PHARE 2006 PROJECT FICHE

1 BASIC INFORMATION

1.1 CRIS Number: HR2006/018-113/1/3
1.2 Title: Enhancing Capacity of the Croatian State and Public Administration for Providing User-Oriented Service
1.3 Sector: 15130
1.4 Location: Croatia
1.5 Duration: 24 months

2 OBJECTIVES

2.1 Overall Objective(s)
The Overall objective of this project is to support the Croatian state and public administration in becoming an efficient, accountable and user-oriented service in line with the EU requirements and best practice.

2.2 Project purpose
To improve legal, organisation and technical environment and horizontal integration of administrative procedures for delivery of public services to citizens and business entities, in line with the e-Europe Programme and the Croatian One-Stop-Shop Programme

2.3 Accession Partnership (AP) and NPAA priority
This project is in line with the AVIS and the “European Partnership for Croatia”. It relates to both the political criteria, in terms of the need for transparent and efficient government, as well as to the economic criteria, as the delivery of a number of economic and social policies delivery mechanisms are to benefit from it.

In the Avis it is stated in 2.3. General Evaluation that the needed reforms in the public administration are not completed yet. Under 2.2. Assessment of the Fulfilment of Copenhagen Criteria „Organisational and normative preparations for establishing the One Stop Shop system“ is recognised as a short-term priority, whereas one of the mid-term priorities is: „The beginning of functioning of the One Stop Shop system“.

The Accession Partnership, Mid-term Priorities, under Political Criteria, identifies a need to:
“Continue the process of institution building directly relevant to the acquis and introduce reforms to improve the effectiveness of the public administration generally. “

The National Plan for Integration in the EU recognises «the implementation of a modernized General Administrative Procedure Act, full implementation of a new regulation on office work procedures, the continuation of the project of networking of state administration bodies“ as institutional measures planed for 2006-2007 under 4.1.State Administration Reform.
The project is also in line with the **Development Strategy of the Republic of Croatia**, „Croatia in the 21 Century“. It stipulates the necessity of establishing e-Government.


Project is also embedded in the Strategy of the **Programme One Stop Shop** adopted by Croatian Government in December 2004, which is in line with the e-Europe 2005 Action plan.

### 2.4 Contribution to National Development Plan (and/or Structural Funds Development Plan/SDP)

Not applicable

### 2.5 Cross Border Impact

Not applicable

### 3 DESCRIPTION

#### 3.1 Background and justification

Government of the Republic of Croatia has in the past 3 years started a number of initiatives to encourage the adoption of e-Europe agenda into Croatian public services and state administration. In 2003 Government adopted e-Croatia 2007 Programme, which is in line with eEurope 2005 Action Plan as well as i2010 Initiative. The purpose of the programme is to encourage the innovative use of information and communication technology in and restructuring of state administration, to create the basic conditions for increased competitiveness of Croatian businesses and to increase the quality and efficacy of services the administration provides for the citizens. The final objective of the programme is to computerize and interconnect all the state-administrative IT resources, which would allow the citizens to run any of their businesses with the state or public authorities through new technologies.

The Programme is divided in a number of areas:

- e-Government,
- e-Judiciary,
- e-Learning,
- e-Health and
- e-Business.

The programme was translated into an Operational Action Plan for 2004 which was implemented in 2004 and 2005, and the Operational Action Plan for 2006, which is in preparation at the moment of drafting this Project Fiche. The Operational Plans set the framework for the implementation, monitoring and evaluation of the Programme at the level of specific projects, measures and activities. Central State Administrative Office for e-Croatia is entrusted with the coordination of all the programme activities.
Since 2004 Croatian Government has adopted specific programmes in the areas of information security (National Programme for Information Security in the Republic of Croatia) and for e-Government (One-Stop-Shop Programme: HITRO.hr) as part of the implementation of the e-Croatia 2007 Programme. HITRO.hr programme is aimed at providing the efficient, simple and fast administrative services to businesses and citizens. One of the first projects to be successfully implemented through HITRO.hr was the simplification of the business-registration procedures for Limited Liability Companies.

**Legal basis and preconditions**

In terms of important legal preconditions, a number of steps have been taken to allow the development of IT based business and administrative processes. The Electronic Signature Act with accompanying secondary legislation was adopted in 2002, as well as e-Commerce Act with its secondary legislation. Act on Protection of Personal Data was passed in by the Parliament in 2003. Recently, the Parliament has adopted the eDocument Act and it is expected that the adoption of the Law on Information Security will follow shortly. The infrastructural preconditions for the implementation of these laws have mainly been met. For instance, the smart-card technology for eSignature is available for public use. However, there is still a need for further awareness rising and education of wider public as well as public administration on the benefits of this technology, as its usage is still not at the satisfactory level. Legal framework for information society is expected to be further improved in 2006 through the new Public Procurement Law and the new Law on the General Administrative Procedures with the accompanying secondary legislation, such as Act on Administrative Business Procedures, which represent important preconditions for successful implementation of this project.

**Interoperability framework**

The implementation of e-Croatia 2007 and HITRO.hr programmes depends to a great extent on creating the secure communication network of State Administration Bodies (named HITRONet). Government Decree has entrusted the Financial Agency (FINA) to finance and build the network that will connect all the state administrative bodies. FINA is also obliged to provide network operating centre (NOC), establish common Internet access and remote access services, help-desk, and comply with information security standards.

The development of the HITRONet is underway, but it is a process that will last until the end of 2007. In addition to infrastructural demands, which will be tackled first, a number of interoperability preconditions will need to be met in order to achieve the maximum level of interactivity of public services. Interoperability is capability of information and communication systems and business processes to support information flow and allow information and knowledge exchange. Interoperability is defined on 3 levels: a) Technical interoperability – involves norms and standards for interconnectivity of computer systems and services. It includes international technical standards, open interfaces, network and information security services, middleware, integration, data presentation and exchange.

b) Semantic interoperability – refers to the meaning of data. It ensures that data have the same meaning at the source and the target process. Semantic interoperability therefore enables connecting different information resources in a meaningful manner.
c) Process interoperability – relates to defining business goals, business processes design and cooperation between different administrative units whose internal organisation and rules of conduct are not necessary the same. Process interoperability is necessary for meeting the user’s demands and for setting up simple and accessible user services.

