

**IPA National Programme 2010 – Bosnia and Herzegovina**

**Fiche 9 "Information Systems in Public Institutions"**

**1. Basic information**

**1.1 CRIS Number:** 2010/022-259

**1.2 Title:** Information Systems in Public Institutions

**1.3 ELARG Statistical code:** 01.34 Political criteria / Institutions

**1.4 Location:** Bosnia and Herzegovina

**Implementing arrangements:**

**1.5 Contracting Authority:** The European Union represented by the European Commission for and on behalf of the beneficiary country

**1.6 Implementing Agency:** N.A.

**1.7 Beneficiary:**

**For Component I:**

Main beneficiary: The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA)

Secondary beneficiaries: Ministries of Interior in Bosnia and Herzegovina (Republic of Srpska, Federation of BiH and Brcko District), Ministry of Security, State Border Police, State Investigation and Protection Agency (SIPA), The High Judicial and Prosecutorial Council, Central election commission in Bosnia and Herzegovina, Citizens of Bosnia and Herzegovina

Senior Programming Officer - Mr. Srđan Nogo M.Sc.

Miše Stupara No. 38

78000 Banja Luka, BiH

Phone: +387 33 561 550

Fax: +387 33 219 412

E-mail: [srdjan@iddeea.gov.ba](mailto:srdjan@iddeea.gov.ba)

Web site: [www.iddeea.gov.ba](http://www.iddeea.gov.ba)

**For Component II:**

Main beneficiary: Parliamentary Assembly of Bosnia and Herzegovina (PA)

Senior Programming Officer: Mr. Samir Buljina, Assistant Secretary for Joint Services of Parliamentary Assembly of Bosnia and Herzegovina

Trg BiH 1

71000 Sarajevo, Bosnia and Herzegovina

Phone: +387 33 284478

E-mail: [samir.buljina@parlament.ba](mailto:samir.buljina@parlament.ba)

Web site: [www.parlament.ba](http://www.parlament.ba)

## **Financing:**

**1.8 Overall cost (VAT excluded):** EUR 1 522 500

**1.9 EU contribution:** EUR 1 350 000

**1.10 Final date for contracting:** Two years following the date of the conclusion of the Financing Agreement

**1.11 Final date for execution of contracts:** Two years following the end date of contracting

**1.12 Final date for disbursements:** One year following the end date for the execution of contracts

## **2. Overall Objective and Project Purpose**

### **2.1 Overall Objective**

To contribute to a reformed, efficient, transparent and service oriented public administration.

### **2.2 Project purpose**

Component I

- Improve the effectiveness of IDDEEA, through providing the possibility to review and collect information and enable appropriate usage of e-services as foreseen by Bosnia and Herzegovina laws.

Component II

- Improve and develop institutional capacities related to efficiency, effectiveness and transparency within the Parliamentary Assembly of Bosnia and Herzegovina through the implementation of advanced ICT based solutions.

### **2.3 Link with AP/NPAA/ EP/SAA**

#### ***European Partnership 2008***

The project contributes to the following short-term priorities of the EP 2008:

*Political criteria:* Implement the 2006 strategy for public administration reform and ensure that State-level ministries and institutions are adequately financed, operational and properly equipped, especially in terms of premises and staff.

The project contributes to the following medium-term priorities of the EP 2008:

*Political criteria:* Ensure the implementation of public administration reform and its sustainability. Ensure continued progress with taking full national responsibility for policy formulation and decision-making. Implement national Public administration reform and to maintain its sustainability. Increase capacities for the gradual harmonization of laws and enforcement of the *acquis communautaire*.

The project contributes to the following SAA priorities:

Among the Bosnia and Herzegovina commitments under the Interim Agreement and SAA it is mentioned that “cooperation will aim to further the development of an efficient and accountable public administration in Bosnia and Herzegovina and will focus on institutional building and strengthening of the policy making process”. This is directly in line with the activities in this project-supporting capacity building, and overall business process re-engineering toward more transparent and efficient PA of Bosnia and Herzegovina as the highest legislative body within Bosnia and Herzegovina.

## **2.4 Link with MIPD**

In the Multi-Annual Indicative Planning Document (MIPD) 2009-2011 in the section Public Administration Reform and Governance: Support capacity building in the public administration (Transition Assistance and Institution Building), and under strategic objectives for IPA assistance it is mentioned that “IPA will continue to support Bosnia and Herzegovina's efforts mapping out and implementing its overall reform and development strategies as far as these strategies help achieving the requirements of the EU integration“. Furthermore, it is added that "the Strategy and Action Plan for the development of the information society will be implemented”.

## **2.5 Link with National Development Plan**

Bosnia and Herzegovina has completed drafting of the National Development Strategy (NDS) 2008 -2013 that will serve as the basis for the National Development Plan. The strategy is expected to be adopted at the beginning of 2010. Strategic goals of this new national strategy will be focused on strengthening the macro-economic stability, sustainable development, employment, EU integration processes and social inclusion.

The project is also linked to:

- PAR (Public Administration Reform ) strategy
- Strategy for Information Society of Bosnia and Herzegovina and its Action Plan
- EU Integration Strategy of Bosnia and Herzegovina
- Strategy for development of management information and communication technologies of Parliamentary Assembly 2009-2013

## **3. Description of project**

### **3.1 Background and justification**

#### **Component I: Development of e-services for IDDEEA**

The e-services development shall define the Registry integration procedures according to IDDEEA institutional and internal policies making use of web services in order to avoid any direct access to the database layer. e-services system needs to comply with highest security standards and it must be secured, reliable and readily available to operate in a manner, which ensures that the integrity of data is maintained, and it must be accessible only to authenticated and authorized users by applying authorization and identification using PKI system (Public

Key Infrastructure system). The system must have security set up on a user role basis and a user identity must be evident onto all transactions in the system.

The System interface will be implemented through enabling of the use of a set of available services/applications depending on specific privileges. E-Portal for e-services should improve the effectiveness of BiH administration authorities, by providing the possibility to review and collect information and by enabling of appropriate data exchange using e-services as foreseen by Bosnia and Herzegovina laws.

