

## ***ANNEX II + III* : TECHNICAL SPECIFICATIONS + TECHNICAL OFFER**

**Contract title: Procurement of ICT equipment and software for the Competition Council of BiH**

**p 1 /...**

**Publication reference: EuropeAid/136779/DD/SUP/BA;EC/BIH/TEN/14/032**

**Column 1-2 should be completed by the Contracting Authority**

**Column 3-4 should be completed by the tenderer**

**Column 5 is reserved for the evaluation committee**

Annex III - the Contractor's technical offer

The tenderers are requested to complete the template on the next pages:

- Column 2 is completed by the Contracting Authority shows the required specifications (not to be modified by the tenderer),
- Column 3 is to be filled in by the tenderer and must detail what is offered (for example the words “compliant” or “yes” are not sufficient)
- Column 4 allows the tenderer to make comments on its proposed supply and to make eventual references to the documentation

The eventual documentation supplied should clearly indicate (highlight, mark) the models offered and the options included, if any, so that the evaluators can see the exact configuration. Offers that do not permit to identify precisely the models and the specifications may be rejected by the evaluation committee.

The offer must be clear enough to allow the evaluators to make an easy comparison between the requested specifications and the offered specifications.

## **LOT 1: Software Solution for Case and Document Management and ICT equipment for the Council of Competition of Bosnia and Herzegovina**

The purpose of this tender is to deliver electronic case and document management system (CDMS) in the Council of Competition of Bosnia and Herzegovina (CC) and adequate ICT equipment needed to ensure smooth running of such a system. Such CDMS should replace paper-based processes in the CC and provide a better environment to manage documents by automating case and document management, independent of what the document origin is: from gathering, classifying, digitalizing and recording of incoming cases and documents to case and document processing, distribution and handling and to their dispatching and digital archiving; enabling documents tracking; allowing for rapid search and retrieval; enabling execution of statistical reports and administrative statistics.

The Council of Competition has a legal person status and its seat is in Sarajevo with the offices for competition in the Federation of Bosnia and Herzegovina and in Republic of Srpska, as organizational units outside the seat. The Council of Competition consists of six members who are appointed for a term of six years. The President of the Council of Competition is appointed from among the members of the Council of Competition for a period of one year. Besides, the Expert Unit is the basic organizational unit of the Council of Competition and currently consists of 11 lawyers and economists who perform administrative and professional activities (conducts the proceedings, prepares the decision making proposals, proposes by-law acts, and so on).

Pursuant to the Act on Competition, the proceedings may be initiated at the party's request/claim or ex-officio when the Council of Competition finds that the practice concerned (e.g. prohibited agreements, abuse of dominant position, prohibited concentrations, etc.) is likely to cause considerable obstruction, restriction or distortion of competition. When the proceeding is completed (duration of the proceedings depends on the case concerned), the Council of Competition issues a final decision on which the injured party to the proceedings may file an appeal before the Court of Bosnia and Herzegovina.

CDMS must provide support for all business processes of the CC currently carried out in accordance with the following legislation: the Law on Competition of BiH with related bylaws, Decision on Office Operations for Ministries, Institutions and Other Bodies of CoM BiH and appropriate Rulebook on Execution of Office Operations, BiH Law on Administrative Procedures, BiH Law on the Protection of Personal Data.

The Contractor needs to deliver all specified equipment and on-the-shelf software (as per detailed specifications below) with licences for minimum 30 users of the system running on the servers 1.1, including licences for any required third-party software such as RDBMS, documents capture software, collaboration software or similar. The contractor further needs to install, customize and configure (as per detailed specifications below), integrate all new components with the existing CC's infrastructure, test and made operational the whole system. It is also expected from the contractor to completely configure and customize 9 electronic workflows to fully support business processes of the CC for dealing with prohibited agreements, abuse of dominant position, prohibited concentrations, opinions and requests for individual exemption of agreements, as well as for dealing with other non administrative proceedings (public procurement management, leave request management, official travel management and payments management), as per the details given in *Overview* below.

The Contractor needs to document the implemented system through system, user and technical documents including database structure. All modules should be presented in the user's instructions with a detailed description of the proper use of each of them. All documentation should be available in digital format and written

in one of the official languages used in Bosnia and Herzegovina. Also, the Contractor needs to provide a minimum of 10 (ten) days of training for the IT administrator and technical staff that should include “on site” training engaging them during the whole system installation, customization and configuration and a minimum of 10 (ten) days of training for usage of the implemented system to a minimum 30 system users that should include “on site” training engaging them during the system customization and testing.

The complete system must be operational with training provided within seven months after the Commencement order, when the Contracting Authority will sign the provisional acceptance of the whole system.

After the provisional acceptance, the Contractor needs to provide one-year on-site support for system maintenance, including delivery of new versions and support for all software user licenses. Also, the Contractor needs to provide one-year on-site warranty for all hardware and software. Maximum response time is 1 business day and maximum time for repair is 3 business days.

1. Item Number	2. Specifications Required	3. Specifications Offered	4. Notes, remarks, ref to documentation	5. Evaluation Committee's notes
<p><b>1.1</b></p> <p><b>QTY:</b></p> <p><b>2</b></p>	<p><b>Database/Application Server</b></p> <p>Rack mount server</p> <p><b>Processor:</b> Minimum 2 processors Passmark CPU Mark 9000 or higher</p> <p><b>Memory:</b> 64GB or more compatible RAM</p> <p><b>HDD:</b> Minimum 2x300 GB 10K SAS HDD</p> <p><b>Controllers:</b> RAID controller(s) supporting RAID 0, 1, 5, 6, 10</p> <p><b>Connectivity:</b></p> <ul style="list-style-type: none"> <li>· Minimum four 10/100/1000 ports;</li> <li>· Minimum one 10/100 management port;</li> <li>· Support for iSCSI;</li> <li>· Minimum dual port FiberChannel 8Gbps HBA;</li> </ul> <p><b>Remote management:</b> Embedded server management technology</p> <p><b>Ports and expansion:</b></p> <ul style="list-style-type: none"> <li>· Video, USB 2.0 ports and serial console port(s)</li> <li>· At least 2 PCIe Gen 2.0 slots available</li> </ul> <p><b>OS:</b> Server operating system</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support</p>			

	<p>Maximum response time: 1 business day  Maximum time for repair: 3 business days</p>			
<p><b>1.2</b> <b>QTY:</b> <b>1</b></p>	<p><b>Backup Server</b>  Rack mount server  <b>Processor:</b>  Minimum 2 processors Passmark CPU Mark 9000 or higher  <b>Memory:</b>  32GB or more compatible RAM  <b>HDD:</b>  Minimum 5TB 10K SAS HDD  <b>Controllers:</b>  RAID controller(s) supporting RAID 0, 1, 5, 6, 10  <b>Connectivity:</b>  <ul style="list-style-type: none"> <li>· Minimum four 10/100/1000 ports;</li> <li>· Minimum one 10/100 management port;</li> <li>· Support for iSCSI;</li> <li>· Minimum dual port FiberChannel 8Gbps HBA;</li> <li>· External SAS port (for external Data Tape)</li> </ul> <b>Remote management:</b>  Embedded server management technology  <b>Ports and expansion:</b>  <ul style="list-style-type: none"> <li>· Video, USB 2.0 ports and serial console port(s)</li> <li>· At least 2 PCIe Gen 2.0 slots available</li> </ul> <b>OS:</b>  Server operating system  <b>Installation and configuration with testing:</b>  Full installation and configuration with testing  <b>Warranty:</b>  1-year parts, 1-year labour, 1-year on-site support  Maximum response time: 1 business day  Maximum time for repair: 3 business days</p>			