Brief needs analysis and proposed solutions
This project will therefore focus on developing the technical, semantic and process interoperability framework of the state administration as a precondition for horizontal integration of administrative services. This will be done firstly through providing a standard Document Management System for the state administration. All technical aspects, document standards, forms and flow, metadata and data bases in the line institutions, HITRONet and on the Web need to be interoperable and in line with the new Law on the General Administrative Procedures, which is being prepared in the Central State Administrative Office for Public Administration.

Public administration documents do not at the moment comply with common semantic and technical standards in a way that would allow their electronic exchange between the institutions and their clear presentation on the Web. One of the results of this projects would be to streamline the business processes and procedures in different state and public administration bodies and to allow their unified presentation both on their individual Web-sites, as well as through the database of all the official documentation provided by the Croatian Information Documentation Referral Agency (Hrvatska informacijsko dokumentacijska referalna agencija - HIDRA) on its portal. The database and the search engine are at the moment not a part of an integrated on-line system of filing, systematisation and presentation. The database is not a complete archive of official documentation and is maintained through ex-post research of ministry Web-sites carried out by HIDRA staff. Documents collected in this way are not technically standardised and only a small portion can be included in the current database. There is a need to establish interoperability between the database and document management systems in state administration bodies. In addition to HIDRA Web-site, which provides information on official documentation, there is a need for the development of a Central State Administrative Services Portal which would provide the citizens and businesses with a single point of access to all the electronically available state and public services, regardless of the institutions that carry out the administrative procedures. The portal has to be connected to the HITRONet and interoperable with the document management systems of state administration bodies.

HITRO.hr and e-Croatia Programmes foresee legal and procedural simplification and implementation of IT solutions for a number of administrative services for business and citizens that will be based on the newly established framework (see above). The operational plans foresee activities in several of sectors, such as e-Judiciary and e-Learning to take place mostly in 2006. Public procurement is expected to be among the most demanding areas in the process. In 2006, the legal framework for public procurement is expected to be harmonised with the new EC Public Procurement Directives (2004/17/EC and 2004/18/EC). By the end of 2007 the system for their implementation should be in place. This in particular refers to the highly complex system required for the collection and TED (Transactions Electronic Daily) publishing of procurement notices and the certification schemes for the e-Procurement systems, which would be addressed through this project. So far, procurement notices are
published online in the Official Gazette (*Narodne novine*) and standard forms are available electronically and can be submitted by e-mail. However, the paper copies still need to be submitted in addition to the electronic versions. Online procurement promises significant efficiency gains and benefits for both government and the private sector. It is expected to not only provide improved efficiency of public procurement, but also lower operating costs for both purchasing authorities and economic operators, increased ability to capture procurement statistics, improved access for regional and small and medium enterprises, as well as an overall transparency.

**3.1.1 Involvement of Stakeholders and Civil Society in the programming process**

Central State Administrative Office for e-Croatia, FINA and the Central State Administrative Office for Public Administration communicate on daily basis on all the issues concerning the coordination and implementation of HITRO.hr. They have in this process jointly identified the need for technical assistance in implementing of the adopted strategies. A number of working meetings were held to identify the key points which may be the bottlenecks of the process at the time when project activities are expected to start. As the foci of the project will be the improvement of horizontal communication within the state and public administration, the standardised user interface for the new document management system and the implementation of e-Procurement plans, HIDRA and the Office for Procurement were involved in the programming process from an early stage through a number of meetings aimed at identification and formulation of the project.

In addition to the beneficiaries, other institutions are involved in the programming through their involvement in e-Croatia 2007 and HITRO.hr. In particular, Croatian Chamber of Commerce and Agency for Protection of Personal Data are actively involved in preparation of the Operational Action Plans for the implementation of e-Croatia 2007 Programme.

Formal involvement of civil society in the implementation of the programme is still at an early stage. A National Council for Information Society has been established. This body should include representatives from the relevant line ministries and 6 external members – two each from economic partners, from research institutions and from non-governmental institutions. The selection of the external members is still ongoing through a public call.

**3.2 Sectoral rationale**

Not applicable

**3.3 Results**

1. Primary and secondary legislation that regulates horizontal integration of administrative procedures in the state and public administration bodies supports an efficient public service provision and is in line with the best EU practices and *acquis communautaire*;
2. Business processes in the relevant state and public administration bodies streamlined and well interconnected in terms of semantic, technical and process interoperability;
3. Institutional capacity for public service delivery (human resource capacity and technological capacity) of the relevant stakeholders improved;
4. Awareness of wider public about the introduction of new forms of information provision and public service delivery raised.

3.4 **Activities (including Means)**

*Result 1. Legal Framework*

1. Screening of primary and secondary legislation that regulates horizontal integration of administrative procedures for public service delivery by the state and public administration bodies to Croatian citizens and business entities (in particular in the area of administrative procedures, information security and public procurement).

Identification of the relevant legislation and the competent authorities

One-day workshop with the competent authorities

2. Support in drafting new and amended secondary legal acts in line with best practices and with the *acquis communautaire*, on the basis of previously undertaken screening

2.1 Preparing a study which will include the analysis of the present legislation, analyses of relevant *acquis* and best practices in the EU Member States and recommendation for improvement

2.2 Preparation of an operational plan to implement the proposed changes in legislation

2.3 Presentation of the study to the relevant competent authorities

2.4 On-the-job assistance in drafting the amended legislation to the competent authorities

*Result 2. Business Process Re-engineering*

1. Analysis of the existing business processes within and between different state and public administration bodies

1.1 Analyses of the existing document management systems and of its relations with the interoperability framework being developed in the CSAOeC

1.2 Analysis of the Central State Administrative Services Portal and its relation to HIDRA Portal and the document flow between state administration and the relevant portals

1.3 Analysis of the business processes relevant for public procurement – in particular, for the implementation of the information system for electronic registration of the procurement notices in the standard format with automatic collection and publication in TED (Transaction Electronic Daily)

2. Preparation of feasibility studies for the introduction of new/improved models of interoperability and user interface on the basis of best practice examples from the EU member states and the Commission

2.1 Preparing feasibility study for the standardisation and improvement of the existing document management systems

2.1.1 Discussions on the proposal with the relevant state administration bodies (SABs) (20-30 people)

2.1.2 Finalising the study

2.1.3 Presentation of the study to the relevant SABs

2.1.4 Presentation of the study on the internet

2.2 Preparing feasibility study for the improvement of the business processes in electronic public procurement

2.2.1 Discussions on the proposal with the relevant SABs (20-30 people)

2.2.2 Finalising the study
2.2.3. Presentation of the study to the relevant SABs
2.2.4. Presentation of the study on the internet