Subject to document eSEE AGENDA+ for development of information society in countries in the South East Europe 2007-2012, which is in accordance with the document i2010-European information society for e-Government, IDDEEA have a responsibility to develop through this Project three e-services for G2C and they are:

- Personal documents (ID card, Driver License and Travel documents)
- Registration of vehicles (new, used and imported vehicles)
- Reporting on change of residence (change of address)

IDDEEA is obliged by Bosnia and Herzegovina law to provide the equipment for visual spectrum comparator in the Centre for Personalization of Documents for the purpose of verification of continuous printing quality of all documents that are responsibility of IDDEEA. A device should be used for the following purposes:

- Quality verification of each 500th biometric passport to the following features: Security features against UVA and UVB light and image recording, security features against IR lights, examination of micro and nano text, verification of the raster print of the passport holder for the purpose of possible printer correction of DATA PAGE, check of the personalization quality of the hidden print on the passport booklet (UV light, raster UV print) and verification of the watermark on each page by means of white light.
- Verification of quality of each 1000th delivered ID card and each 750th Driving licence.
- Verification of quality of the Certificate of Title and Registration Certificate: Security features against UVA and UVB light and image recording, security features against IR light, verification of micro and nano text and watermark verification by means of white light.
- Verification of quality of indoor and outdoor stickers:

Verification of micro and nano text, verification of kinetic effect of the sticker foil at various angles of lightness and verification of foil material.

## **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

The Parliamentary Assembly of Bosnia and Herzegovina, as the highest legislative body in Bosnia and Herzegovina consists of House of People, House of Representatives, and is supported by the work of Joint Services. The Houses of the PA Bosnia and Herzegovina perform legislative, budgetary, monitoring, and information sharing activities, as well as assumes the role of an interpreter for existing legislation. Specifically, the PA Bosnia and Herzegovina enacts laws, approves the budget, decides on sources and amounts of revenues

for financing institutions of Bosnia and Herzegovina and its international obligations, confirms appointment of the Chairman of the Council of Ministers and its members, gives a consent for ratification of international agreements, and decides on other issues necessary for execution of its powers or assigned powers by the entities' agreement. All legislative decisions are made through adoption in the both Houses of the Parliamentary Assembly of Bosnia and Herzegovina. The PA Joint Services consist of numerous organisational units including IT Sector, Sector for public relations, etc., assume the role of providing various joint support services to the both Houses, as well as members of Parliament.

The PA Bosnia and Herzegovina has regular communication with Presidency Bosnia and Herzegovina, Council of Ministers Bosnia and Herzegovina (CoM BiH), as well as other state institutions such as Directorate for European Integration, European Commission, Embassies and various international agencies, in order to implement activities entailed by the Bosnia and Herzegovina Constitution. The most important work of PA Bosnia and Herzegovina is conducted through PA Bosnia and Herzegovina sessions where both Houses and party representatives are present. The PA Bosnia and Herzegovina sessions is scheduled whenever there is a relevant issue for discussion or decision making within its jurisdiction and all issues are conveyed for the purpose of lawmaking. The preparation for PA Bosnia and Herzegovina sessions involves a strenuous workload of both Houses, Joint Services, and other involved constituents, and takes up most of the institutions' time and personnel resources, especially considering the fact that PA Bosnia and Herzegovina operates with unclearly defined and low level of automation of most of its business processes and procedures.

The 'Bosnia and Herzegovina Progress Report 2009' clearly identified some of the key obstacles that hinder efficiency of PA Bosnia and Herzegovina work, specifically: "Assembly is still hampered by inadequate technical and human resources. Cooperation between the Parliamentary Assembly and the Council of Ministers remained weak. Lack of coordination in the legislative process, in particular between the State and the Entity parliaments, also continued to be a problem. The work of the various Parliamentary committees has been affected by inter-ethnic divergences. Entity voting has often prevented swift adoption of legislation. Overall, the work of the Parliamentary Assembly of Bosnia and Herzegovina continued to be adversely affected by the unstable political climate and insufficient administrative resources."

In light of the overall institutional background, current needs, and comments and recommendations highlighted in the 'Bosnia and Herzegovina Country Progress Report 2009', this project will directly address the following needs of the PA Bosnia and Herzegovina:

- In order to improve the efficiency, effectiveness and transparency of PA Bosnia and Herzegovina work, the business and administrative processes will be assessed and re-engineered through the introduction of comprehensive ICT based solutions;
- Improvement of document management flow through digitalization of the Main Registry Office (as an entry point of most of the documents within PA Bosnia and Herzegovina) and implementation of functional system for the management of documents within PA Bosnia and Herzegovina; this will enable management of official correspondence within PA Bosnia and Herzegovina and PA Bosnia and Herzegovina and other entities, as well as an overall electronic information support for all employees within PA Bosnia and Herzegovina, including advanced searches, electronic document processing, etc.;

- Improvement of current PA Bosnia and Herzegovina archive through introduction of eArchive in line with PA Bosnia and Herzegovina policies regarding data, information, and document archives; this will enable better information and document management, search criteria in an electronic environment and statistical information, as well as integration with other information management systems such as document management system (providing an automatic feed into the digital archive);
- Improvement of preparatory work for PA Bosnia and Herzegovina sessions through direct support from automated document management system; this will enable access to all the relevant material in the electronic format through various approval points that will be discussed at the PA Bosnia and Herzegovina session. Since most of the topics and agenda items discussed at the PA session proceedings concern the legislative processes (including legislative approvals, amendments, adoptions, opinions etc.), this DMS workflow will significantly contribute to the legislative process management and timely processing of important legislation;
- Improvement of common administrative and business functions such as budget preparation, IT service requests, general HR services, etc. through automation of processes and services; this will enable efficiency and overall integration of processes within PA Bosnia and Herzegovina common services mostly performed by Joint Services;
- Improvement to systematic organizational framework within PA Bosnia and Herzegovina, IT sector, required for sustainability of developed technical solutions (their maintenance and further development);
- Continuous capacity building of PA Bosnia and Herzegovina staff – including both, specialized training within the IT sector as well as overall capacity building within PA Bosnia and Herzegovina end users (specific training for deployed ICT solutions).

The two key results of this project – DMS and eArchive – are part of the adopted “Strategy for development of management information and communication technologies of Parliamentary Assembly 2009-2013”, and as such, they represent a first phase of Strategy implementation. Strategy also contains additional initiatives, out of which the most important ones are eLegislation and Internal Television which will need to be implemented as the next step – continuation of this project. PA Bosnia and Herzegovina shall apply for additional funding through IPA 2011 in order to implement the adopted Strategy in timely manner (with focus on eLegislation and Internal Television) – which will significantly contribute to PA development as a whole.