<p><b>1.3</b> <b>QTY:</b> <b>20</b></p>	<p><b>Personal Computer</b></p> <p><b>Processor:</b> Passmark CPU Mark 4800 or higher</p> <p><b>Memory:</b> 8 GB or more compatible RAM</p> <p><b>HDD:</b> Minimum 500GB, Serial ATA II</p> <p><b>Interfaces:</b> Minimum 4 x USB2.0</p> <p><b>Networking:</b> Ethernet 10/100/1000</p> <p><b>Optical drive:</b> DVD±RWDL included SATA</p> <p><b>Graphics card:</b> Passmark GC 430 or higher</p> <p><b>Keyboard:</b> Standard BiH/Latin, USB</p> <p><b>Mouse:</b> Optical</p> <p><b>Audio:</b> HD Audio, integrated speaker</p> <p><b>Monitor:</b> Minimum 22" monitor, LCD, 1920 min x 1080 min resolution</p> <p><b>OS:</b> Win7 pro x64 or equivalent</p> <p><b>Warranty:</b> 1-year</p>			
<p><b>1.4</b> <b>QTY:</b> <b>7</b></p>	<p><b>Laptop</b></p> <p><b>Processor:</b> Passmark CPU Mark 3500 or higher</p> <p><b>Memory:</b> 8 GB or more compatible RAM</p> <p><b>HDD:</b></p>			

	<p>Minimum 500GB, SATA</p> <p><b>Networking:</b> Ethernet</p> <p><b>Wireless:</b> 802.11 with Bluetooth</p> <p><b>Ports:</b> Minimum 1 HD port for external connection (HDMI or DVI or equivalent) Minimum 3 USB ports, at least one USB 3 1 headphone/microphone combo</p> <p><b>Optical drive:</b> Integrated DVD multi-burner</p> <p><b>Graphics card:</b> Video card Passmark 500 or higher</p> <p><b>Display:</b> 15.6", Resolution min 1366 x min 768</p> <p><b>Keyboard:</b> Integrated standard BiH/Latin</p> <p><b>Mouse:</b> Integrated</p> <p><b>Audio:</b> Built in speakers and microphone</p> <p><b>Camera:</b> Integrated HD Webcam</p> <p><b>OS:</b> MS Windows 8.1 64 or equivalent</p> <p><b>Accessories:</b> Carrying bag</p> <p><b>Warranty:</b> 1-year</p>			
<p><b>1.5</b></p> <p><b>QTY:</b></p> <p><b>1</b></p>	<p><b>Storage system</b></p> <p><b>Type of storage:</b> External storage system rack-mount Case Rack mount 19" with rails</p> <p><b>HDD:</b></p>			

	<p>Total HDD data capacity (after RAID 10)  minimum 5TB 10K SAS  HDD hot-swapping  <b>Type of RAID:</b>  RAID capabilities (RAID 0,1,5,10)  <b>Interface:</b>  FC 8Gbps dual port controller  <b>Management:</b>  Centralized maintenance console  Virtualization supported  <b>Interconnectivity:</b>  Interconnected with 2 servers  <b>Installation and configuration with testing:</b>  Full installation and configuration with testing  <b>Warranty:</b>  1-year parts, 1-year labour, 1-year on-site support  Maximum response time: 1 business day  Maximum time for repair: 3 business days</p>			
<p><b>1.6</b> <b>QTY:</b> <b>1</b></p>	<p><b>Data Tape</b>   <b>Type:</b>  Stand alone  <b>Capacity:</b>  Minimum 2.5 TB native capacity  <b>Interface:</b>  6 Gbps SAS  <b>Installation and configuration with testing:</b>  Full installation and configuration with testing  <b>Warranty:</b>  1-year parts, 1-year labour, 1-year on-site support  Maximum response time: 1 business day  Maximum time for repair: 3 business days  <b>Miscellaneous:</b>  10 backup tapes</p>			
<p><b>1.7</b></p>	<p><b>KVM Switch</b></p>			



<p><b>QTY:</b> 1</p>	<p><b>Type of switch:</b> 8-port USB/PS2 Combo KVM Switch</p> <p><b>Cables:</b> 8x 3m USB KVM Cable Console Cable Firmware Upgrade Cable</p> <p><b>Rack assembling tool:</b> Standard Rack Mounting Kit Grounding Wire Power Adapter</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p>1.8 <b>QTY:</b> 1</p>	<p><b>Rack Mount Monitor</b></p> <p><b>Panel type:</b> 1U rack console with min 17" widescreen TFT LCD panel</p> <p><b>HID:</b> Combo interface either PS/2 or USB input to the LCD drawer Keyboard with either touchpad or trackball</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p>1.9 <b>QTY:</b> 2</p>	<p><b>UPS</b></p> <p><b>Enclosure Type:</b> Rack 19"</p> <p><b>Outputs:</b></p>			

	<p>Output Power Capacity minimum 1980 Watts / 2200 VA; 230V nominal output voltage; minimum 8 output connections</p> <p><b>Communication interfaces:</b> USB 2.0, LAN RJ45</p> <p><b>Accessories:</b> Support software; Rack Mounting support rails</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p><b>1.10</b></p> <p><b>QTY:</b></p> <p><b>1</b></p>	<p><b>Backup Software</b></p> <p>Single backup application to support either virtual or physical infrastructure</p> <p><b>Backup:</b> Image, files and folders Full, incremental or differential backups Ability to backup to disks and tapes Support for multiple backup servers Single-pass backup Backup software must ensure on-line backup of RDMBS</p> <p><b>Disaster and Recovery:</b> Recovery from disk to disk or tape to disk Recover individual folders or files, disk image Applications recovery Server recovery</p> <p><b>Management:</b> Centralised and Remote Management</p> <p><b>Training:</b> 1 x administrator</p> <p><b>Installation and configuration with testing:</b></p>			