2.3. Preparing a study for the development of contents available on Central State Administrative Services Portal and its linkage to other relevant Web-sites
   2.2.1. Discussions on the proposal with FINA and the relevant SABs (20-30 people)
   2.2.2. Finalising the study
   2.2.3. Presentation of the study to the relevant SABs
   2.2.4. Presentation of the study on the internet

3. Development of methodology and action plans for the improvement of public service delivery, interoperability and user interface on the basis of the results of feasibility studies
   3.1. Certification scheme for state administrative bodies’ document management systems as the basis for their future procurement of software
   3.2. Metadata standards for document management systems
   3.3. Methodology for Central State Administrative Services Portal and HIDRA content standardisation and development
   3.5. Methodology and action plans for e-Procurement system certification

4. Preparation of manuals of operation for civil servants and other stakeholders
   Manual on Technical Requirements for Document Management System
   Manual of Operation for preparation and presentation of the documents on Central State Administrative Services and HIDRA portal
   Manual on Technical Requirements for e-Procurement system
   Manual of Operation for e-Procurement

5. Development of a plan for an improvement in IT interconnectivity (technical side) of all stakeholders in the public service delivery process
   5.1. Gaps and needs analysis of the present technical abilities of the SABs to support the new document management system
   5.2. Preparation of the plan
   5.3. Presentation of the plan to 30-40 relevant representatives of the SABs in a one-day seminar

6. Procurement of a limited quantity of hardware, and off-the-shelf system and application software, necessary for ensuring the IT interconnectivity between state and public administration bodies involved in the project, in the selected sector areas (see Annex 7 “Equipment needs”)

Result 3. Reinforcement of Institutional Capacity
– Assessment of institutional capacity of relevant stakeholders for provision of information to the Croatian citizens and business sector (identification of gaps and needs), in particular in terms of e-procurement, e-signature, e-documents
   1. Creating the institutional assessment questionnaire
   2. Running interviews with the SABs
   3. Preparing the Assessment Report with the profiles
– Preparation of a training programme for civil servants and other relevant stakeholders in the document management and delivery of public service in line with the new and improved methodology
– Delivery of training
   1. Seminars on the implementation of standards for Document Management System and presentation Manuals (5x2 day seminars for 30 persons from relevant SABs)
2. Seminars on metadata standards (5x one day seminar for 30 persons from relevant SABs)
3. Seminars in running the e-Procurement system (5x2-day seminars for 30 persons from relevant SABs)
4. Seminars on e-Signature and e-Documents to the SABs (5x1 days for 20 persons)
   - Organisation of a study trip to one of the EU member states for selected representatives of the Croatian state and public administration, to familiarise themselves with the working methods and best practices in the EU (15 officials from beneficiary institutions and/or relevant SABs)

Result 4. Raising public awareness
Assistance with the preparation of a campaign to raise public awareness about the benefits of the new models of provision of information and public service delivery (e-Procurement, e-signature, e-documents, HIDRA portal) to the Croatian citizens and business entities
   1. Preparatory meetings with the relevant stakeholders, in particular CSAOeC and CSAOA
   2. Preparing the campaign
   3. Preparing brochures for the public on using e-signature and e-documents, on Central State Administrative Services Portal and HIDRA Portal and on e-procurement

3.5 Linked Activities

- **CARDS 2001 project “Public administration reform”** of € 1.5 million, which aimed at strengthening and modernising the current civil service regime through improved legislation and procedures; improving organisation, functioning and coherence of central civil service management system as well as building capacity for delivery of training programmes for civil servants on continuous basis. The implementation of this project started in November 2002 and lasted 21 months. The main focus of this project was on the legal framework for civil service reform and increased capacity for management of human resources in the civil service.

- **CARDS 2003 project “Further Support to the Reform of Public Administration and Implementation of the Civil Service Reform Programme”** of € 1.7 million, which follows the CARDS 2001 public administration reform project. In addition to further development and implementation of the new legislative framework, this project will also have a component focused on the legal reform in the area of the Administrative Procedures. Its outputs will be of critical importance to this project, as the Act on Administrative Business Processes will be derived from the Law as a piece of secondary legislation. The implementation is expected to begin in January 2006 and last for 24 months. There will need to be a strong linkage between the two projects.

- **CARDS 2003 project “Capacity Strengthening for Administrative Decentralisation”** of €1.35 million, whose project purposes are to strengthen the overall institutional and legal framework governing administrative decentralisation. Project is in tendering period. There might be potential synergies between the projects as the State Administration Offices in the Counties are responsible for the delivery of a number of services which will be interlinked through the e-Croatia Programme.

- **Danish Pre-accession Assistance: “Strengthening the Capacity of Public Administration”**, € 920,000. The beneficiary institution is the Central State Administrative Office for Public Administration. The project will support the work
of the Centre for Education of Public Servants, the development of training techniques and methodology and an overall strengthening the human resources of state administration. All the capacity building aspects of this project should be coordinated with the Centre for Education of Public Servants.

- **UK Foreign and Commonwealth Office funded project “Support to Public Administration Reform”** (approximately € 150,000)
  The UK-funded project (from April to November 2005) will bridge between the CARDS 2001 PAR project and this CARDS 2003 project. It will provide support to the Central State Office for Administration in four main areas:
  - Raising awareness of the need for a PAR strategy across public administration, and for capacity at CSOA for designing and coordinating reform and leading HR strategy, management and development.
  - Assistance in preparing guidelines for the job classification system with staff at CSOA and pilot ministry staff at the Ministry of Agriculture, Forestry and Water Resources, the Ministry of Finance, the Ministry of Foreign Affairs and European Integration and the Ministry of Economy, Labour and Entrepreneurship.
  - Assistance to define and further to adapt the contents of secondary legislation and regulations supporting the new civil service law.
  - Assistance to the four pilot ministries in completing the establishment of Human resource departments.

The results of the UK-funded project together with the previous CARDS 2001 PAR project results will provide the basis for start of implementation of CARDS 2003 project and for this PHARE project.

- **SIGMA programme**
  The SIGMA programme is a joint initiative of the EU and OECD, principally financed by the EU. It was started in 1992, and has built up recognised reputation in its field of expertise, in particular public administration reform and the efficient management of public funds. The SIGMA programme is currently supporting administrative reforms in the ten new EU Member States (EU Transition Facility), Bulgaria, Romania, Turkey (PHARE) and in the Balkan countries, including Croatia (CARDS). From 2005 onwards SIGMA programme in Croatia is funded through PHARE, reflecting Croatia’s candidate country status.

