Western Balkans Trade and Transport Facilitation Project
(Part referring to the Republic of Serbia)

TERMS OF REFERENCE
for
Monitoring and Evaluation Specialist

Background

The International Bank for Reconstruction and Development (IBRD) has granted to the Republic of Serbia (RoS) EUR 35 million loan for the Western Balkans Trade and Transport Facilitation Project (WBTTF Project). WBTTF Project is a part of a Multiphase Programmatic Approach (MPA) covering in the first phase Serbia, Albania and North Macedonia supporting a combination of investments, technical assistance and regulatory and institutional reforms. WBTTF project aims to support Western Balkans governments to promote deeper economic integration, within the region and the EU by assisting with the implementation of measures aiming at: facilitating cross-border movement of goods, enhancing transport efficiency and predictability and enhancing market access for trade in services and investments.

Objective

The Objective of the Project is to reduce trade costs and increase transport efficiency in the Western Balkans. The program is structured around the following four components, which are common across the region and phases, albeit the specific scope of activities is adjusted for each beneficiary.

Component 1: Facilitating movement of goods across the Western Balkans. The component focuses on (a) the design and adoption and implementation of the National Single Window (NSW); (b) the improvements of border crossing points and crossing points in selected trade corridors, and the implementation of Electronic Data Interchange (EDI).

Component 2: Enhancing transport efficiency and predictability. This component will focus on (a) the adoption of an Intelligent Transport System (ITS) and corridor performance monitoring, (b) the improvement of Railway Level Crossings (RLC) and (c) Development of National Transport Strategy,

Component 3: Improve market access in services and foster regional investments - this Component is covered by grant resources from other development partners, which complements the support from the World Bank Group and

Component 4: Support Project implementation units (PIU) and provide additional technical support, including for policy coordination, operating costs, and monitoring and evaluation of the Project.

The Project implementation is anchored in the Ministry of Construction, Transport and Infrastructure (MCTI) and procurement and fiduciary roles are hosted in the Central Fiduciary Unit (CFU) within the Ministry of Finance. The MCTI will be ultimately accountable for execution of Project activities and the Project implementation would rely on its existing structures, with the additional support of the Project Implementation Unit (PIU) that is established under the Project. Decisions will be made by the MCTI in coordination with the PIU. The PIU will have direct responsibility for Project management, coordination, and implementation /enforcement. The PIU will report to the MCTI management and will be responsible for day-to-day Project implementation, for preparing TORs, reviewing documents, overall Project coordination, monitoring activities, safeguard and reporting.

The purpose of these Terms of Reference (ToRs) is to define the scope of work and tasks of the Individual Consultant to be selected as part of the Project Implementation Unit (PIU) of the WBTTF Project.

Scope of Work

The Consultant will be responsible for monitoring and assessing Project progress against the Project Development Objective (PDO) and the indicators set out in the Results Framework, attached as Appendix 1 to these Terms of Reference. The Consultant will collect, verify, process and analyse quantitative and qualitative data and present the findings in semi-annual monitoring reports.

Systematic and timely data collection, verification and analysis are essential for monitoring Project performance, supporting evidence-based management decisions and assessing progress under the broader Multiphase Programmatic Approach (MPA).

It was originally planned, as stated in the M&E chapter (Implementation Arrangements) of the Project Appraisal Document (PAD) that Doing Business Reports would be used for regular tracking of progress on the four Doing Business indicators - Cost to export; Cost to import; Time to export; Time to import. However, the Doing Business report and database, originally envisaged as the source for monitoring these indicators, were discontinued by the World Bank Group in September 2021. Consequently, this source can no longer provide updated values or support the measurement of progress against the original targets. Although the World Bank has introduced the Business Ready (B-READY) assessment, its methodology and indicators are not directly comparable with the Doing Business series and it cannot be used as a substitute without formally revising the indicators, baselines, targets and measurement methodology.