	<p>Full installation and configuration with testing, including configuration of backup for database and application (of 1.13 CDMS) on 1.2 Server with required number of licenses</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p><b>1.11</b> <b>QTY:</b> 2</p>	<p><b>Storage Area Network Switch</b></p> <p><b>Architecture:</b> Fibre Channel Switch</p> <p><b>Ports:</b></p> <ul style="list-style-type: none"> <li>• Support minimum 24 SAN SFP ports</li> <li>• Interface Fibre Channel minimum 8Gbps</li> </ul> <p><b>Power and rack:</b></p> <ul style="list-style-type: none"> <li>• Power supply and fans</li> <li>• 19" rack mountable including mounting kit</li> </ul> <p><b>Management:</b> Software upgrades are non-disruptive</p> <p><b>Cables:</b></p> <ul style="list-style-type: none"> <li>• 8x5m FC duplex Fibre Channel cables for all active ports</li> <li>• FC interfaces</li> </ul> <p><b>Additional components:</b> 8 Gbps SFP Module SW (8-Pack)</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p><b>1.12</b></p>	<p><b>Firewall</b></p> <p><b>Availability and performance:</b></p>			

<p><b>QTY:</b> 3</p>	<ul style="list-style-type: none"> <li>• Firewall performance and multiport-density for increased bandwidth demands</li> <li>• High availability and load balancing for persistent connectivity and service availability</li> </ul> <p><b>Secure Connectivity:</b></p> <ul style="list-style-type: none"> <li>• IPSec VPN connectivity</li> <li>• Multiple VPN clients</li> <li>• Anti-malware and Messaging Security</li> <li>• Web Filtering</li> <li>• Network Access Control (NAC)</li> </ul> <p><b>FW throughput:</b> Minimum 150 Mbps</p> <p><b>VPN throughput:</b> Minimum 100Mbps</p> <p><b>Concurrent Firewall Connections:</b> Minimum 10000</p> <p><b>LAN Switch:</b> 4 ports minimum</p> <p><b>WAN port:</b> 10/100</p> <p><b>Management port:</b> Yes</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p> <p><b>Miscellaneous:</b> Minimum 16 licences</p>			
<p><b>1.13</b> <b>QTY:</b> 1</p>	<p><b>Scanner</b></p> <p><b>Document Feeding Mode:</b> Automatic Document Feeder (ADF)</p> <p><b>ADF Capacity:</b></p>			

	<p>Minimum 50 pages</p> <p><b>Scanning modes:</b> Simplex / Duplex</p> <p><b>Optical Resolution:</b> 600 dpi minimum</p> <p><b>Interface:</b> USB 2.0</p> <p><b>Data Protocol:</b> Ethernet</p> <p><b>Document size:</b> A4, A3</p> <p><b>Output file:</b> PDF</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p><b>1.14</b></p> <p><b>QTY:</b></p> <p><b>1</b></p>	<p><b>High capacity multi capable b/w printing device</b></p> <p><b>Functions:</b> Print, copy, scan</p> <p><b>Printing technology:</b> Laser</p> <p><b>Print speed:</b> Min 25ppm</p> <p>1.1.a.1.1..1 <b>Print resolution:</b> Min 600 x 600dpi</p> <p><b>Duty cycle:</b> Min 75000</p> <p><b>Scan resolution:</b> Min 600dpi</p> <p><b>Scan speed:</b> Min 20 ppm</p>			

	<p><b>Copy resolution:</b> Min 600 x 600 dpi</p> <p><b>Input total capacity:</b> Min 1500</p> <p><b>Paper sizes:</b> A6-A3</p> <p><b>Features:</b> Duplex, auto stapling</p> <p><b>Connectivity:</b> 10/100/1000BaseTX Ethernet, High-Speed USB 2.0</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b> 1-year parts, 1-year labour, 1-year on-site support Maximum response time: 1 business day Maximum time for repair: 3 business days</p>			
<p><b>1.15</b></p> <p><b>QTY:</b></p> <p><b>1</b></p>	<p><b>Software for servers virtualization</b></p> <p><b>Support:</b> 1 server with two processors 3-5 virtual servers Centralized management Storage appliance</p> <p><b>Features:</b> Data Protection High Availability Thin provisioning Update Manager Live migration of a running virtual servers Replication Endpoint Security for Virtual Data Centers Full bare-metal restore</p> <p><b>Installation and configuration with testing:</b> Full installation and configuration with testing</p> <p><b>Warranty:</b></p>			

	<p>1-year parts, 1-year labour, 1-year on-site support  Maximum response time: 1 business day  Maximum time for repair: 3 business days  <b>Miscellaneous:</b>  Installed software must include all needed licenses.</p>			
<p><b>1.16</b>  <b>QTY:</b>  <b>1 pcs</b></p>	<p><b>CDMS</b></p> <p>Software Solution for Case and Document Management</p> <p><b>General specifications of the system:</b></p> <ul style="list-style-type: none"> <li>• Installation on a central location;</li> <li>• A central repository for all documents and records;</li> <li>• Multi-layered system that allows separation of the levels at which the data is stored, the levels of process logics and user interface levels;</li> <li>• Modular system, easy to upgrade and open for customization for any new office functions and internal processes;</li> <li>• User-friendly system that is easy to understand the operations with rapid acceptance and minimal training costs;</li> <li>• The system must provide performance for minimum 30 designated users on the servers 1.1 with no restrictions on the increased number of users;</li> <li>• Availability and complete functionality in work for any authenticated and authorized user in central and dislocated locations;</li> <li>• Single user interface that provides search, access and use of the entire electronic and</li> </ul>			