### **3.2 Assessment of project impact, catalytic effect, sustainability and cross border impact**

#### **Component I: Development of e-services for IDDEEA**

Through the introduction of Public Key Infrastructure - PKI infrastructure in process of data exchange using e-services, security will become in line with European Union standards and the protection of personal data can be better guaranteed. Moreover, it is envisaged that implementation of e-services will lead to an enhanced technical performance of the entire IDDEEA information system and should trigger other administrative institutions to follow the same example, in line with the ambitions set by the Public Administration Reform strategy.

Improvement of the security level of the Agency information systems through implementation of e-services G2G and G2C in the IDDEEA information systems, will allow for the introduction of other ICT services. This project further expands the scope of activities of

IDDEEA to manage and administer a complex communication system such as Synchronous Digital Hierarchy - SDH.

IDDEEA will ensure that as of 2011 annual maintenance costs for the improvement of security level of Agency information systems through implementation of e-services G2G and G2C – approximately 50 000 EUR per year – are budgeted for.

## **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

The adoption of sound ICT practices within daily operations introduces efficiency, effectiveness and transparency, and thus positive impacts governance development. Through implementation of this project, the impact would be improved functioning and increase of efficiency, effectiveness, and transparency of the PA Bosnia and Herzegovina, and public administration in general (since PA Bosnia and Herzegovina is the highest lawmaking body of Bosnia and Herzegovina and is in daily contact with numerous other state institutions). As a result, decreased time, human, and budgetary resources would be required in order to carry out the same or larger amount of work – which is necessary in order to approach the European Union membership.

Furthermore, this project will provide a positive impact toward external environment, mainly citizens, but also any other entity including NGO's, various government levels, international community etc. This positive impact will be evident as part of the overall information dissemination – which is so crucial for the development of healthy democracy. This has been improved through development of PA Web portal – an initiative led by PA internally. However, what DMS will do is significantly contribute to transparency and accountability of key processes and documents – since it will be clear where a certain document is located anytime /anyplace, and to whom it has been assigned for a specific action. This transparency will be very important as an external effect – since it will offer clear information to the public.

This will also be of big importance to the international community – especially if upcoming necessary legislation reforms are taken into account. This system will offer clear information of where the specific document is located and who is accountable for its proceedings at the PA session.

Upon Project implementation, its sustainability mechanisms must be ensured. The core maintenance of the system will be carried out by the IT Sector within PA Bosnia and Herzegovina – which currently has four full time employees and additional two planned as of January 2010. The IT Sector has its own annual budget, which also includes the necessary system maintenance costs.

Note: There may be additional follow up initiatives taken in the direction of encouraging external positive impact - focused mostly toward democratic information sharing for the purpose of promoting democratic governance. For example, an interesting initiative that may be explored is the addition of interactive functions on the PA Web portal – such as discussion forums, ability to electronically ask questions, have virtual tours etc. This would improve the overall understanding of PA processes, and provide more concrete information about the status of specific subjects.

### **3.3 Results and measurable indicators**

#### **Component I: Development of e-services for IDDEEA**

Result 1.1 related to Activity 1.1: The security level of the Agency information systems through implementation of e-services G2G and G2C provided to all IDDEEA systems is improved.

Measurable indicators:

- Three e-services G2G and G2C accepted in production by the beneficiary
- Three e-services for G2C from document eSEE AGENDA+ developed as following:
  1. Personal documents (ID card, Driver License and Travel documents)
  2. Registration of vehicles (new, used and imported vehicles)
  3. Reporting on change of residence (change of address)
- Public Administration Reform Action plan in area of Activity IT.4.7 achieved

Result 1.2 related to Activity 1.1: Tree e-services developed to ensure that future Improvement of security level of the Agency information systems through implementation of e-services G2G and G2C has taken place.

Measurable indicators:

- 15 Certifications for trainers
- Number of at least 15 IDDEEA staff trained through training and study visit involved in the process of implementation of e-services.
- Web governance in Public Administration by usage of three e-services achieved

Result 1.3 related to Activity 1.2: The authenticity of these secure documents are preserved (ID card, Biometric passport, Driver licence and vehicle documents) and identity integrity assured.

Measurable indicators:

- Verification of the authenticity of personal identification (ID cards, Biometric passport, Driver licence and vehicle documents) for the purpose of public safety is secure
- At least 5000 documents ( ID cards and Driving Licence ) per month processed through printing authenticity control.
- At least 3000 documents ( Biometric passports) per month processed through of process of the personalization quality control of the hidden print on the passport booklet

#### **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

Result 2.1 Related to Activities 2.1, 2.2 and 2.3: A functional system for the management of documents and processes (DMS) within PA Bosnia and Herzegovina implemented.

Measurable indicators:



- At least 300 documents per month processed through document management system (having in mind that an average document flow is approximately 14 per day with various extremes taken out).
- At least 80% of all correspondence through PA Bosnia and Herzegovina Main office registry processed electronically;
- At least 60% of preparatory documents for PA Bosnia and Herzegovina sessions supported and processed electronically;
- At least 5 specialized technical training sessions performed focused on technical capacity building aimed at system usage and interaction of PA users;
- At least 2 specialized training sessions performed for both PA users and interested parliamentarians – explaining the system functionalities and having a specific Q&A sessions addressing additional needs;
- At least 2 training sessions performed focused on awareness raising for the importance of the system – clarifying the main system objectives, usages, potential updates, etc.

Result 2.2 related to Activities 2.4, 2.5 and 2.6: eArchive implemented in line with PA Bosnia and Herzegovina policies regarding data, information, and document archives

Measurable indicators:

- At least 2000 documents archived in the electronic archive system;
- At least 3 specialized technical training sessions performed.

### 3.4 Activities

#### **Component I: Development of e-services for IDDEEA**

The first component will aim at improving the security level of the IDDEEA information systems through implementation of G2G and G2C e-services that is compatible with existing and planned information systems of IDDEEA. The IDDEEA will prepare detailed technical specifications for the required services and supply contracts related to Component I.

##### Activity 1.1

Provide three e-services for the improvement of the security level of the IDDEEA information systems through implementation of G2G and G2C e-services, to ensure functioning of the technology and ensure that functioning system can be presented to the public.

##### Activity 1.2

Procure equipment for verification of the authenticity of personal identification and vehicle documents.

Activity 1.1 will be implemented through 1 service contract (**Contract 1.1**) of an indicative amount EUR 1 100 000 (IPA funds) with an indicative amount allocated to this activity EUR 500 000), while activity 1.2 will be implemented through 1 supply contract (**Contract 1.2**) of an indicative amount EUR 50 000 financed by the national budget.