The overall objective of the SIGMA Programme is to support the ongoing reform of the public administration of EU candidate countries so as to enhance the capacities to implement EU policies and in particular the **acquis communautaire**. To this end, activities focus on two building blocks: public administration reform and management of funds. Under the first building block SIGMA will continue to carry out regular assessments of progress in civil service reform to inform the European Commission on Croatia’s progress towards membership. As a specific activity directly relevant for this project, SIGMA will prepare an assessment of the current General Administrative Procedures Law by end of 2005. The work under this project should build on the results of the SIGMA assessment.

3.6 **Lessons learned**

Based on the experience of the CARDS 2001 project, an overall coordination and involvement of a wide range of stakeholders which need to support the public administration reform and reforms of the administrative processes is an important
assumption for any project under this heading. The Final Report of the CARDS 2001 project also recognised a certain unwillingness of the beneficiary institutions to make radical changes in the structural and legal setting and a preference to modify the present framework even when that does not offer the most efficient approach to the problem. The change of government which followed after the project closure had further delayed the proposed reforms. Since this project will be incorporated in a wider strategy that has remained on the agenda since 2003, there is a good chance that the political support for its activities will be stable and that the commitment of the beneficiary to the project and the ownership of the results will be present. However, the coordination issue remains to be an important concern which needs to be kept in mind when it comes to the methodology of the project implementation.

4 INSTITUTIONAL FRAMEWORK

The lead beneficiary of the project will be the Central State Administrative Office for e-Croatia (CSAOeC). The Office’s main responsibility is coordination and implementation of the e-Croatia 207 Programme. It also performs administrative and professional tasks related to the development and connection of information systems of state administration bodies. It participates in preparation and monitoring of normative and expert frameworks for accession of Republic of Croatia to the EU in the areas of information society and media. The Office also participates in the promotion and improvement of information infrastructure in Croatia.

The CSAOeC has 12 staff, which is at the moment a limiting factor for the successful fulfilment of all the tasks it is entrusted with. In 2006, however, 10 new staff will be employed, together with 3 apprentices. This should account for sufficient human resources for the project implementation, as well as for other tasks of the Office. Head of Office is State Secretary Mr. Miroslav Kovačić, responsible directly to the Prime Minister. He has two deputies. The Project Implementation Unit is headed by Mr. Miljenko Martinis, IT Advisor, who is on daily basis coordinating the activities with the responsible Senior Programme Officer, Ms. Diana Šimić, deputy State Secretary. The PIU consists of 7 members, with representatives from the three Departments of the Central State Office (Department for Implementation of e-Croatia Programme, Department for the ICT procurement and the Department for International Cooperation.) and representatives of all involved project partners.

Central State Administrative Office for Administration (CSAOA) is responsible for preparation of primary and secondary legislation which regulates administrative procedures. It is responsible for improving the legal and procedural framework in a direction which will meet the needs of e-Government and electronic communication and be in line with the EU regulations. CSAOA has 92 staff (to increase to 125 by 2006). Head of Office is State Secretary Mr Ante Palarić, responsible directly to Prime Minister. He has 2 deputies, one each for State Administration and for Local Selfgovernment. The Office has 12 departments. The department which will be directly involved in the project implementation is Department for General Affairs, IT and Accounting (DGAIA), which is responsible for administrative and expert tasks in finances and accountancy, procurement and investments in CSAOA itself, as well as in State Administrative Office in Counties. It is responsible for introduction of the new technologies to the State Administrative Offices, as well as for the general IT and human resources affairs. Contact person in DGAIA is Ms Leda Lepri, Senior Advisor. CSAOA will therefore provide all necessary support in particular activities that are related to Result 1 of this project – Legal Framework and they will be closely involved in implementation of all other components of the program by providing their advisory ad-hoc support.
Croatian Information Documentation Referral Agency – HIDRA is a professional service of the Government of the Republic of Croatia, established to perform information, documentation and referral work. HIDRA promotes the use of public official data, information, and documentation of the Republic of Croatia and assures the use of official documentation of foreign countries, international organizations and institutions, as well as other information, data, and documentation relevant to state bodies and institutions. HIDRA takes part in developing the information infrastructure of the Government and state bodies of the Republic of Croatia based on new technologies. The aim is to obtain Croatian and foreign information from official sources, assure its prompt processing according to international standards and full access for all users.

HIDRA has 35 staff in 8 Departments. The Department for Database Development will be directly involved in the project implementation. Contact person in HIDRA is the Head of Department, Ms Maja Cvitaš.

FINA is government owned company for financial transactions. The Law on Financial Agency (NN 117/01) nominated FINA as the institution responsible for streamlining the information-communication infrastructure, for support to the system of state and public finances, registers and information services for state administration bodies regional and local self-government bodies. In the Government Conclusion of 15. October 2004 FINA was entrusted with the development of IT-Communication Network of State Administration Bodies (HITRONet). FINA is organisationally divided into 13 sectors, out of which Sector of State Services and Sector of Information-Communication Services will be involved in the project implementation. Contact person for the project is Ms Sladana Miočić, Advisor of the Management Board.

Office for Public Procurement is a professional service of the Government responsible for the implementation and supervision of the Public Procurement Act and the secondary legislation in the field of public procurement. It provides assent, guidelines and opinions to the users in relation to the implementation of this Act. It collects, registers and analyses data on procurement, it initiates the procedures at the Misdemeanour Court i.e. criminal complaint to the State Attorney. The Office also participates in drafting primary and secondary legislation relevant for procurement, prepares and runs programmes of education on procurement and promotes the Public Procurement Act in the public. Presently Office for Public Procurement has 13 but the Croatian 2006 Budget has allocated funds for 24 staff.

All the relevant bodies will be represented in the Project Steering Committee at the highest possible level, so as to insure best possible project coordination. If necessary, Working Groups may be established for specific aspects of the project to support the work of the Project Steering Committee on an operational level.

Moreover, representatives of all institutions that will be involved in the project implementation, namely: CSAOeC, CSAOA, HIDRA and OPP, will participate in the Steering Committees for TA/Twinning contracts in this project.

Project implementation unit (PIU) for this project will be physically established in the Central State Administrative Office for e-Croatia, although it will consist of representatives of all involved project partners who will provide necessary technical backup depending on the particular project activity.