	<p>physical archives from one location;</p> <ul style="list-style-type: none"> <li>• Web user interface and compatibility with standard web browsers;</li> <li>• Easily configurable user interface;</li> <li>• Multi-lingual system providing support for all three official languages of BiH and two scripts;</li> <li>• Technologically independent system in accordance with the standards of open systems, to effectively connect with other information systems and to effectively share the necessary information and documents: the system must have an application programming interface (API) for integration with other information systems;</li> <li>• Support for web services;</li> <li>• The system must enable integration with software components for scanning and document capture;</li> <li>• Support for PKI digital signing of documents and records through the user interface and their adequate archiving in accordance with the relevant laws;</li> <li>• Support for the integration with MS Office applications, i.e. it should grant access to the repository of documents and records through Microsoft Office applications in order to facilitate and accelerate the implementation of the system and reduce the time required for user training;</li> <li>• Support for Active Directory;</li> <li>• Groupware (support for collaboration: communication, conferencing and</li> </ul>			
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	<p>coordination);</p> <ul style="list-style-type: none"> <li>• Support for the integration with the e-mail and calendar system (personal calendar, group/shared calendar and their graphical presentations) to provide for informing, warning and reminding the user of the actions done and deadlines for action;</li> <li>• Safe, reliable and easily accessible for operation in a manner that ensures the integrity of software and data is retained and available only to authenticated and authorized users. The identity of the user must be stamped on all transactions in the system, for example, each command that is carried on in a case/ act in a case should be recorded, specifying what is entered or updated, by whom and when. All reasonable measures must be designed in the system to prevent accidental or deliberate unauthorized access to data contained in the system.</li> </ul> <p><b>Modules of the system:</b></p> <p><b>1. Documents Management Module</b> providing for receipt, management, storing, protection and view of contents and documents including:</p> <ul style="list-style-type: none"> <li>• A central electronic repository of all documents (received, internally created, sent, archived, etc.). Users should be able to add e-mails, faxes, scanned documents, electronic documents, etc.;</li> <li>• Web interface to access documents;</li> <li>• Document management providing services such as check-in/check-out,</li> </ul>			
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	<p>creation, versioning, review, delegation/assignment (person responsible, deadline).</p> <ul style="list-style-type: none"> <li>• Availability of all documents versions: tracking and checking of document versions created internally;</li> <li>• Implementation of the locking mechanism when modifying documents, tracking all changes to a document (who, when, what);</li> <li>• Direct access to the repository of documents and records through Microsoft Office applications;</li> <li>• Integration with procedures within the workflow/electronic registry module: possibility that documents in the system can be linked to the specific workflow procedure, but also that all documents created within the workflow/electronic registry can be stored in the system.</li> <li>• Direct recording of documents from scanners;</li> <li>• Enrichment of contents by adding meta information (such as ID number, date and time of receipt, creation, modification, sending, archiving, headers, summary and brief descriptions, keywords, parties (the name, address, ID number, date), officers in charge, category, class, type, physical location of a document, etc.), business rules, security policies and collaboration rules;</li> <li>• E-mail notifications for all standard actions and changes to documents and data.</li> </ul>			
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	<p><b>2. Documents Capture Software Module</b> providing for:</p> <ul style="list-style-type: none"> <li>• Unambiguous labelling and digitizing of paper documents;</li> <li>• Unique identification of the physical documents in the archives;</li> <li>• Easy handling of documents that contains multiple pages, such as finding, replacing, collection, separation, zooming, sharing, rotation, etc.;</li> <li>• Full text OCR and creation of searchable PDF files;</li> <li>• Document linkage directly with the corresponding cases on the basis of the unambiguous labelling</li> </ul> <p><b>3. Electronic Registry Module</b> providing for:</p> <ul style="list-style-type: none"> <li>• Keeping records and processing of all incoming and outgoing documents including receiving, opening, viewing and assigning of cases and documents, entering in records of cases and documents, pairing cases and documents, delivery of cases and documents for processing, processing of cases and documents including the production and automatic filing of a variety of predefined electronic documents within the workflows, distribution of cases and documents, processing outputs to the recipients outside the organization, the calendar of cases, placing cases and documents in the archive (electronic filing) and their storage.</li> </ul>			
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	<ul style="list-style-type: none"> <li>• Electronic recording and processing of registry books with all necessary metadata for various registers (configure and deploy the following initial registers: the register of administrative proceedings of the authority of first instance, register of administrative cases in appellate proceedings, registry of cases and documents, registry of payments made, register of non-administrative acts, register of concentration (with meta data such as registration number, date, month and year of decision on concentration, number and date of the concentration, the full name of the entity filing a notification of concentration, address and telephone number of the entity filing a notification of concentration, the main activity, note), registry of confidential and highly confidential mail and archival book.)</li> <li>• The unambiguous labelling of cases, documents, mails, internal delivery notes etc.</li> </ul> <p><b>4. Workflow Module</b> providing for automation flow of documents and information through the workflow, where work procedures can be determined in detail in relation to their participants and tasks including:</p> <ul style="list-style-type: none"> <li>• Support for everyday business processes electronically: case management and other non-administrative proceedings, including public procurement management, leave request management, official travel management and payments</li> </ul>			
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	<p>management. Procedures for the flow of documents should be mapped into the system, and the system needs to guide users through their activities and tasks;</p> <ul style="list-style-type: none"> <li>• Case management automation in accordance to predefined business procedures for each category of cases (configure and deploy the following 5 initial workflows: prohibited agreements, abuse of dominant position, prohibited concentrations, opinions and requests for individual exemption, as per the details given below in <i>Overview</i> ), from case initiation, collection of documentation and meta data registration, assigning the signatory and officer in charge, linkage to all related files in the electronic registry, reviewing, defining the duration of each necessary actions for handling and indicating how much time is left to act, setting time lines and the notification of the expiration, preparation of decisions, rulings, notifications etc. as per predefined templates that should be provided through the system and distribution to all participants in the process, monitoring of activities and documents generated during the process, documents dispatching, closing, archiving, etc. Workflow chart for the entire case must be accessible at all times.</li> <li>• Non-administrative proceedings automation in accordance to predefined business procedures for each proceeding: (configure and deploy the following 4 initial workflows: public procurement</li> </ul>			
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	<p>management, leave request management, official travel management and payments management, as per the details given below in <i>Overview</i> ).</p> <ul style="list-style-type: none"> <li>• Automatic generation of unique numbers of cases on the basis of classification label, the department that the cases is assigned to, the year in which it was instituted, as well as automatic sequential counter.</li> <li>• Classification and categorization of cases and documents in accordance with the law.</li> <li>• Administration of all required meta data on the case, such as: number, classification code, creation date, type of procedure, case status (not started, in the process, waiting, completed), name of the case, information about the notifying entity, officers in charge, deadlines, related files, etc.</li> <li>• Administration of parties involved in the case, including all required meta data.</li> <li>• Administration and referencing of electronic documents from the electronic registry to a particular case: scanned paper documents, MS Office documents, PDF documents, emails, images, URL and others. One case must have the main document and several attachments to the document with all necessary meta data such as the number of cases, the ordinal number of attachment, date of registration, the name of attachment / document, etc. Also, one document that is common to more cases must be able to be</li> </ul>			
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	<p>referenced in different cases.</p> <ul style="list-style-type: none"> <li>• Immediately upon hand over of a new case to the officers in charge (one council member and one or more civil servants from professional services), all information and electronic documents must be available through the system and deadlines for acting on the case must be set. The officer should have the right to add new documents to the case.</li> <li>• Mechanisms to create, read, modify and delete cases.</li> <li>• Printing of traces of individual acting (folder sheaths, electronic forms, log books).</li> <li>• Support for the entry of old cases opened or closed before the implementation of the system.</li> <li>• Support for organizing, planning, tracking, monitoring and archiving tasks based on documents: A list of tasks should be intuitive and contain all relevant tasks related to all cases assigned to the user, automatically sending the notification (via e-mail through the system) on the deadlines for specific actions.</li> <li>• Tracking activities for each case: acting officer, status, delays, time spent in each activity / task.</li> <li>• Support for archiving and easy retrieval of all case related information, including transaction history, regardless of case status.</li> </ul> <p><b>5. Reporting and searching module</b> including,</p>			
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	<p>as a minimum, the following:</p> <ul style="list-style-type: none"> <li>• Reporting module must be directly integrated with other modules, with the possibility of access from a central location and remote locations, with the ability to generate reports for display on screen or print, depending on the access rights of users.</li> <li>• Searching cases and documents by all metadata (title, author, type, date of creation, date of modification, date of last access, status, etc.) and display of all available metadata associated to digital format.</li> <li>• Indexing and full text search.</li> <li>• Storing and repeated use of search criteria.</li> <li>• Reporting Module should be modular and allow the addition of new reports without intervention and participation of suppliers. Users should be able to create their own simple reports defining the parameters of reports and data sources and defining fields with report outputs (e.g. Report on Open Cases, Report on Closed / Pending Cases, Aggregated Statistical Review of Cases, Report by Officers in Charge etc.).</li> <li>• Support for administration, creation, automatic retrieval and filing of meta data, sending, printing and storing of notices, approvals, reports, statements, rulings, decisions and other standard forms necessary for the daily operation of CC.</li> <li>• Support for advanced analytical reporting</li> </ul>			
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	<p>and overviews;</p> <ul style="list-style-type: none"> <li>• The system must be able to export data from reports in various formats such as Word, PDF, spreadsheet tables and graphical display via a simple key action;</li> <li>• Support for generating of XML reports.</li> <li>• Searching must support the use of Boolean logic operators, partial pairing and the use of Wildcard characters.</li> </ul> <p><b>6. Administration Module</b> should support easy management of taxonomies, users, users rights and workflows including, as a minimum, the following:</p> <ul style="list-style-type: none"> <li>• Changes to the application without having to change the background of the code or any additional programming.</li> <li>• Administration of the codebook, e.g. classification of case codes, organizational units, employees, types of outgoing mail etc.</li> <li>• Workflow editor as a visual tools to design business process: amending and editing of workflows and adding of new workflows should be possible without an intervention by the supplier and without having special technical and development skills.</li> <li>• The ability to define additional data (fields, i.e. metadata) and additional entities (new forms of metadata) for each type of case.</li> <li>• The system must support remote authentication, which guarantees the</li> </ul>			
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	<p>identity of the subjects in their communication with the possibility of local administrator's setting security parameters, such as:</p> <ul style="list-style-type: none"> <li>○ Administration of individual permits for access to data and documents, defining of the right to access (to the level of individual records and documents) by users and groups of users. The rights to view, add, change and delete data and documents need to be differentiated.</li> <li>○ Administration of passwords and login procedures for the system.</li> <li>○ Possibility of transfer of one's own rights to another user in case of absence. Period of transferred rights should be limited and thus should have a deadline for expiration, but it is necessary to allow the deletion of previously transferred rights. For transparency, it is necessary to retain transfers of rights in records.</li> <li>○ Administration of categorization of document security (e.g. public, confidential, secret, top secret) through appropriate labelling or similarly.</li> </ul> <p><b>7. Help Module</b> should be an integral part of the system that must be:</p>			
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	<ul style="list-style-type: none"> <li>• Intuitive</li> <li>• Tailored to the context and situation</li> <li>• Easy-to-use,</li> <li>• Guide for users, explaining every Module/Part of the system in details with the instructions on its proper usage.</li> </ul> <p><b>Warranty:</b>  1-year on-site support  Maximum response time: 1 business day  Maximum time for repair: 3 business days</p> <p><b>Miscellaneous:</b>  Installed software must include licences for minimum 30 users of the system running on the servers 1.1, including licences for any required third-party software such as RDBMS, documents capture software, collaboration software or similar.</p>			
<p><b>1.17</b></p> <p><b>QTY:</b></p> <p><b>1</b></p>	<p><b>Implementation at CC, training and support</b></p> <ul style="list-style-type: none"> <li>• Deliver all specified equipment and on-the-shelf software with all required licences.</li> <li>• Install, configure and customize CDMS – Item 1.16 to provide support for all business processes of the CC currently carried out in accordance with the following legislation: the Law on Competition of BiH with related bylaws, Decision on Office Operations for Ministries, Institutions and Other Bodies of CoM BiH and appropriate Rulebook on Execution of Office Operations, BiH Law on Administrative Procedures, BiH Law on the Protection of Personal Data, including tailoring of 9 specific electronic workflows to fully support business processes of the CC for</li> </ul>			