#### **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

The second component will aim at improving the document, processes and knowledge management flow within PA, as well as enable eArchive and all corresponding functions. The PA will prepare detailed technical specifications for the required service and supply contracts related to Component II.

Activity 2.1. Conduct a detailed analysis of current situation of relevant business and administrative processes, and suggest a necessary re-engineering, including the identification of necessary organisational structural changes within PA Bosnia and Herzegovina through the introduction of comprehensive ICT based solutions.

Activity 2.2 Procurement of the necessary equipment and implementation of advanced ICT based solutions and their introducing into daily work of PA Bosnia and Herzegovina (Document Management System).

Activity 2.3 Conduct specialized training for system maintenance staff as well as end users including PA members of parliament (MP's) within PA Bosnia and Herzegovina in order to adequately use the introduced systems (DMS).

Activity 2.4 Conduct a detailed analysis of current situation of relevant business and administrative processes, and suggest a necessary re-engineering, including the identification of necessary organisational structural changes within PA Bosnia and Herzegovina.

Activity 2.5 Procurement of the necessary equipment and implementation of advanced ICT based solutions and their introducing into daily work of PA Bosnia and Herzegovina (eArchive).

Activity 2.6 Conduct specialized training for system maintenance staff as well as end users including PA members of parliament (MP's) within PA Bosnia and Herzegovina in order to adequately use the introduced systems (eArchive).

Activity 2.2, 2.3, 2.5, and 2.6 will be implemented through 1 service contract (**Contract 1.1**) of an indicative amount EUR 1 100 000 (IPA funds) with an indicative amount allocated to these activities EUR 600 000. The service component from Activity 2.1 and 2.4 will be implemented through 1 service contract (**Contract 2.1**) of an indicative amount EUR 60 000 financed by national budget. Part of Activity 2.2 and 2.5 will be implemented through 1 supply contract (**Contract 2.2**) of an indicative amount EUR 250 000 (IPA funds) and part of Activity 2.2 and 2.5 will be implemented through 1 supply contract (**Contract 2.3**) of an indicative amount EUR 62 500 financed by the national budget (additional hardware for DMS and eArchive).

### **3.5 Conditionality and sequencing**

#### **Component I: Development of e-services for IDDEEA**

There is no conditionality to start project activities. The contracts could be tendered simultaneously.

#### **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

The implementation of this project, as well as its overall sustainability, is subject to the following preconditions:

- PA Bosnia and Herzegovina to hire additional resources for the IT Sector in order to implement, monitor and provide overall support to the project activities;

- All relevant departments within PA Bosnia and Herzegovina, as well as members of parliament (MP's) agreed to use the introduced systems
- PA Bosnia and Herzegovina to secure necessary meetings and capacities within relevant sectors, including potential discussions with MP's in order to prepare designs for envisioned ICT based solutions;
- PA Bosnia and Herzegovina to provide necessary support in order to institutionalize the identified changes within working processes, policies and procedures – including final adoptions by MP's;
- PA Bosnia and Herzegovina to provide the necessary physical preconditions for implementation and long term usage of envisaged ICT based solutions (including physical space, relevant permits, budget for maintenance, etc.).

### **3.6 Linked activities**

#### **Component I: Development of e-services for IDDEEA**

**CARDS 2006** Twinning Light Project: Capacity Building Directorate of CIPS (EUR 250 000)

Increase IT utilization in public administration to: make government more accountable, transparent and effective; improve information and service delivery; and encourage citizen participation in the decision-making process. The important anticipated changes relate to: policy; organization and human resources; IT infrastructure, including security; and automation of public administration business processes, including fundamental registries, horizontal functions and e-services.

**CARDS 2006** Supply of equipment to CIPS (EUR 150 000)

The Project supported the Agency to purchase the equipment for the implementation of the e-passport system as requirement specified by the Roadmap for Liberalization of Visa Regime.

**CARDS 2006** Supply of equipment to IDDEEA (EUR 250 000)

IDDEEA has biometric data on individuals who applied for issuing of identity cards (facial photography, fingerprints and signature) and travel documents (facial photography and signature) at its disposal. Apart from photo, a signature was also digitized. The Project supported the Agency to purchase the equipment that performed comparison of current biometric data contained in the Civil Register Database.

**IPA 2007** Public Key Infrastructure (PKI) implementation on Citizen Identification Protection System (CIPS) locations responsible for issuing CIPS documents (EUR 400 000)

The Delegation of the European Union supports Projects that is providing PKI System for Issuing of Identification Documents. System has necessary control and administrative procedures as well as security features and mechanisms. System includes Public Key Infrastructure (PKI) necessary to support Certification Authority. Smart cards and optionally biometrics are widely used for secure log-on and digital signature procedures. During the system work, audit logs should be produced with identification of the workstation, identification of the user, action, date and time. The proposed system should be modular,

scalable, expandable, open designed and fully compliant with latest European Union directives.

**IPA 2008** Consolidation of Citizen Identification Protection System - CIPS registry (EUR 2 000 000)

This Project will ensure better and more secured access to the various IDDEEA databases, in line with International Civil Aviation Organization-ICAO standards. Hence, through the introduction of infrastructure, security will become in line with ICAO standards and the protection of personal data can be better guaranteed. Moreover, it is envisaged that introduction will lead to an enhanced technical performance of the entire IDDEEA information system and should trigger other administrative institutions to follow the same example, in line with the ambitions set by the Public Administration Reform strategy. The implementation of SDH System is very important for Bosnia and Herzegovina because it highlights the capability of a State Institution to play a vital role in providing a state of the art technical service to other institutions in the country.

**Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

**CARDS 2005/2006: eGovernment at the Council of Ministers BiH, Phase I and II (1 700 000)**

Key dimension of the eGovernment project was strengthening of eGovernment services at the Council of Ministers BiH through the use of ICT.

The project had two core objectives in order to enhance the efficiency of the Council of Ministers BiH through the introduction and utilization of comprehensive and crosscutting set of ICT tools and solutions, as well as through necessary re-engineering of CoM business processes and to enhance the capacity of the Government to manage grant resources. That was done through:

- Design and introduction of e-Government policies, guidelines, standards and administrative regulations;
- Business-process re-engineering as necessary for introduction of e-Government services;
- Implementation within CoM of a secure information system;
- Improved BiH Government Internet presence;
- Implementation of group decision support system;
- Capacity-building and skills retooling for government-to-government (G2G) system management;
- Improved tracking, management and reporting of external financial aid received in the form of grants.