Furthermore, Central State Administrative Office for e-Croatia and Central State Administrative Office for Administration will be jointly responsible for submitting regular monitoring reports, signed by SPO, to the Sectoral Monitoring Sub-Committees as well as hold joint responsibility for project implementation in front of the Joint Monitoring Committee.
5 DETAILED BUDGET

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<th>Phare/Pre-Accession Instrument support</th>
<th>Co-financing</th>
<th>Total Cost</th>
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<td>€M</td>
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<td></td>
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</tr>
<tr>
<td>Year 2006 - Investment support jointly co funded</td>
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<tr>
<td>Contract 2 Supply</td>
<td>0.525</td>
<td>0.175</td>
<td>0.700</td>
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<tr>
<td>Investment support – sub-total</td>
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<td>0.175</td>
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<tr>
<td>% of total public funds</td>
<td>max 75 %</td>
<td>min 25 %</td>
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(*): contributions form National, Regional, Local, Municipal authorities, FIs loans to public entities, funds from public enterprises

(**) private funds, FIs loans to private entities

6 IMPLEMENTATION ARRANGEMENTS

6.1 Implementing Agency

The Central Financing and Contracting Unit (CFCU) at the Ministry of Finance is responsible for the tendering, contracting and disbursement of all the project’s components in line with DIS principles and the PRAG

Programme Authorising Officer
Mrs Vladimira Ivandić
Assistant Minister
Ministry of Finance
Katanciceva 5
10000 Croatia

Senior Programme Officer
Ms Diana Šimić
Deputy State Secretary
Central State Administrative Office for e-Croatia
Gajeva 4
10 000 Zagreb, Croatia

Project Implementation Unit
1. Mr Miljenko Martinis, Senior Advisor
   Central State Administrative Office for e-Croatia
2. Ms. Tajana Repulec, Advisor
   Central State Administrative Office for e-Croatia
3. Ms Leda Lepri, Senior Advisor
   Central State Administrative Office for Administration
4. Ms Maja Cvitaš, Head of the Department
   HIDRA
5. Ms Sladana Miočić, Advisor of the Management Board
   FINA
6. Mr. Ivan Žilić, Senior Advisor
   Office for Public Procurement
7. Ms Tifani Šimunović, Head of Unit for monitoring CARDS and Phare
   implementation
   National Aid Coordinator (Currently Ministry for Foreign Affairs and EU
   Integration)

6.2 Twinning
Twinning National Contact Point
Mrs Ivana Kovačević
Ministry of Finance, Administrative Office
Katancićeva 5
10000 Croatia

6.3 Non-standard aspects
The Practical Guide to contract procedures financed from the General Budget of the
European Communities in the context of external actions (the PRAG) will be strictly
followed.

6.4 Contracts
Contract 1: Technical Assistance € 2 million
Contract 2: Supplies € 0.7 million

7 Implementation Schedule
7.1 Start of tendering/call for proposals
7.2 Start of project activity
7.3 Project completion

<table>
<thead>
<tr>
<th>Component</th>
<th>Start of Tendering</th>
<th>Start of Activity</th>
<th>Completion of Action</th>
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<tr>
<td>Contract 1 TA/Twinning</td>
<td>October 2006</td>
<td>February 2007</td>
<td>November 2008</td>
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8 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.

Specifically in relation to the issue of equality between men and women, Croatia’s population (2001 census) constitutes 51.87% women and 48.13% men, with those in active employment (based on Labour Force Survey statistics, conducted in accordance with ILO methodology, for the second half of 2002) divided 45.31% women and 54.69% men.

All contractors shall be requested to provide monitoring data recording the participation of men and women in terms of expert inputs (in days) and of trainees benefiting under the project (in days) as an integral component of all project progress reports.

9 ENVIRONMENT

Not applicable

10 RATES OF RETURN

Not applicable

11 INVESTMENT CRITERIA (APPLICABLE TO ALL INVESTMENTS)

Not applicable

11.1 Catalytic effect

Not applicable

11.2 Co-financing

Not applicable

11.3 Additionality

Not applicable
11.4 **Project readiness and size**
Not applicable

11.5 **Sustainability**
Not applicable

11.6 **Compliance with state aids provisions**
Not applicable

### 12 CONDITIONALITY AND SEQUENCING

Preconditions for the successful implementation of this project are:

1. Relevant legal act on public administration, such as Law on Salaries and Law on the Delegation of the Power together with the accompanying secondary legislation, such as Act on Administrative Business Procedures as well as Public Procurement Law and the new Law on the General Administrative Procedures (LGAP), should be adopted in the Parliament before the Procurement Notice for this project is published. In order to further develop their implementation tools, such as document management system and e-procurement systems, the structure of the new legislation should be clear.

2. The Central State Administrative Office for e-Croatia should increase the number of its staff with another 13 people. EC will receive confirmation of the recruitment of the staff together with job description before project implementation starts.

3. First phase of HITRONet project *(Secure Communication Network of the State Administration Bodies)* well underway. This particularly refers to the establishment of the Central State Administrative Services Portal which will be the user interface for all the e-Government services. It is expected that the basic requirements for its functioning are in place before the content development and linkages with other databases and websites are further developed in this project.

In terms of the sequencing of the project, the legal analyses and potential adjustments (Result 1) need to take place before or right at the beginning of the analyses of the delivery mechanisms (Result 2, Activity 1). Further sequencing of the project is naturally following the requirements of re-engineering the business processes (Result 2), which will be instrumentalised through the capacity building (Result 3) and public campaign (Result 4.) on the newly developed process. See Annex 2. Detailed Implementation Chart.

As regards the Supply component of the project, although initially it was envisaged to be sequenced after the re-design of the business processes to follow on the technical needs assessment (Result 2, Activity 5) relevant for the implementation of the new procedures, the Technical Specification for the equipment will be prepared by beneficiary (CSAOeC and CSAOA) before the procurement notice for the service component will be published.
ANNEXES TO THE PROJECT FICHE
Annex 1 – Logframe
Annex 2 – Detailed implementation chart
Annex 3 – Contracting and Disbursement Schedule
Annex 4 – List of Feasibility Studies, Financial Appraisals, EIAs etc
Annex 5 – Reference List of Legislation
Annex 6 – Equipment Needs
### ANNEX 1 - LOGFRAME

#### Enhancing Capacity of the Croatian State and Public Administration for Providing User-Oriented Service

<table>
<thead>
<tr>
<th>Programme name and number</th>
<th>HR2006/018-113/1/3</th>
</tr>
</thead>
</table>

| Contracting period expires | 30. 11. 2008 |
| Execution of contracts period expires | 30. 11. 2009 |

| Total budget : € 2,700,000 | PHARE budget : € 2,525,000 |

**Central State Administrative Office for e-Croatia (lead project beneficiary)
Central State Administrative Office for Public Administration
Croatian Information Documentation Referral Agency (HIDRA)
Office for Public Procurement
Financial Agency
Other relevant state and public administration bodies**