	<p>dealing with cases on prohibited agreements, abuse of dominant position, prohibited concentrations, opinions and requests for individual exemption of agreements, as well as for dealing with other non administrative proceedings (public procurement management, leave request management, official travel management and payments management), as per the details given in <i>Overview</i> below.</p> <ul style="list-style-type: none"> <li>• Install, configure and integrate all new components with the existing CC's infrastructure, test and made operational the whole system, including configuration of backup for database and application.</li> <li>• Document the implemented system through system, user and technical documents including database structure. All modules should be presented in the user's instructions with a detailed description of the proper use of each of them. All documentation should be available in digital format and written in one of the official languages used in Bosnia and Herzegovina.</li> <li>• Provide a minimum of 10 (ten) days of training for maintenance of the implemented system to 1 (one) technical staff on 1st level support and 1 (one) administrator that should include: "on site" training engaging them during the whole system installation, configuration, customization and testing.</li> <li>• Provide a minimum of 10 (ten) days of training for usage of the implemented system to a minimum 30 system users that should include: "on site" training engaging them during the system customization and testing.</li> </ul>			
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	<ul style="list-style-type: none"><li>• Provide one-year on-site support for system maintenance, including delivery of new versions and support for all software user licenses with maximum response time of 1 business day and maximum time for repair of 3 business days.</li><li>• Provide one-year on-site warranty for all hardware and software with maximum response time of 1 business day and maximum time for repair of 3 business days.</li></ul>			
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<b>Item</b>	<b>Type</b>	<b>Institutions for delivery</b>	<b>Total Quantity</b>
<b>1.1</b>	<b>Database/Application Server</b>	CC BiH: Sarajevo	2
<b>1.2</b>	<b>Backup Server</b>	CC BiH: Sarajevo	1
<b>1.3</b>	<b>Personal Computer</b>	CC BiH: Sarajevo, Banja Luka, Mostar	20
<b>1.4</b>	<b>Laptop</b>	CC BiH: Sarajevo, Banja Luka, Mostar	7
<b>1.5</b>	<b>Storage System</b>	CC BiH: Sarajevo	1
<b>1.6</b>	<b>Data Tape</b>	CC BiH: Sarajevo	1
<b>1.7</b>	<b>KVM Switch</b>	CC BiH: Sarajevo	1
<b>1.8</b>	<b>Rack Mount Monitor</b>	CC BiH: Sarajevo	1
<b>1.9</b>	<b>UPS</b>	CC BiH: Sarajevo	2
<b>1.10</b>	<b>Backup Software (including training)</b>	CC BiH: Sarajevo	1
<b>1.11</b>	<b>SAN Switch</b>	CC BiH: Sarajevo	2
<b>1.12</b>	<b>Firewall</b>	CC BiH: Sarajevo	3
<b>1.13</b>	<b>Scanner</b>	CC BiH: Sarajevo	1
<b>1.14</b>	<b>High capacity multi capable b/w printing device</b>	CC BiH: Sarajevo	1

<b>1.15</b>	<b>Software for servers virtualization</b>	CC BiH: Sarajevo	1
<b>1.16</b>	<b>Software Solution for Case and Document Management</b>	CC BiH: Sarajevo, Banja Luka, Mostar	1
<b>1.17</b>	<b>Implementation at CC, training and support</b>	CC BiH: Sarajevo, Banja Luka, Mostar	1