**OSCE Legislative Strengthening Programme (EUR 205 973)**

One of the components of the Legislative Strengthening Programme focused on the IT capacity improvement within PA Bosnia and Herzegovina. Within this initiative, focus was on supply procurement, including laptops, scanners, and servers. Some of the equipment supplied may be used as a base for the future system.

### **3.7 Lessons learned**

#### **Component I: Development of e-services for IDDEEA**

During implementation of the previous projects, IDDEEA had constant problems with network connection and project partner correspondence through IDDEEA system. IDDEEA realised from the past experience how it is needed to implement infrastructure solution just and only on the working station which are IDDEEA property and which are fully controlled by the IDDEEA system.

In the sense of learning from the past experiences and after deep analysis of the existing IDDEEA system, IDDEEA has realised how existing internal procedures need to be updated with implementation and putting in to function of a new e-service solution in the Public sector. The general idea is that IDDEEA will follow applicable standards already used in candidate countries for accession to the EU. The IDDEEA proposes and implements a strategy and policy of development in the field of identification documents in Bosnia and Herzegovina pursuant to ICAO 9303 standard and other relevant standards such as the EU Services Directive (Directive 2006/123/EG). In addition to the above it is concluded that prior to any operational use of any future developed systems, it is necessary to develop the relevant Rule Book.

#### **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

All activities within this project will utilize lessons learned throughout the preparation and implementation of the past and ongoing eGovernment activities, in particular e-initiatives at the Council of Ministers Bosnia and Herzegovina and Presidency Bosnia and Herzegovina.

Upon initial analysis of eGovernment project at the CoM Bosnia and Herzegovina, it is evident that, technical solution by itself is not enough. Rather, comprehensive organizational structural changes have to be taken seriously from the very beginning, making sure that all systems being introduced are institutionalized, and that the sustainability mechanisms for maintenance and further development are formed and secured. It is well recognized that changes in organizational behaviour are relatively slow due to many factors, including inevitable social inertia – especially public administration institutions, including PA Bosnia and Herzegovina. Therefore, these changes have to be introduced from the very beginning of the project, making sure that they are introduced gradually.



#### 4. Indicative Budget (amounts in EUR)

			SOURCES OF FUNDING									
			TOTAL EXP.RE	IPA EU CONTRIBUTION		NATIONAL CONTRIBUTION					PRIVATE CONTRIBUTION	
ACTIVITIES	IB (1)	INV (1)	EUR (a)=(b)+(c)+(d)	EUR (b)	%(2)	Total EUR (c)=(x)+(y)+(z)	% (2)	Central EUR (x)	Regional/ Local/ EUR (y)	IFIs /EUR (z)	EUR (d)	% (2)
Activity 1.1, 2.2, 2.3, 2.5, 2.6	x		1 100 000	1 100 000	100							
Contract 1.1 (service)			1 100 000	1 100 000	100							
Activity 1.2		X	50 000			50 000	100	50 000				
Contract 1.2 (supply)			50 000			50 000	100	50 000				
Activity 2.1 and 2.4	x		60 000			60 000	100	60 000				
Contract 2.1 (service)			60 000			60 000	100	60 000				
Activity 2.2 and 2.5		x	312 500	250 000	80	62 500	20	62 500				
Contract 2.2 (supply)			250 000	250 000	100							
Contract 2.3 Supply)			62 500			62 500	100	62 500				
TOTAL IB			1 160 000	1 100 000	94.82	60 000	5.18	60 000				
TOTAL INV			362 500	250 000	68.97	112 500	31.03	112 500				
<b>TOTAL PROJECT</b>			<b>1 522 500</b>	<b>1 350 000</b>	<b>88.67</b>	<b>172 500</b>	<b>11.33</b>	<b>172 500</b>				

Amounts net of VAT

(1) In the Activity row use "X" to identify whether IB or INV ; (2) Expressed in % of the **Total** Expenditure (column (a))

## **5. Indicative Implementation Schedule (periods broken down per quarter)**

Contracts	Start of Tendering	Signature of contract	Project Completion
Contract 1.1 (Service for DMS, eArchive and eServices)	Q1/2011	Q3/2011	Q3/2012
Contract 2.2 (Supply for DMS and eArchive)	Q2/2011	Q3/2011	Q1/2012

## **6. Cross cutting issues**

### **6.1 Equal Opportunity**

Based on the fundamental principles of promoting equality and combating discrimination, participation in the project will be guaranteed on the basis of equal access regardless of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation.

### **6.2 Environment**

The project will not have negative environmental effects.

### **6.3 Minorities**

Participation in the project activities and its impact will be guaranteed without any segregation based on racial or ethnic origin, religion or belief, disability, sex or sexual orientation.

## **ANNEXES**

- I Log frame in Standard Format
- II Amounts contracted and Disbursed per Quarter over the full duration of Programme
- III Description of Institutional Framework
- IV Reference to laws, regulations and strategic documents
- V Details per EU funded contract



## ANNEX I: Logical framework matrix

LOGFRAME PLANNING MATRIX FOR Project Fiche		Programme name: : IPA National Programme 2010 – Bosnia and Herzegovina Fiche 09 " Information Systems in Public Institutions"		
		Contracting period expires: Two years following the date of the conclusion of the Financing Agreement		Disbursement period expires: One year following the end date for the execution of contracts
CRIS Number:		Total budget : EUR 1 522 500	IPA budget: EUR 1 350 000	
<b>Overall objective</b>	<b>Objectively verifiable indicators</b>	<b>Sources of Verification</b>		
This project will contribute to enhancement of the government communication system to work in a more efficient, transparent and legally responsible manner.	<ul style="list-style-type: none"> <li>- Country Public Administration statistics</li> <li>- Parliamentary Assembly of BiH statistics</li> <li>- IDDEEA statistics</li> </ul>	<ul style="list-style-type: none"> <li>- EC Country Progress report</li> <li>- PAR Action Plan</li> <li>- PA BiH reports and other Governmental reports</li> <li>- IDDEEA strategy development plan</li> <li>- Other independent reports</li> </ul>		
<b>Project purpose</b>	<b>Objectively verifiable indicators</b>	<b>Sources of Verification</b>		<b>Assumptions</b>
Component I: Improve the effectiveness of IDDEEA, through providing the possibility to review and collect information and enable appropriate usage of e-services as foreseen by BiH laws.	<p>Technical performance of entire IDDEEA communication network and IDDEEA Web services will rise. IDDEEA secure connection point for e-services will rise there communication capacities Administrators of system will have better control of the system implementation process for data exchange.</p> <p>Agreement reached and approved on procedures regarding system access on new Improvement of security level of the Agency information systems through implementation of</p>	<ul style="list-style-type: none"> <li>- EC Country Progress report</li> <li>- PAR Action Plan</li> <li>- PA BiH reports and other Governmental reports</li> <li>- IDDEEA strategy development plan</li> <li>- Other independent reports</li> </ul>		Availability of human and financial resources as envisaged by the project