<table>
<thead>
<tr>
<th>Overall objective</th>
<th>Objectively Verifiable Indicators</th>
<th>Sources of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To support the Croatian state and public administration in becoming an efficient, accountable and user-oriented service in line with the EU requirements and best practice</strong></td>
<td>Assessment of Croatia’s fulfilment of obligations from the EU pre-accession process</td>
<td>Annual European Commission reports on Croatia’s progress in the EU pre-accession process</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project purpose</th>
<th>Objectively Verifiable Indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To improve legal, organisational and technical environment and horizontal integration of administrative procedures for delivery of public services to citizens and business entities, in line with the e-Europe Programme and the Croatian One-Stop-Shop Programme (in the areas such as VAT, income taxes, personal document issuance or e-procurement)</strong></td>
<td>Time needed for providing public services to Croatian citizens and business entities</td>
<td>Questionnaires</td>
<td>Effective enforcement of new and amended primary and secondary legislation</td>
</tr>
<tr>
<td></td>
<td>No of complaints raised against slow or inefficient administrative procedures</td>
<td>Administrative and court records</td>
<td>Effective application of new manuals of operation in state administration bodies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Results</th>
<th>Objectively Verifiable Indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Result 1 - Primary and secondary legislation that regulates horizontal integration of administrative procedures in the state and public administration bodies supports an efficient public service provision and is in line with the best EU practices</strong></td>
<td>No of assessments of the capacity of administrative and public bodies to deliver services to citizens and business entities</td>
<td>Progress reports on project implementation</td>
<td>Effective enforcement of new and amended primary and secondary legislation</td>
</tr>
<tr>
<td><strong>Result 2 - Business processes in the relevant state and public administration bodies streamlined and well interconnected in terms of semantic, technical and process interoperability</strong></td>
<td>No of legal acts (primary and secondary legislation) adopted by the Croatian Parliament and Government</td>
<td>Official Gazette (Narodne novine)</td>
<td>Effective application of new manuals of operation in state administration bodies</td>
</tr>
<tr>
<td><strong>Result 3 - Institutional capacity for public service delivery (human resource capacity and technological capacity) of the relevant stakeholders improved</strong></td>
<td>No of manuals for the operation of state administration bodies produced</td>
<td>Records from the Croatian Government sessions</td>
<td></td>
</tr>
<tr>
<td>Activities</td>
<td>Means</td>
<td>Specification of costs:</td>
<td>Assumptions</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------------------------</td>
<td>------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Legal Framework</strong></td>
<td>– Contract 1 (Service/Twinning)</td>
<td>– Contract 1 (Service/Twinning) 2,000,000 €</td>
<td>– Smooth implementation of the Government Conclusion of 15 December 2004 on the endorsement of One-Stop-Shop Programme (Croat. HITRO.hr Programme) and One-Stop-Shop Implementation Plan in relevant state and public administration bodies</td>
</tr>
<tr>
<td>– Screening of primary and secondary legislation that regulates horizontal integration of administrative procedures for public service delivery by the state and public administration bodies to Croatian citizens and business entities (in particular in the area of administrative procedures, information safety and public procurement)</td>
<td>– Contract 2 (Supply)</td>
<td>– Contract 2 (Supply): 525,000 € for hardware and off-the-shelf software (plus 175,000 € national co-financing)</td>
<td>– Adoption of the new secondary legislation by the Croatian Government</td>
</tr>
<tr>
<td>– Support in drafting new and amended secondary legal acts in line with best practices and with the <em>acquis communautaire</em>, on the basis of previously undertaken screening</td>
<td></td>
<td></td>
<td>– Agreement by the Croatian Government on the introduction of new models of public service delivery in the Croatian state and public administration</td>
</tr>
<tr>
<td><strong>Business Process Re-engineering</strong></td>
<td></td>
<td></td>
<td>– Participation of civil servants and other relevant stakeholders in training delivered under the project</td>
</tr>
<tr>
<td>– Analysis of the existing business processes within and between different state and public administration bodies – analyses of the existing document management systems</td>
<td></td>
<td></td>
<td>– Smooth implementation of the Government Conclusion of 15 December 2004 on the endorsement of One-Stop-Shop Programme (Croat. HITRO.hr Programme) and One-Stop-Shop Implementation Plan in relevant state and public administration bodies</td>
</tr>
<tr>
<td>– Analysis of the Central State Administration Services Portal and HIDRA Portal and the document flow between the state administration and the relevant portals – analysis of the business processes relevant for public procurement</td>
<td></td>
<td></td>
<td>– Agreement by the Croatian Government on the introduction of new models of public service delivery in the Croatian state and public administration</td>
</tr>
<tr>
<td>– Preparation of feasibility studies for the introduction of new/improved models of interoperability and user interface on the basis of best practice examples from the EU member states and the Commission</td>
<td></td>
<td></td>
<td>– Adoption of the new secondary legislation by the Croatian Government</td>
</tr>
<tr>
<td>– Feasibility study for the standardisation and improvement of the existing document management systems – feasibility study for the improvement of the business processes in e-public procurement</td>
<td></td>
<td></td>
<td>– Agreement by the Croatian Government on the introduction of new models of public service delivery in the Croatian state and public administration</td>
</tr>
<tr>
<td>– Study for the development of contents available on the Central State Administration Services Portal and HIDRA Portal</td>
<td></td>
<td></td>
<td>– Participation of civil servants and other relevant stakeholders in training delivered under the project</td>
</tr>
<tr>
<td>– Development of methodology and action plan(s) for the improvement of public service delivery, interoperability and user interface on the basis of the results of feasibility studies</td>
<td></td>
<td></td>
<td>– Agreement by the Croatian Government on the introduction of new models of public service delivery in the Croatian state and public administration</td>
</tr>
</tbody>
</table>
Certification scheme for SABs’ document management systems as the basis for their future procurement of software
− Metadata standards for document management systems
− Methodology for HITRONet content standardisation and development
− Methodology for Central SAS Portal and HIDRA portal in line with the new SAB document management system
− Methodology and action plans for e-Procurement system certification
− Preparation of manuals of operation for civil servants and other stakeholders (for document management, user interface, e-signature and e-Procurement)
− Development of a plan for an improvement in IT interconnectivity (technical side) of all stakeholders in the public service delivery process
− Procurement of a limited quantity of hardware, and off-the-shelf system and application software, necessary for ensuring the IT interconnectivity between state and public administration bodies involved in the project