Data and evidence collected from Project monitoring, surveys and studies produced during the MPA will influence project management, policy development and additional activities to facilitate implementation.

Specific responsibilities of the expert will include the following:

- Review the Project Documents – PAD and POM, the Result Framework, the current M&E methodology, the progress reports produced so far, as well as other relevant documents, needed to establish an updated methodology for monitoring and reporting;
- In response to the discontinuation of Doing Business reporting by the World Bank, propose possible revisions of related indicators, baseline and target values, as well as sources of data, in consultation with the World Bank and MCTI, Head of PIU, as well as discussions and exchange of practices with PIUs from Albania and North Macedonia.

- Review and assess the data sources and measurement arrangements envisaged in the PAD—including existing information systems, data provided by CEFTA and the Transport Community, Time Release Studies (as the principal operational measure of border performance), the Corridor Performance Tool when available (for transport efficiency and reliability) and customs and border-agency data on inspections, beneficiary firms, regulations adopted and other relevant results. The Consultant shall determine their availability, suitability and reliability for monitoring the relevant indicators.
- At start of the assignment, meet with the Head of PIU and other relevant PIU/MCTI representatives to discuss the assignment, confirm the scope and priorities of the M&E activities, identify relevant institutions and other stakeholders, and agree on working and coordination arrangements;
- In consultation with the PIU, prepare and maintain a list of relevant stakeholders, data owners/providers and focal points, including the type of information expected from each stakeholder, the proposed format of data submission and indicative timelines/frequency for providing the required data;
- Where necessary, support the PIU in organizing introductory and technical meetings with relevant stakeholders and data providers in order to explain the monitoring requirements, confirm the availability of data, agree on data submission arrangements and identify any potential constraints affecting timely data collection;
- The PIU will facilitate the Consultant's access to Project-related information and provide reasonable institutional support through official communication and coordination with relevant data providers, where required. The Consultant shall proactively follow up and inform the PIU of any delays or data gaps that may affect the assignment.
- Apply data collection (including prior identification of relevant stakeholders, data sources and data availability calendars), data processing and data analysis/synthesis to present progress.
- Present qualitative and quantitative data on Project deliverables, outputs, outcomes and impact; collate, consolidate and prepare semi-annual monitoring reports and assessment of achievement of Project Development Indicators (PDIs), ensuring that reported achievements are supported by verifiable evidence;
- Analyse progress against baselines, intermediate and end targets, explain significant deviations and assess whether implementation remains on track to achieve the expected results;
- Maintain a uniform and consistent reporting methodology and schedule, and ensure consistent and timely application of M&E systems and standards;
- Perform other M&E-related tasks requested by the Head of PIU and/or Project Coordinator that are consistent with the purpose and scope of the assignment.

[1] Discontinued in 2021

Deliverables and timeline

The consultancy will commence in September 2026 and it is expected that the period over which the Consultant shall provide the Services will be 14 months, or any other period as may be subsequently agreed by the parties in writing. The estimated number of person-days required for the assignment is 140 days (up to 120 days per year). However, the Consultant is free to propose his/her own level of effort based on the needs of the assignment as per this ToRs.

The Consultant shall mobilize and commence the assignment no later than seven (7) calendar days following the effective date of the Contract, unless otherwise agreed in writing with the MCTI/PIU. Within this period, the Consultant shall establish contact with the Head of PIU and agree on the immediate activities, working arrangements and schedule for commencement of the assignment.

The Consultant shall work under the direct supervision of Head of PIU. The consultant will work closely with the key relevant stakeholders identified during the project implementation and in close consultation with the designated World Bank Task Team staff and MCTI representatives. If and when necessary, the Project Coordinator, the Bank Task Team and the Consultant may agree to make adjustments to the task descriptions or the timeframe for deliverables.

