

Component 2: The STA Organization and Operations

This component will improve the various functional areas identified in the Performance Assessment Report using the diagnostic assessment tool TADAT identified as performance outcomes for the measured 9 areas of work of the Tax Administration (POA 1-POA9) with certain weaknesses and deficiencies in relation to international application of good practice: taxpayer registration; risk management; voluntary compliance; tax dispute resolution; and the overall operational effectiveness.

Component 3: ICT System and Records Management Modernization

The component will improve and expand the services provided by the ICT system and address the STA's serious records management issues including dealing with the significant paper records backlog.

Component 4: Project Management and Change Management

Modernization of the STA requires a mix of business process and performance improvements of ICT solutions. Apart from Project Implementation Unit (PIU), there is a need for clear, flexible and targeted interventions to ensure that coordination, implementation and learning challenges are addressed in a timely manner. This component will provide cross-cutting support to activities in components 1-3 in three forms: establishment of a functional PIU, internal and external stakeholder communication and change management support to implementation teams. External stakeholders include citizens and government agencies, as well as an Advisory Committee. Internal targets include STA's PIU and its implementation teams. The component will finance national and international Consultants to support procurement, financial management and technical implementation; international advisors for ICT project management, training and change

management; and operating costs associated with the project implementation including the functioning of the Steering and Advisory committees.

2. OBJECTIVE OF THE ASSIGNMENT

The overall objective of the assignment is to provide high quality, professional translation of documents **related to** TAMP Project.

The Consultant is expected to translate documents from Serbian to English and vice versa and/or perform interpretation from Serbian into English and vice versa at meetings and conferences (simultaneous and consecutive interpretation) organized by the PIU on TAMP project.

3. SCOPE OF WORKS

Specific responsibilities include:

- a) Prepare translations of written materials from Serbian to English and vice versa. Documents to be translated shall be related, but not limited to: project documents, reports, communication materials, in the field of, but not be limited to: tax administration policy, law, economics, ICT and procurement under World Bank guidelines;
- b) Proofread and edit documents;
- c) Ensure that the translated text is technically, linguistically and grammatically correct, and would not need further editing after completion of translation;
- d) Provide accurate and timely translation within the deadlines;
- e) Only in exceptional situations, consecutive translation or interpretation at the meetings and other events might be required.

4. PROJECT REPORTING

The Consultant shall work under the direct jurisdiction of the Project Manager who will be responsible for the coordination of activities and for acceptance of the reports submitted by the Consultant.

5. DURATION

The duration of this assignment is defined from the date of signing the contract until the end of the TAMP Project, October 31, 2024, with probationary period of six (6) months.

6. TERMS OF ENGAGEMENT

The consultant shall be engaged on an on-call basis during the Project implementation and shall be paid upon the report delivered for the pages that are translated or hours interpreted.

Each translated page will be calculated by 1.800 character with spaces (1.800 character with spaces per 1 page). Oral translation will be calculated based on number of started hours per meeting/event.

It is envisaged that there will be approximately not more than 5000 pages to translate and 250 hours of oral translation.

7. PLACE OF SERVICE

The Consultant will provide the requested services in the place of the Client, in Belgrade, the Republic of Serbia.

8. QUALIFICATIONS

Qualification criteria

- a. University degree in English language and literature, Master or Doctoral degree will be considered as an advantage;
- b. Relevant professional experience of at least ten (10) years in translation;
- c. Demonstrated experience of translating the texts in field of tax administration policy, law, economics and ICT will be considered as an advantage
- d. Previous experience with the World Bank financed projects and familiarity with World Bank terminology will be considered as an advantage;
- e. Excellent verbal and written communication skills of English and Serbian language;
- f. Ability to work independently and effectively;
- g. Strong interpersonal skills;
- h. Proficiency in Microsoft Office.

Shortlisted candidates will be required to translate one page of an example text.