<table>
<thead>
<tr>
<th>Reinforcement of Institutional Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>− Assessment of institutional capacity of relevant stakeholders for provision of information to the Croatian citizens and business sector (identification of gaps and needs), in particular in terms of e-procurement, e-signature, e-documentation</td>
</tr>
<tr>
<td>− Preparation of a training programme for civil servants and other relevant stakeholders in the document management and delivery of public service in line with the new and improved methodology</td>
</tr>
<tr>
<td>− Delivery of training</td>
</tr>
<tr>
<td>− Organisation of a study trip to one of the EU member states for selected representatives of the Croatian state and public administration, to familiarise themselves with the working methods and best practices in the EU</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raising public awareness</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
- Assistance with the preparation of a campaign to raise public awareness about the benefits of the new models of provision of information and public service delivery (e-Procurement, e-signature, e-documents, HIDRA portal) to the Croatian citizens and business entities

<table>
<thead>
<tr>
<th>Preconditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>- New Law on administrative procedures, Law on public procurement, Law on Salaries, Law on Delegation of Power adopted in the Parliament</td>
</tr>
<tr>
<td>- CSAOeC fully staffed with additional 13 employees</td>
</tr>
<tr>
<td>- First phase of HITRONet project (Secure Communication Network of the State Administration Bodies) well underway</td>
</tr>
</tbody>
</table>
# Annex 2 – Detailed Implementation Chart

## Enhancing Capacity of the Croatian State and Public Administration for Providing User-Oriented Service

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contract 1 (TA)</strong></td>
<td>T T T C</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Result 1</strong></td>
<td></td>
<td>I I I</td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td>I I I</td>
<td></td>
</tr>
<tr>
<td><strong>Result 2</strong></td>
<td></td>
<td>I I I</td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td>I I I</td>
<td></td>
</tr>
<tr>
<td>Activity 3</td>
<td></td>
<td></td>
<td>I I I</td>
</tr>
<tr>
<td>Activity 4</td>
<td></td>
<td>I I I</td>
<td></td>
</tr>
<tr>
<td>Activity 5</td>
<td></td>
<td>I I</td>
<td></td>
</tr>
<tr>
<td>Activity 6</td>
<td></td>
<td></td>
<td>I</td>
</tr>
<tr>
<td><strong>Result 3</strong></td>
<td></td>
<td>I I</td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td>I I</td>
<td></td>
</tr>
<tr>
<td>Activity 3</td>
<td></td>
<td></td>
<td>I I I I I I I I I I I</td>
</tr>
<tr>
<td>Activity 4</td>
<td></td>
<td>I</td>
<td></td>
</tr>
<tr>
<td><strong>Result 4</strong></td>
<td></td>
<td>I I I I</td>
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</tr>
<tr>
<td><strong>Contract 2 (Supply)</strong></td>
<td>T T T T T C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Result 2, Activity 7</td>
<td></td>
<td></td>
<td>I I</td>
</tr>
<tr>
<td>Reporting</td>
<td>R R R R R R R R R R R</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Annex 3: Contracting and Disbursement Schedule

#### Cumulative contracting schedule by quarters in EUR (provisional)

<table>
<thead>
<tr>
<th></th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I</td>
<td>II</td>
<td>III</td>
</tr>
<tr>
<td>Contract 1</td>
<td>2.000.000</td>
<td>2.000.000</td>
<td>2.000.000</td>
</tr>
<tr>
<td>(TA/Twinning)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract 2</td>
<td>525.000</td>
<td>525.000</td>
<td></td>
</tr>
<tr>
<td>(Supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total (EUR)</strong></td>
<td>2.000.000</td>
<td>2.000.000</td>
<td>2.000.000</td>
</tr>
</tbody>
</table>

#### Cumulative disbursement schedule by quarters in EUR (provisional)

<table>
<thead>
<tr>
<th></th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I</td>
<td>II</td>
<td>III</td>
</tr>
<tr>
<td>Contract 1</td>
<td>500.000</td>
<td>500.000</td>
<td>1.000.000</td>
</tr>
<tr>
<td>(TA/Twinning)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract 2</td>
<td>525.000</td>
<td>525.000</td>
<td></td>
</tr>
<tr>
<td>(Supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total (EUR)</strong></td>
<td>500.000</td>
<td>500.000</td>
<td>1.000.000</td>
</tr>
</tbody>
</table>

- Conclusion of the Government of Croatia on Electronic Forms, May 2005
- Report on the Implementation of this Conclusion from 28 October

Annex 5 Reference List of Legislation:

<table>
<thead>
<tr>
<th>ACT</th>
<th>OFFICIALLY PUBLISHED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Law on protection of data secrecy</td>
<td>NN 108/1996</td>
</tr>
<tr>
<td>Law on Archives</td>
<td>NN 105/1997</td>
</tr>
<tr>
<td>Law on Electronic Signature</td>
<td>NN 10/2002</td>
</tr>
<tr>
<td>Law on amendments of the Act on Personal Identification Number</td>
<td>NN 66/2002</td>
</tr>
<tr>
<td>Law on Official Statistics</td>
<td>NN 103/2003</td>
</tr>
<tr>
<td>Law on Personal Data Protection</td>
<td>NN 103/2003</td>
</tr>
<tr>
<td>Telecommunications Law</td>
<td>NN 122/2003, 60/2004</td>
</tr>
<tr>
<td>Law on Accreditation</td>
<td>NN 158/2003</td>
</tr>
<tr>
<td>Law on Standardisation</td>
<td>NN 163/2003</td>
</tr>
<tr>
<td>Law on Access to Public Information</td>
<td>NN 172/2003</td>
</tr>
<tr>
<td>Law on Electronic Commerce</td>
<td>NN 173/2003</td>
</tr>
<tr>
<td>Rules of procedure on the registry of electronic signature certification authorities</td>
<td>NN 54/2002</td>
</tr>
<tr>
<td>Rules of procedure on the registry of qualified electronic signature certification authorities</td>
<td>NN 54/2002</td>
</tr>
<tr>
<td>Rules of procedures on the measures and proceedings in usage and protection of electronic signature and the qualified electronic signature, of the tools for the development of electronic signature, the qualified electronic signature and of the system of certification and obligatory insurance of electronic signature certification authorities</td>
<td>NN 54/2002</td>
</tr>
<tr>
<td>Rules of Procedure on Cross certification of Electronic Signature Certification Authorities</td>
<td>NN 89/2002</td>
</tr>
<tr>
<td>e-Document Act</td>
<td>NN 150/2005</td>
</tr>
<tr>
<td>Regulation on the Management Procedures and Records Formats for the Registry of Databases containing Personal Data</td>
<td>NN 105/2004</td>
</tr>
</tbody>
</table>
Regulation on the Filing Procedures and Special Measures of Technical Protection of the Special Categories of Personal Data  NN 139/2004
Regulation on the Founding of the Croatian Standards Institute  NN 154/2004
Council of Europe Convention on Cybercrime  NN-MU 9/2002