Deliverables	**Description**	**Due date**	**Payment**
Inception Report with Proposal of an updated monitoring and reporting methodology	In light of the Project dynamics and current implementation context, it is very likely that the methodology, templates and working arrangements used so far for monitoring and reporting will need to be revised/updated. The new methodology shall review the Project's layered monitoring architecture, including the former Doing Business indicators, Time Release Studies, the Corridor Performance Tool, PIU administrative monitoring, and customs and border-agency administrative data.	Two (2) months upon start of the assignment.	20% of Total Contract amount upon acceptance by the Client
Semi-annual Project Progress Report (PPR)	The Report should include short description of status of progress, problems encountered, if any, corrective actions needed, rationale for actions, meetings held during reporting period and any further information relevant for the reporting period and improvement of Project implementation. The Report should include, inter alia, description and analysis of progress of each PDI, with special focus on the PDI with low/no progress. Required PPRs are as follows: 1. No. 13 Semi-annual for Period Jan – Jun 2026; 2. No. 14 Annual for Period Jul – Dec 2026 with a consolidated overview of annual progress for 2026; 3. No. 15 Semi-annual for Period Jan – Jun 2027;	Within fifteen (15) days after the end of the 6-monthly period for which the report is due	20% of Total Contract amount for each of the three (3) PPR upon acceptance by the Client

Final Report	The Report should include as minimum, short description of achievements, deliverables provided, Project results monitored, outstanding data or monitoring issues, problems encountered, and recommendations for future actions, meetings held and other relevant information for execution of the tasks as per opinion of the Consultant.	One (1) month before Contract completi on date	20% of Total Contract amount upon acceptance by the Client

In addition, the Consultant shall prepare ad-hoc reports on any major issues raised during Project implementation, at the request of the Head of the PIU, Client or Bank.

The Consultant shall prepare the Minutes of Meetings (MoM) for all meetings held regarding the monitoring, reporting and/or evaluation tasks.

The Consultant shall submit all deliverables in electronic form. The commenting period for the deliverables is 2 weeks. Upon receipt of comments from the MCTI/PIU and/or the World Bank on any deliverable, the Consultant shall review and duly address all comments received and submit a revised version of the deliverable within the timeframe specified above. The revised submission shall be accompanied, where requested, by a brief response to comments indicating how each comment has been addressed or, where a comment has not been incorporated, providing a clear justification. The Consultant shall remain available for discussion and clarification of the comments, as necessary, until the respective deliverable is finalized and accepted by the MCTI/PIU.In case of no-reaction to the submitted deliverables from the MCTI such status will be interpreted as "no objection" of the MCTI and shall be deemed as approved. Revision of deliverable per received comments should not be longer than 2 weeks.

The Consultant shall submit all reports and deliverables in electronic form. All underlying quantitative data, indicator calculations, databases and tables developed or compiled under the assignment shall also be submitted to the PIU in an editable and machine-readable format. Where applicable, editable versions of questionnaires, interview guides, survey instruments, calculation sheets and other working tools used for preparation of the deliverables shall also be provided.

The Inception Report shall include, as an annex, the monitoring and evaluation methodology proposed for the assignment. For subsequent deliverables, the Consultant shall include, where applicable, a methodological note or annex documenting the methodology actually applied during the relevant reporting period, if deviating from the methodology described in the inception report. This shall include, as relevant, case-study assumptions, sampling/selection approach, data gaps, constraints in accessing data, data-validation notes, methodological limitations, and all other details as appropriate.

All contractual deliverables shall be prepared in English, unless otherwise agreed with the MCTI/PIU. Supporting materials, working documents and communication with domestic stakeholders may be prepared/conducted in Serbian, as appropriate.

Data ownership and use

All data, databases, datasets, questionnaires, interview records, calculations, analytical files, methodological materials, reports and other outputs collected, prepared or developed by the Consultant specifically for the purposes of this assignment shall be the property of the Client, subject to any pre-existing intellectual property rights or third-party restrictions applicable to source materials.