**Delivery Locations:**

<b>Institution</b>	<b>Address</b>
Council of Competition of BiH/Konkurencijsko vijeće BiH	Radićeva 8, IV sprat 71000 Sarajevo Bosnia and Herzegovina
Office for Competition/Ured za konkurenciju Banja Luka	Aleja Svetog Save 7a, II sprat, kancelarija 24 78000 Banja Luka Bosnia and Herzegovina
Office for Competition/Ured za konkurenciju Mostar	Kralja Zvonimira 11 88000 Mostar Bosnia and Herzegovina

## ***Overview of the processes and procedures for 9 initial workflows to be configured and deployed***

**Note: An overview of the processes and procedures for 9 initial workflows specified below do not represent final functional specification, but serves rather to familiarize suppliers with the nature and complexity of the business processes that are to be automated.**

### **1. An overview of the processes and procedures before the Council for assessment of concentration**

- Notification of concentration
- Request to amend the Notification of concentration
- Request for an extension of deadline for submission of documents
- Approval of the extension of the deadline for submission of documents
- Notice of the expiry of the deadline for submission of documents where it is considered that the party abandoned its application in terms of Article 31 (2) of the Act
- Delivery of amended Notification of concentration
- Request for payment of administrative fees for the filing Notification of concentration
- Payment of administrative fees
- Decision on refund of the amount (wrongly) paid administrative fees
- Delivery of the decision on refund of the amount (wrongly) paid administrative fees
- Application of banks, financial institutions and insurance companies to extend the deadline to notify a concentration, in accordance with Article 12, paragraph (3) a) of the Act
- Request for payment of administrative fee for Application
- Payment of the administrative fee for Application
- Information for the Senior Staff Meeting
- Confirmation of receipt of complete and accurate Notification
- Delivery of confirmation of receipt of complete and accurate Notification
- Order for publication in newspapers
- Information about Notification in the daily newspaper
- Notification by the party of withdrawal of Notification before starting the proceedings
- Conclusion to initiate the procedure for the assessment of the concentration upon receipt of the notification of concentration
- Conclusion to initiate the procedure for the assessment of the concentration *ex officio*
- Decision on the appointment of a responsible member of the Council and an official for the conduct of proceedings
- Authorization given to the member of Council for official acts in the proceedings
- Order to the official for the proceedings



- Request to persons who are not parties to the proceedings for the submission of information
- Delivery of information and data about persons who are not parties to the proceedings
- Request to the competent court for search and seizure warrant of documents of the parties and other persons
- Search and seizure warrant of documents
- Request for inspection of the premises and documents
- Official Note
- Request of the party for a review of the case file
- Approval of the request for a review of the case file
- Summons to the hearing
- Request for a postponement of the hearing
- Postponement of the hearing
- Minutes of the hearing
- Notification by the party of withdrawal of Notification after starting the proceedings
- Decision finding concentration acceptable
- Decision finding concentration unacceptable
- Decision finding concentration conditionally acceptable
- Decision on an extension of the deadline to banks, financial institutions and insurance companies to notify a concentration in accordance with Article 12, paragraph (3) a) of the Act
- Decision based on a particular request, finding concentration acceptable, pursuant to Article 18, paragraph (7) of the Act and Article 19 of the Decision on the application procedure and criteria for the assessment of concentrations
- Decision based on a particular request, reviewing a decision on the assessment of the concentration, in terms of Article 43, paragraph (5) of the Act
- Decision on financial penalties in accordance with Article 48, paragraph (1) item d) of the Act
- Request for payment of administrative fee for the decision on .....
- Payment of fee
- Decision delivery
- Decision on interim measures
- Decision on determining the specific measures to restore effective competition in prohibited concentrations pursuant to Article 18 of the Law on Competition
- Delivery of decision
- Conclusion on the proceedings costs
- Delivery of the conclusion on the proceedings costs
- Request for postponement of enforcement of the decision
- Decision on the request for postponement of enforcement of the decision
- Delivery of decision
- A request for postponement of sentence
- The decision on the request to delay the execution of sentence
- Delivery of decision

- Decision rejecting the notification of concentration, because it is not a concentration within the meaning of Article 12 of the Act
- Decision rejecting the notification of concentration, because the requirement under Article 14 of the Act has not been fulfilled
- Conclusion to suspend the proceedings over a party's abandonment of application, if a conclusion on instituting proceedings has already been issued
- Request for payment of administrative fees for the conclusion
- Payment of administrative fees
- Conclusion on the correction of typos in a decision
- Conclusion on the correction of typos in a conclusion
- Delivery of conclusion
- Request for non-concentration in accordance with the decision of the Competition Council or non-submission of notification of concentration pursuant to Article 19 paragraph (1) of the Act
- Request for reconsideration of a decision on concentration when the parties can not fulfil some of the conditions or violate any of the measures specified in the decision due to unforeseen circumstances, pursuant to Article 18, paragraph (8) of the Act
- Request for reconsideration of the decision on the assessment of concentration, in terms of Article 43, paragraph (5) of the Act
- Request for payment of administrative fee for the request for.....
- Request for payment of an administrative fee for cancellation, modification or revocation of the decision on the assessment of concentration, when the parties cannot fulfil some of the conditions or violate any of the measures specified resolution in the decision due to unforeseen circumstances, pursuant to Article 18, paragraph (8) of the Act
- Payment of administrative fee
- *Ex officio* rescinding, modification or revocation of the decision on the assessment of concentration, when the parties cannot fulfil some of the conditions or violate any of the measures specified resolution in the decision due to unforeseen circumstances, pursuant to Article 18, paragraph (8) of the Act
- Warning for payment of fines / orders under decision of the Competition Council
- Payment of fines
- Delivery of the decision to the parties to the proceedings
- Delivery of the decision to publish in the official media
- Complaint against a decision or conclusion
- Answer to a complaint
- Submission of the case to the Court of BiH
- Judgment of the Court of BiH
- Refund of fines (e.g. after a decision of the Competition Council annulled etc.).
- Request to the competent institutions to start the enforcement of decisions of the Council
- Warning for submission of proof of enforcement of decision
- Submission of proof of enforcement of decision
- Decision proofreading, anonymization, posting to www, links to other cases, links to BiH courts decisions
- Other