Implementing Regulations deriving from the Civil Service Act

The following regulations shall be passed within six months from the entry into force of the Civil Service Act, i.e. by 1 July 2006:

1. The Regulation referred to in Article 23, Paragraph 4 of the Civil Service Act, governing the possibility of work at detached sites and part-time work:

   The draft Regulation has been submitted to central state bodies for consultation.

2. The Code of Ethics referred to in Article 25, Paragraph 2, governing the code of conduct of civil servants:

   The draft Code of Ethics has been submitted to competent bodies for consultation.

3. The Regulation referred to in Article 45, Paragraph 6, governing the procedure and method of inviting applications for vacancies through public and internal announcements:

   The Regulation was passed and published in the Official Gazette No. 8/06.

4. The Regulation referred to in Article 57, Paragraph 2, governing the procedure, manner of taking and content of the civil service examination:

   The draft Regulation has been submitted to competent bodies for consultation.

5. The Regulation referred to in Article 66, Paragraph 8, defining in more detail the number of the members, the structure and work of the Civil Service Board:

   The Regulation was passed and published in the Official Gazette No. 8/06.

6. The Regulation referred to in Article 74, Paragraph 6, defining in more detail posts within each category:

   Note: The Regulation is being drafted and is expected to be passed in April 2006.

7. The Regulation referred to in Article 81, Paragraph 3, governing the assignment of a civil servant to work outside the civil service:

   The draft Regulation has been submitted to central state bodies for consultation.
8. The Regulation referred to in Article 90, Paragraph 4, governing the modalities of and criteria for career advancement:

The Regulation is being drafted and is expected to be passed in April 2006.

9. The Regulation referred to in Article 93, Paragraph 3, governing the forms, methods and conditions for the training of civil servants:

The Regulation has been drafted and is about to be submitted to competent bodies for consultation.

10. The Regulation referred to in Article 139 about the classification of posts and salaries of governmental employees:

The Regulation is expected to be drafted simultaneously with the Act on Civil Service Salaries – in mid 2006.

Note: The drafting of this Regulation will start together with the drafting of the Act on Civil Service Salaries (Draft Act is expected to be finished by June 2006).

11. The Regulation referred to in Article 141, Paragraph 2, governing the content and methods of keeping personal files and the central register of civil servants and governmental employees:

The Regulation has been drafted and is about to be submitted to competent bodies for consultation.

12. The Regulation referred to in Article 75, Paragraph 1, governing uniform standards and criteria for titling and describing the civil service posts:

As under item 6. hereof.

13. The Rulebook referred to in Article 84, Paragraph 2, regulating the content of a special performance and efficiency assessment report:

The Rulebook has been submitted to competent bodies for consultation.
Annex 6: Equipment needs

The Supplies component of this project will be aimed at strengthening the technical side of the IT interconnectivity achieved through the project. As the project is strengthening semantic and process interoperability of the administrative procedures through developing standards and methodology for Document Management System for the State Administration and for the HIDRA Web-Portal which enables the external as well as internal research in the Archive of the State Administration, the following equipment is needed to support the Project:

1. Document Management System:
   - 2 Servers for the Document Management System to be placed in FINA and on the distant back-up location, located at the Government Agency for the Support of the Information Systems, (Agencije za podršku informacijskim sustavima i informacijskim tehnologijama – APIS IT);
   - Document Management System Software;
   - OCR Software;
   - Other equipment:
     - 5 PCs,
     - 2 digital scanners/senders - A3 format,
     - 2 server UPS units,
     - 2 high-volume network printers.

2. HIDRA Web-Portal:
   - 1 Server for e-Archive;
   - 1 Server for the Bibliographical Database;
   - Other equipment:
     - 2 UPS units,
     - 1 digital scanner/sender – A3 format,
     - 1 high-volume network printer,
     - 5 laptop PCs.

3. Pilot Equipment for one County State Administrative Office

State Administrative Offices in the Counties are the direct providers of state administrative services to citizens. Citizens will directly benefit from the new Document Management System if these direct service providers are able to fully adopt the system. The project proposes to achieve full technical interoperability of one County Administrative Office through purchase of the following equipment:
   - 2 general purpose file and network servers;
   - active and passive communication equipment for remote offices of the selected county (switch, cabling, rack, UPS, router for each office);
   - 20 PCs;
   - 5 laptop PCs;
   - 20 all-in-one (print, scan, copy, fax) devices.

Note: Detailed technical specifications will be drafted prior to technical assistance tender taking into account state of the ICT market at the time.
Annex 7: Institutional Framework – Organigrams

1. Organisational Structure of the Central State Administrative Office for e-Croatia

Central State Administrative Office for e-Croatia

Miroslav Kovačić
State Secretary

Domagoj Jurčić
Deputy State Secretary

Diana Šimić
Deputy State Secretary

Department for Implementation of e-Croatia Programme

Department for ICT Procurement

Department for International Cooperation
2. Organisational Structure of the Central State Administrative Office for Public Administration:
3. FINA's Organizational Structure:
4. Hidra's Organisational Structure

- Director
  - Department of Official Documentation of the Republic of Croatia
    - Section of Official Documentation of the Republic of Croatia
    - Section of Directories, Biographies and Political Parties
  - Department of Official Documentation of Foreign Countries and International Organizations
  - Department of Official Documentation of European Union
  - Department of Database Development
    - Section of Formal Standardization and Data Processing
    - Section of Thesaurus Development and Application
  - Department for Promotion and Coordination Affairs
  - Department of Computer Technology Development
  - Department for Legal, Personnel, and General Affairs
  - Department for Accounting and Finance
5. Office for Public Procurement
(Organigramme in English will be available in final draft of the project fiche)