<p>Component II: Improve and develop institutional capacities within Parliamentary Assembly of Bosnia and Herzegovina through implementation of advanced ICT based solutions (including business process re-engineering and automation of daily business processes).</p>	<p>G2G and G2C e-services.</p> <p>Level of automation of daily business processes</p> <p>Change of efficiency indicator in PA BiH through re-engineering and automation of business processes (such as (reduced time, faster response, clearer accountability, etc.)</p>		<p>Stable political and economic climate</p> <p>Willingness of all relevant departments within PA BiH to cooperate and agree on common rules and procedures</p> <p>Willingness of PA BiH senior management to institutionalize the ICT based solutions, and well as mandate its usage through standards, rules and procedures</p> <p>Availability of human and financial resources as envisaged by the project</p>
<p><b>Results</b></p>	<p><b>Objectively verifiable indicators</b></p>	<p><b>Sources of Verification</b></p>	<p><b>Assumptions</b></p>
<p>Component 1</p> <p>1.1: The security level of the Agency information systems through implementation of e-services G2G and G2C provided to all IDDEEA systems is improved.</p> <p>1.2 Tree e-services develop to ensure that future Improvement of security level of the Agency information systems through implementation of e-services G2G and G2C has taken place.</p> <p>1.3: The authenticity of these secure documents are preserved (ID card, Biometric passport, Driver licence and vehicle documents) and identity integrity assured.</p>	<p>- Three e-services G2G and G2C accepted in production by the beneficiary.</p> <p>- Three e-services for G2C from document eSEE AGENDA+ developed</p> <p>1. Personal documents (ID card, Driver License and Travel documents)</p> <p>2. Registration of vehicles (new, used and imported vehicles)</p> <p>3. Reporting on change of residence (change of address)</p> <p>- PAR Action plan in area of Activity IT.4.7 achieved</p> <p>- Web governance in Public Administration by usage of three e-services achieved</p> <p>- Verification of the authenticity of personal identification (ID cards,</p>	<p>Activity reports prepare by contractor</p> <p>Annual report prepare by contractor</p> <p>PAR Action plan in area of Activity IT.4.7 achieved</p> <p>Test reports prepare by contractor</p> <p>Project reports prepare by contractor</p> <p>List of digital signature provide to users</p> <p>Number of at least 15 IDDEEA staff trained through training and study visit involved in the process of implementation of e-services</p> <p>Certificate of Acceptance</p> <p>Reports about security and working procedures</p> <p>Training evaluation reports</p>	<p>Availability of human and financial resources as envisaged by the project</p>

<p>Component II</p> <p>2.1: Implementation of functional system for the management of documents and processes (DMS) within PA BiH which will increase efficiency, transparency and capacity of PA BiH; this system will not only enable the management of official correspondence within PA BiH and PA BiH and other entities, but a records management system with an overall information support for all employees within PA BiH (including additional workflow functionalities related to various areas such as document management flow for administrative human resources needs, work flow for the management of IT service requests, etc.);</p> <p>2.2: Implementation of eArchive</p>	<p>Biometric passport, Driver licence and vehicle documents) for the purpose of public safety is secure.</p> <ul style="list-style-type: none"> <li>- At least 5000 documents ( ID cards and Driving Licence ) per month processed through printing authenticity control.</li> <li>- At least 3000 documents ( Biometric passports) per month processed through of process of the personalization quality control of the hidden print on the passport booklet</li> <li>- 15 Certifications for trainers.</li> </ul> <p>Number of processed documents (per month) under document management system;</p> <p>Number of documents archived in the electronic archive system (by the end of the system implementation);</p> <p>Percentage of correspondence through PA BiH Main office registry that is processed electronically</p> <p>Percentage of preparatory documents for PA BiH sessions that are supported electronically</p> <p>Number of staff employed in internal technical team (IT Sector)</p> <p>Number of technical training sessions conducted</p>	<p>Governmental decisions that secure institutionalisation of the introduced systems</p> <p>Technical documentation</p> <p>Server, database and system logs</p> <p>Project progress reports</p> <p>Various donor monitoring reports (EC reports)</p> <p>Reports from the Working group meeting minutes</p> <p>Stakeholders documents, including committee reports</p> <p>Training reports and feedback</p> <p>System acceptance from the senior management of the beneficiary institution</p>	<p>Stable political and economic climate</p> <p>Willingness of all relevant departments within PA BiH to cooperate and agree on common rules and procedures</p> <p>Willingness of PA BiH senior management to institutionalize</p>
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<p>in line with PA BiH policies regarding data, information, and document archives; the implementation of eArchive includes the process of digitalization of the current archive (which is getting larger on a daily basis, without a manageable search criteria or any statistical summaries), as well as integration with other information management systems such as DMS, etc. – enabling an automatic feed into the digital archive;</p>			<p>the ICT based solutions, and well as mandate its usage through standards, rules and procedures</p> <p>Availability of human and financial resources as envisaged by the project</p>
<b>Activities</b>	<b>Means</b>	<b>Costs</b>	<b>Assumptions</b>
<p>Activity 1.1. and 1.2. : Provide services for the Improvement of security level of the Agency information systems through implementation of G2G and G2C e-services, to ensure functioning of the technology and ensure that functioning system can be presented to the public.</p> <p>Activity 2.1: Conduct a detailed analysis of current situation of relevant business and administrative processes, and suggest a necessary re-engineering, including the identification of necessary organisational structural changes within PA BiH through the introduction of comprehensive ICT based solutions. This Activity will be implemented through service contract.</p> <p>Activity 2.2: Implementation of advanced ICT based solutions and</p>	<p>Service contract (Contract 1.1)</p> <p>Supply Contract (Contract 1.2)</p> <p>Service contract (Contract 2.1)</p> <p>Supply contracts (contracts 2.2 and 2.5)</p>	<p>Contract 1.1 - EUR 1 100 000 (IPA Contribution)</p> <p>Contract 1.2 - EUR 50 000 (National Contribution)</p> <p>Contract 2.1 – EUR 60 000 (National Contribution)</p> <p>Contract 2.2 – EUR 250 000 (IPA Contribution)</p> <p>Contract 2.3 – EUR 62 500 (National Contribution)</p>	<p>Stable political and economic climate</p> <p>Willingness of all relevant departments within PA BiH to cooperate and agree on common rules and procedures</p> <p>Willingness of PA BiH senior management to institutionalize the ICT based solutions, and well as mandate its usage through standards, rules and procedures</p> <p>Availability of human and</p>