## **2. An overview of the processes and procedures before the Council with regard to prohibited agreements**

- Request to initiate proceedings for prohibited agreements
- Request to supplement the request
- Supplement to request
- Request to pay administrative fee
- Payment of administrative fee
- Request for Refund of the amount wrongly paid administrative fees
- Decision on refund of the amount wrongly paid administrative fees
- Delivery of the decision on refund of the amount wrongly paid administrative fees
- Request to a party for submission of information
- Request to other natural and legal persons for submission of information
- Request to governmental bodies for submission of information
- Request by a party and persons who are not parties to the proceedings for an extension of deadline for submission of information
- Approval of the request for an extension of deadline for submission of information
- Answer to request for submission of information
- Submission amending the request
- Confirmation of receipt of complete and accurate request
- Delivery of confirmation of receipt of complete and accurate request
- Submission of the party for withdrawal of the request for initiation of proceedings
- Conclusion to initiate the proceedings upon a party's request
- Conclusion to initiate the proceedings *ex officio*
- Delivery of the conclusion to the party that initiated the proceedings for its answer
- Delivery of the request and the conclusion on initiation of proceedings to the party against whom the proceedings are conducted for its answer
- Decision on appointing the persons responsible for managing the proceedings and conducting the proceedings
- Authorization for the responsible officer managing the proceedings
- Order given to the official person responsible for conducting the proceedings
- Request by a party for an extension of deadline for submission of answer to conclusion
  - Approval by the Competition Council of the extension of deadline for submission of answer to conclusion
- Answer to the conclusion to initiate the proceedings
- Delivery of answer to the conclusion to the opposite party
- Request for injunction
- Decision on interim measure upon request
- Decision on interim measure *ex officio*
- Delivery of the decision on interim measure
- Request for inspection of case file
- Approval of request for inspection of case file

- Official note on inspection of case file
- Request for immediate inspection of the premises, immovable and movable property, books, databases and other documents
- Request to the competent court for an order in writing for search of premises and seizure of objects and documents of the parties or third parties
- Judicial search warrant for immovable property or documentation
- Official note of the Competition Council on the executed search of premises and seizure of objects and documents of the parties or third parties
- Summons to hearing
- Transcript of hearings
- Request for a postponement of hearing
- Postponement of hearing by the Competition Council
- Conclusion on the extension of the deadline for the final decision
- Delivery of the conclusion on the extension of the deadline for the final decision
- Submission of the party for withdrawal of the request for initiation of proceedings
- Conclusion on the suspension of proceedings initiated upon request of a party owing to the party's withdrawal of the Request
- Conclusion on the suspension of proceedings initiated *ex officio*
- Delivery of the conclusion to suspend proceedings
- Request for an extension of proceedings
- Request for payment of the fee for the extended request for proceedings
- Payment of administrative fee for the extended request for proceedings
- Conclusion on the extended proceedings
- Delivery of conclusion on the extended proceedings to the party that initiated proceedings
- Delivery of conclusion on the extended proceedings to the party against whom the proceedings are conducted
- Conclusion on the suspension of a portion of the proceedings upon request
- Delivery of the conclusion on the suspension a portion of the proceedings
- Conclusion on the suspension of a portion of the proceedings *ex officio*
- Delivery of the conclusion on the suspension a portion of the proceedings *ex officio*
- Conclusion to proceed *ex officio* owing to public interest
- Delivery of the conclusion to proceed *ex officio* owing to public interest
- Conclusion on the suspension of a portion of the proceedings
- Delivery of the conclusion on the suspension a portion of the proceedings
- Transcript of settlement of the parties
- Delivery of the transcript of settlement by the parties
- Decision imposing a fine for non-compliance with a decision of the Competition Council
- Decision to reject a request of a party as unfounded for prohibited agreements
- Decision to reject a request of a party to find prohibited agreements and to impose a fine on third parties for a failure to submit information required in the proceedings
- Decision on the non-existence of prohibited agreement

- Decision on the non-existence of prohibited agreement as the Competition Council has not issued a decision within the statutory deadline
- Decision on the existence of prohibited agreement imposing a fine on the party against whom the proceedings are conducted
- Delivery of final decisions in the proceedings
- Conclusion on the costs of proceedings
- Delivery of the Conclusion on the costs of proceedings
- Request for payment of administrative on the decision / conclusion
- Reminder for payment of administrative on the decision / conclusion
- Delivery of proof of payment of administrative on the decision / conclusion
- Submission of final decisions for publication to the official gazette
- Request by a party for postponement of enforcement of the appealed decision
- Decision on the request for postponement of enforcement of the decision
- Request to the Attorney General of Bosnia and Herzegovina for information related to the status of case in the enforcement proceedings
- Delivery of the decision on the request for postponement of enforcement of the decision
- Conclusion on the correction of typos in a decision
- Conclusion on the correction of typos in a conclusion
- Conclusion on the proceedings costs
- Delivery of the conclusion on the correction of typos or the conclusion on the proceedings costs
- Warning for payment of fines / orders under decision of the Competition Council
- Delivery of proof of the execution of order under decision of the Competition Council
- Complaint against the decision or conclusion by the Court of BiH
- Delivery of complaint by the Court of BiH and request for an answer
- Answer to the complaint
- Submission of answer to the complaint and the case to the Court of BiH
- Judgment of the Court of BiH
- Decision on refund of fine imposed by a judgment of the Court of BiH (which has annulled, rescinded, modified or returned for new proceedings) for the senior staff meeting/ Competition Council's meeting
- Delivery of the decision on refund of fine
- Request to the Attorney General of BiH to initiate the enforcement proceedings for the collection of fine
- Reminder for the enforcement proceedings
- Proof of payment of fine/ default interest/ costs of the proceedings
- Decision imposing a fine for non-compliance with decisions of the Competition Council
- Delivery of decision imposing a fine for non-compliance
- Warning for payment of fines
- Proof of payment of fines
- Warning for enforcement of decision of the Competition Council
- Submission of proof of enforcement of decision of the Competition Council

- Decision proofreading, anonymization, posting to www, links to other cases, links to BiH courts decisions
- Other

### **3. An overview of the processes and procedures before the Council for abuse of dominant position**

- Request to initiate proceedings for abuse of dominant position
- Request to supplement the request
- Supplement to request
- Request to pay administrative fee
- Payment of administrative fee
- Request for an extension of deadline for submission of supplement to request
  - Approval of the extension of the deadline
- Supplement to request
- Submission to the party withdrawing the request before reaching a conclusion on initiation of proceedings
- Notification by the Competition Council that the party is considered to have withdrawn the request
- Information for the Senior Staff Meeting of the Competition Council on the submitted request
- Information for the Senior Staff Meeting of the Competition Council – grounded suspicion to initiate proceedings *ex officio*
- Confirmation of receipt of complete and accurate request
- Delivery of confirmation of receipt of complete and accurate request
- Proposal for conclusion on initiation of proceedings upon request of a party / *ex officio* made for the Senior Staff Meeting of the Competition Council
- Decision on appointing the persons responsible for managing the process and conducting the proceedings
- Authorization for the responsible member of the Competition Council
- Order given to the official person responsible for conducting the proceedings
- Delivery of the conclusion on initiation of proceedings to the party that submitted the request for proceedings
- Delivery of the request for proceedings and the conclusion on initiation of proceedings to the party against whom the proceedings are conducted for its answer
- Delivery of the conclusion on initiation of proceedings *ex officio* to the party that submitted the request for proceedings
- Answers to the conclusion on initiation of proceedings
- Delivery of answer to the opposite party
- Request for interim measure
- Decision on interim measure upon request
- Decision on interim measure *ex officio*
- Delivery of the decision on interim measure
- Request for information from third parties that are not parties to the proceedings
- Request for information from parties to the proceedings
- Request by the parties and persons who are not parties to the proceedings for an extension of the deadline for submission of information
- Approval of request for an extension of the deadline for submission of information