The Consultant shall provide the Client with all such materials and supporting files developed under the assignment in their original and, where applicable, editable formats. The Consultant shall not publish, disclose, distribute, transfer, commercially exploit or otherwise re-use Project-specific data or materials obtained or developed under this assignment for purposes unrelated to the assignment without the prior written consent of the Client.

Any permitted use of such data shall remain subject to applicable confidentiality, personal-data protection and other relevant legal requirements.

Qualification criteria

The M&E Specialist should possess:

- Masters's degree or equivalent – minimum four years of university-level study programme in transport/traffic engineering, economics, social sciences & humanities, public administration or related fields;
- Minimum 15 years of overall professional experience;
- Minimum 10 years of professional experience related to monitoring, evaluation and project management;
- Experience with designing monitoring and evaluation systems and tools;
- Experience in conducting monitoring of at least one similar national/regional project monitoring based on pre-defined indicators, financed by international financial institution (IFI);
- Experience working in public sector environments will be considered an advantage;
- Excellent command of both English and Serbian languages;
- Experience working in the transport sector will be considered an advantage;
- Proven ability to work without close supervision, to do effective multitasking, and to deal with rapidly shifting priorities under pressure;
- Ability to operate in a multicultural environment and build effective working relations with local and external counterparts;
- Self-Planning & Organizing, Problem Solving, Communication, Teamwork, Initiative.

Facilities to be provided to the Consultant

MCTI will provide the Consultant with suitable office space and office equipment (PC, telephone, internet connection, etc.) and access to office services as required.

Confidentiality

The Consultant undertakes to maintain confidentiality on all information that is not in the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment.

Selection of Consultant

The selection method is Open Competitive Selection in accordance with the procedures specified in 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 (“the Regulations”).

The candidates will be evaluated applying the following evaluation criteria:

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

The Consultant must be eligible and his/her selection must not create any conflict of interest, as provided in the Bank`s Procurement Regulations.

Appendix 1 – Result Framework and Project Development Indicators

Project Development Objective - To reduce the trade costs and increase transport efficiency in Albania, North Macedonia and Serbia

Project Development Indicators – related to Serbia

Indicator Name	Baseline 2019	End Target	Methodology for Data Collection
Cost to Export (USD)	82	74	Desk research/focus groups/interviews
Cost to import (USD)	87	79	Desk research/focus groups/interviews
Average freight transport time on corridor Skopje - Belgrade (hours)	7	6	Survey/focus groups/interviews

Intermediate Results Indicators by Components – related to all participating countries

Indicator Name	Baseline 2019	2022	2023	2024	End Target	Methodology for Data Collection
Component 1: Facilitating movement of goods across the Western Balkans						
Average time to import (hours)	36				27	Desk research/focus groups/interviews
Average time to export (hours)	32				25	Desk research/focus groups/interviews
Number of recommended border regulations that are adopted (Number)	0				3	Desk research/focus groups/interviews
Number of firms that benefit from reformed custom/border services (Number)	0				600	Desk research/focus groups/interviews
Percentage of cargo inspected by border agencies (Percentage)	30				15	Survey/interviews
Stakeholders reporting that the design/blueprint of the NWS is aligned with their needs and their contributions in the planning process (citizen engagement) (Percentage)	0				80	Survey/interviews
Component 2: Improving transport efficiency and predictability						
Deployment of Intelligent Traffic Systems (ITS) (Number)	0				3	Desk research (progress reports)/interviews
Component 3: Supporting market access for trade and investments						
Capacity of authorities to examine barriers in trade in services through the production of an action plan to remove barriers	No				Yes	Desk research (progress reports)/interviews

Indicator Name	Baseline 2019	2022	2023	2024	End Target	Methodology for Data Collection
Capacity of authorities to examine gender-differentiated barriers in trade in services through the production of an action plan to remove barriers (Yes/No)	no				Yes	Interviews