<p>their introducing into daily work of PA BiH (Document Management System). This Activity will be implemented through a supply and service contract for hardware, software and equipments.</p> <p>Activity 2.3: Conduct specialized training for system maintenance staff as well as end users within PA BiH in order to adequately use the introduced systems (DMS). This Activity will be implemented through service contract.</p> <p>Activity 2.4: Conduct a detailed analysis of current situation of relevant business and administrative processes, and suggest a necessary re-engineering, including the identification of necessary organisational structural changes within PA BiH. This Activity will be implemented through service contract.</p> <p>Activity 2.5: Implementation of advanced ICT based solutions and their introducing into daily work of PA BiH (eArchive). This Activity will be implemented through a supply and service contract for hardware, software and equipments.</p> <p>Activity 2.6: Conduct specialized training for system maintenance staff as well as end users within PA BiH in order to adequately use the introduced systems (eArchive). This Activity will be implemented through service contract.</p>	<p>Service contract (Contract 1.1)</p> <p>Service contract (Contract 2.1)</p> <p>Supply contract (contracts 2.2 and 2.3) and service contract (contract 1.1)</p>		<p>financial resources as envisaged by the project, including the additional staffing of the IT Sector within PA BiH</p> <p>All involved departments/sectors within PA BiH willing and committed to cooperate throughout the project implementation</p> <p>All necessary standards, rulebooks, procedures amended in order to mandate the usage of the introduced systems</p>
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**ANNEX II: Amounts (in EUR) Contracted and disbursed by quarter for the project**

<b>Contracted</b>	<b>Q1/2011</b>	<b>Q2/2011</b>	<b>Q3/2011</b>	<b>Q4/2011</b>	<b>Q1/2012</b>	<b>Q2/2012</b>	<b>Q3/2012</b>
Contract 1.1 (service contract)			1 100 000				
Contract 2.2 (supply contract)			250 000				
<b>Cumulated</b>			<b>1 350 000</b>				
<b>Disbursed</b>							
Contract 1.1 (service contract)			660 000		200 000		240 000
Contract 2.2 (supply contract)			150 000	100 000			
<b>Cumulated</b>			<b>810 000</b>	<b>910 000</b>	<b>1 110 000</b>		<b>1 350 000</b>

N.B. only covers EU funded contracts

## **ANNEX III Description of Institutional Framework**

### **Component I: Development of e-services for IDDEEA**

The House of Representatives session held on 4 June 2008 and at the XVIII Session of the House of Peoples held on 17 June 2008, the Parliamentary Assembly of Bosnia and Herzegovina has passed a Law on Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (Hereinafter: the Agency), ("Official Gazette of B&H", No. 56/08). The Law has entered into force on 22 July 2008 and it superseded a Decision on Establishment of the Directorate for Implementation of the CIPS Project.

#### **Transformation of the CIPS Directorate into the Agency**

Directorate for Implementation of the CIPS Project is established by the Decision of the Council of Ministers of B&H on 29 April 2002 as a temporary body.

The essential task of the CIPS Directorate was to implement CIPS Project, namely, to establish a part of the system through which the Law on Central Registers and Data Exchange would be implemented.

The Directorate was established as a temporary body and it was planned that it would terminate its work upon implementation of the Project. However, through its activities since 2002, and through various laws, memoranda and decisions of the Council of Ministers, CIPS Directorate has overcome its initial purpose, and it implemented much more projects than it was anticipated, and it also maintained a large system.

Therefore, pursuant to the Strategy of Development of Identification Documents, the Law which establishes the Agency for Identification Documents, Registers and Data Exchange of B&H has been passed.

Through establishment of this Agency at the B&H level, an institution which follows, coordinates and institutionally governs the field of identification documents, pursues relevant standards and regulations of the European Union and development in accordance with such standards has been established.

This Law also governs the field of identification documents and central registers in B&H in accordance with European regulations and it also systematically and in long terms regulates this field as regards European integration.

#### **Responsibilities of the Agency**

The Agency carries out the following activities:

- Proposes and implements strategy and policy of development in the field of identification documents in Bosnia and Herzegovina pursuant to ICAO 9303 standard and other relevant standards;
- Conducts procurement, storage, personalization, quality control and transport of identification documents for the purpose of the competent authorities of Bosnia and Herzegovina;

- Technically designs and establishes registers defined by this Law;
- Maintains and manages the databases where data from the registers defined by this Law and from information systems, through which the said registers are accessed;
- Provides appropriate infrastructure, special conditions for work and data protection, and other technical preconditions for unobstructed functioning of databases within its competences and databases which are within competences of other ministries, institutions and authorities at their request and in accordance with the law;
- Issues data on registers and from the registers to authorized institutions and legal entities;
- Designs, develops and maintains software solutions necessary for maintenance of the registers within the competencies of the Agency, whether by internal resources, cooperation with source authorities or through involvement of companies.
- Develops, maintains and improves telecommunications network for data transmission for the needs of the Agency, and other public security authorities in accordance with the Telecommunications Law, in order to enable efficient data exchange from the registers defined by this Law;
- Sets standards for the equipment that will be procured and used in the process of data processing and data exchange by competent, receiving and source authorities in accordance with this Law;
- Sets standards which is necessary at the locations whereat the access to central register system and data exchange is done in order to provide security and protection of data and the system itself;
- Implement administrative proceedings regarding the scope of work of the Agency in accordance with the effective legal regulations;

**The Agency is responsible for personalization and technical processing of the following identification documents:**

- Identity cards;
- Identity cards for foreigners;
- Driving licenses;
- Travel documents;
- Documents for registration of vehicles;
- Other identification documents with the consent of the competent authorities and special Decision of the Council of Ministers;

**The Agency maintains registers for:**

- personal identification numbers (JMB);



- permanent and temporary residence of Bosnia and Herzegovina;
- identity cards of Bosnia and Herzegovina nationals;
- civil, official and diplomatic passports;
- driving licenses;
- registration of motor vehicles and registration documents;
- identity cards for foreign nationals;
- fines and for infringements;
- other registers approved by the source authorities, and with special Decision of the Council of Ministers;
- The Agency is exclusively competent for technical maintenance and electronic storage of data and information kept in the registers defined as public welfare at Bosnia and Herzegovina level in paragraph (3) of this Article.
- The Agency is not the owner of the data stored in the registers defined in paragraph (3) of this Article, but a source authority is.
- The Agency is responsible for digital signing in the field of identification documents, i.e. it is responsible for electronic certificates and electronic signatures related to identification documents, in accordance with the law governing the electronic signature;

The Agency is responsible for cooperation with international institutions in charge for the field of identification documents.