- Answer to the request for information
- Submission of a party amending the request for initiation of proceedings
- Request for inspection of documents
- Approval of request for inspection of documents
- Official note on inspection of documents
- Request for immediate inspection of the premises, immovable and movable property, books, databases and other documents
- Request to the competent court for an order in writing for search of premises and seizure of objects and documents of the parties or third parties
- Judicial search warrant
- Official note of the Competition Council on the executed search of premises and seizure of objects and documents of the parties or third parties
- Summons to hearing
- Request for a postponement of hearing
- Postponement of hearing
- Transcript of hearings
- Request for an extension of proceedings
- Request for payment of the fee for the extended request for proceedings
- Payment of administrative fee for the extended request for proceedings
- Conclusion on the extended proceedings for the Senior Staff Meeting of the Competition Council
- Delivery of conclusion on the extended proceedings to the party that initiated proceedings
- Delivery of conclusion on the extended proceedings to the party against whom the proceedings are conducted
- Conclusion on the suspension of a portion of the proceedings upon request for the Senior Staff Meeting of the Competition Council
- Delivery of the Conclusion on the suspension of a portion of the proceedings
- Conclusion on the suspension of a portion of the proceedings *ex officio* for the Senior Staff Meeting of the Competition Council
- Delivery of the Conclusion on the suspension of a portion of proceedings *ex officio*
- Submission of the party for withdrawal of the Request for initiation of proceedings
- Conclusion on the suspension of proceedings initiated upon request of a party owing to the party's withdrawal of the Request for the Senior Staff Meeting of the Competition Council
- Conclusion on the suspension of proceedings initiated *ex officio* for the Senior Staff Meeting of the Competition Council
- Delivery of the conclusion to suspend proceedings
- Conclusion to proceed *ex officio* owing to public interest for the Senior Staff Meeting of the Competition Council
- Delivery of the conclusion to proceed *ex officio* owing to public interest
- Conclusion on the extension of the deadline for the final decision for the Senior Staff Meeting of the Competition Council
- Delivery of the conclusion on the extension of the deadline for the final decision
- Record of settlement / agreement of the parties for the Senior Staff Meeting of the Competition Council
- Delivery of the transcript to parties
- Decision to reject a request of a party as unfounded for the Senior Staff Meeting of the Competition Council
- Decision on the existence of abuse of dominant position for the Senior Staff Meeting of the Competition Council

- Decision to reject a request of a party to find abuse of dominant position and to impose a fine on third parties for a failure to submit information required in the proceedings for the Senior Staff Meeting of the Competition Council
- Decision that the party does not abuse dominant position, as the Competition Council has not issued a decision within the statutory deadline for the Senior Staff Meeting of the Competition Council
- Request for payment of administrative fee on the decision / conclusion
- Reminder for payment of administrative fee on the decision / conclusion
- Delivery of proof of payment of administrative fee on the decision / conclusion
- Submission of final decisions for publication to the official gazette
- Conclusion on the costs of proceedings for the Senior Staff Meeting of the Competition Council
- Delivery of the conclusion on the costs of proceedings
- Conclusion on the correction of typos in a decision for the Senior Staff Meeting of the Competition Council
- Conclusion on the correction of typos in a conclusion for the Senior Staff Meeting of the Competition Council
- Delivery of conclusion on the correction of typos
- Warning for payment of fines
- Delivery of proof of payment of fines
- Reminder for the execution of order under decision of the Competition Council
- Delivery of proof of the execution of order under decision of the Competition Council
- Delivery of a complaint against the decision or conclusion by the Court of BiH
- Act of the Court on complaint and the request for postponement of enforcement of the decision of the Competition Council
- Decision on the request for a postponement of decision enforcement for the Senior Staff Meeting of the Competition Council
- Delivery of the decision on the request for a postponement of decision enforcement to the party and the Court of BiH
- Publication of the decision rejecting the request for postponement of enforcement
- Request to the Attorney General of Bosnia and Herzegovina for information related to the status of case in the enforcement proceedings
- Answer to the complaint
- Submission of answer to the complaint and the case to the Court of BiH
- Judgment of the Court of BiH
- Decision on refund of fine imposed by a judgment of the Court of BiH (which has annulled, rescinded, modified or returned for new proceedings) for the senior staff meeting/ Competition Council's meeting
- Delivery of the decision on refund of fine
- Decision in accordance with a judgment of the Court of BiH for the senior staff meeting/ Competition Council's meeting
- Request to the Attorney General of BiH to initiate the enforcement proceedings for the collection of fine
- Reminder for the enforcement proceedings
- Proof of payment of fine/ default interest/ costs of the proceedings
- Decision imposing a fine for non-compliance with a decision of the Competition Council
- Delivery of decision imposing a fine for non-compliance



- Warning for payment of fine
- Proof of payment of fine
- Warning for enforcement of decision of the Competition Council
- Proof of enforcement of decision of the Competition Council
- Decision proofreading, anonymization, posting to www, links to other cases, links to BiH courts decisions

#### **4. An overview of the processes and procedures before the Council for Opinions**

- Request for getting opinion
- Request to supplement the request
- Supplement to request
- Request to pay administrative fee
- Payment of administrative fee
- Request for an extension of deadline for submission of supplement to request
- Delivery of opinion
- Opinion proofreading, anonymization, posting to www, links to other cases, links to BiH courts decisions

#### **5. An overview of the processes and procedures before the Council for Requests for individual exemption**

- Similar to the 1-3 above

#### **6. Public procurement management**

- Annual public procurement plan
- Register on tenders with all meta data
- Tender documentation preparation and versioning
- Tender workflow automation in accordance to the selected tender procedure
- Tender repetition
- Records on tender opening
- Records on tender commission
- Records on the proposal for the best supplier
- Decision on the best supplier
- Register of contracts with all meta data including expiry date and adequate notifications
- Register of successful suppliers

## **7. Official travel management**

- Employee files request for official travel with relevant metadata
- His/her superior approves/rejects the request and enters data about means of transport, advance payment, etc.
- Based on the approved advance payments cashier pays the employee and marks if the advance payment is done
- Based on the approved official car/driver, relevant manager creates a request for a car/driver
- After the travel, employee writes report and clears expenses

## **8. Leave request management**

- Employee files request for leave with relevant metadata
- His/her superior approves/rejects the request
- Approved leave request is reflected in the calendar of employee and relevant co-workers and his/her superior
- Human resources can see approved requests and can issue adequate decisions for printing and archiving

## **9. Payments management**

- Register of invoices with adequate deadlines for payments, dates when payments are done and similar, including notifications about payments deadlines.