## **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

The Parliamentary Assembly of Bosnia and Herzegovina (PA BiH) is formed by the signing of General Framework Agreement for Peace in Bosnia and Herzegovina (Dayton Peace Agreement) in 1995. It operates in accordance to the Constitution of Bosnia and Herzegovina, General Framework Agreement for Peace in Bosnia and Herzegovina and its annexes, specific laws of Bosnia and Herzegovina and other regulations.

The Parliamentary Assembly of BiH, as the highest legislative body in Bosnia and Herzegovina consists of two Houses:

- House of Representatives
- House of Peoples

The Houses of the PA Bosnia and Herzegovina perform legislative, budgetary, monitoring, and information sharing activities, as well as assumes the role of an interpreter for existing legislation. Specifically, the PA Bosnia and Herzegovina enacts laws, approves the budget, decides on sources and amounts of revenues for financing institutions of Bosnia and Herzegovina and its international obligations, confirms appointment of the Chairman of the Council of Ministers and its members, gives a consent for ratification of international

agreements, and decides on other issues necessary for execution of its powers or assigned powers by the entities' agreement. All legislative decisions are made through adoption in the both Houses of the Parliamentary Assembly of Bosnia and Herzegovina.

## **ANNEX IV Reference to laws, regulations and strategic documents**

### **Component I: Development of e-services for IDDEEA**

#### Reference List of the Laws governing the field of identification documents

- Law on Personal Data Protection ("Official Gazette of B&H", number: 49/06)
- Law on JMB ("Official Gazette of B&H", number: 32/01)
  - Law on Amendments to the Law on JMB ("Official Gazette of B&H", number: 63/08)
- Law on Permanent and Temporary Residence of the citizens of Bosnia and Herzegovina ("Official Gazette of B&H", number: 32/01)
  - Law on Amendments to the Law on Permanent and Temporary Residence of the Citizens of Bosnia and Herzegovina ("Official Gazette of B&H", number: 56/08)
- Law on Identity Card of the Citizens of Bosnia and Herzegovina ("Official Gazette of B&H", number: 32/01)
  - Decision of the High Representative on Amendments to the Law on Identity Card of the Citizens of Bosnia and Herzegovina ("Official Gazette of B&H", number: 16/02)
  - Law on Adoption of the Law on Identity Card of the Citizens of Bosnia and Herzegovina ("Official Gazette of B&H", number: 32/07)
  - Law on Amendments to the Law on Identity Card of the Citizens of Bosnia and Herzegovina ("Official Gazette of B&H", number: 56/08)
- Law on travel documents of Bosnia and Herzegovina ("Official Gazette of B&H", number: 4/97)
  - Law on Amendment to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 1/99)
  - Law on Amendment to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 9/99)
  - Decision on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 27/00)
  - Decision on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 32/00)
  - Law on Amendment to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 19/01)
  - Law on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 19/01)

- Law on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 47/04)
- Decision Imposing the Law on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 53/07)
- Law on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 15/08)
- Law on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number: 33/08)
- Correction of the Law on Amendments to the Law on Travel Documents of B&H ("Official Gazette of B&H", number:39/08)

**Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of Bosnia and Herzegovina**

- Constitution of Bosnia and Herzegovina
- The General Framework Agreement for Peace in Bosnia and Herzegovina and its annexes (Dayton Peace Agreement)
- European Partnership 2007
- Strategy for development of management information and communication technologies of Parliamentary Assembly 2009-2013
- Strategy and Action Plan for Public Administration reform in Bosnia and Herzegovina
- Policy, Strategy and Action Plan for Information Society Development in Bosnia and Herzegovina
- Various rules and procedures within the Parliamentary Assembly of Bosnia and Herzegovina (that govern the work within PA Bosnia and Herzegovina)

## **V. Details per EU funded contract**

### **Component I: Development of e-services for IDDEEA**

### **Component II: Advanced Informatisation Management Programme in the Parliamentary Assembly (PA) of BiH**

This Project Fiche consist of 5 Contracts in total out of which two will be financed by IPA 2010 funds in amount of EUR 1 350 000.

**IPA 2010 EUR 1 350 000** will cover the following:

**Contract 1.1** with the amount of EUR 1 100 000 (Service Contract) will have two components as follows: to improve the effectiveness of IDDEEA, through providing the possibility to review and collect information and enable appropriate usage of e-services (beneficiary IDDEEA) and second component to improve and develop institutional capacities related to efficiency, effectiveness and transparency within the Parliamentary Assembly of Bosnia and Herzegovina through the implementation of advanced ICT based solutions (beneficiary Parliament Assembly of Bosnia and Herzegovina).

**Contract 2.1** with the amount of EUR 250 000 (Supply Contract) for supply of necessary equipment for Document Management System and eArchive (beneficiary Parliament Assembly of Bosnia and Herzegovina).

#### **Remark:**

**National contribution to IPA 2010** from this PF is **EUR 172 500** will cover as following:

**Contract 1.2** with the amount of EUR 50 000 (Supply Contract) - Supply of the equipment for verification of the authenticity of personal identification and vehicle documents. (beneficiary IDDEEA)

**Contract 2.2** with the amount of EUR 60 000 (Service Contract) - Development of additional Application for Document Management System. (beneficiary Parliament Assembly of Bosnia and Herzegovina).

**Contract 2.3** with the amount of EUR 62 500 (Supply Contract) - Supply of additional hardware for Document Management System and eArchive. (beneficiary Parliament Assembly of Bosnia and Herzegovina).