Organization for Security and Co-operation in Europe
Mission to Bosnia and Herzegovina

Reference No.   **BAH-RFP-527049-2018**

Request for Proposal Ref: BAH-RFP-527049-2018
Minutes of the Pre-Tender Meeting

In accordance with paragraph 4.1 "Pre-Tender Meeting" of the RFP documents for the Provision of scanners, memory upgrade for servers, scanning of documentation services and development of Electronic Evidence System for Prosecutors' Office

Location:	OSCE Head Office, Sarajevo
Date/Time:	18 Dec 2018; 11:00 hrs
Presence:	
OSCE	1. Niamh Mercer, Chief of General Services; 2. Amir Čengić, National Project Manager; 3. Nihad Baručija, Information Systems Developer; 4. Nijaz Jarebica, National Procurement Officer; 5. Mirsad Kamber, Consultant; 6. Dino Rahić, Project Assistant;
Prospective Bidders	Representatives of the following companies: 1. FixIt 2. Mikrografija 3. Konica Minolta BiH

Nijaz Jarebica and Amir Cengic opened the meeting and provided introductory remarks.

The context of the project was provided explaining that the creation of the Database is a part of wider activities which also include legal trainings and development of manuals, all aimed at increasing the efficiency of war crimes processing at the BiH Prosecutor's Office (PO BiH). As explained in the tender documentation, there is currently room for improvement in the management of documents and case files within PO BiH. The Database would enable all prosecutors and other professional staff to search and access the existing evidence collections. Scanning and digitalization is nothing new. All modern courts have an electronic searchable systems and databases.

The aim is to create a simple user interface through which the evidence collections can be searched and accessed. For example, search queries would include a name or a location. It was stressed that a number of processes need to happen simultaneously: development of software, scanning of documents, and purchase and instalment of hardware. End idea is to have a database which will be administered by PO BiH, with user accesses and all security aspects satisfied. All scanning has to happen within PO BiH premises and within working hours from 8 a.m. to 16 p.m.

This tender encapsulates three things: development of software, scanning of documents and procurement of hardware. There is a list of documentation which has to be submitted as mandatory. All Prospective Bidders were reminded of the OSCE rules stated in Request for Proposal and related OSCE documents. Bidders are to supply proposals strictly in line with and using Annex D - Technical Compliance Form and Annex E - Pricing Format, and any other documents as part of this RFP, Financial and technical proposals must be separated into two

envelopes, Proposals will be evaluated for technical compliance first in accordance with criteria presented in the RFP, Financial proposal must include all cost. Since the beneficiary of the service and goods that are subject of this RFP is PO BiH, it is a highly complex task which involves highly sensitive material. All persons working on this task on behalf of the selected company, not just the owner/manager, will be security vetted.

Currency of the RFP is Euro. Performance security in a form of bank guarantee will be required from the selected company.

Prospective bidders were advised to always submit their questions in writing until the date and time and to email address specified in the RFP, as well as to refrain from personal visits or phone calls. Questions will be answered in writing, sent to all prospective bidders without disclosing of the origin of the questions, with response in the shortest possible time;

Prospective bidders used the opportunity to ask the questions, and the following was asked:

Question 1:

What kind of documents is to be OCR-ed?

Answer 1:

99% of the existing documentation is A4 format, mostly in Bosnian/Croatian/Serbian language but maybe some documents are in English or other languages.

Vast majority are of the documentation are A4 format paper printed sheets. However, some of the documents may be aged paper, containing different formats (receipts on NCR or similar paper, stapled (have to be unstapled and after scanning returned to original state), some maybe in Cyrillic script, handwritten.

Question 2:

Tender specifies that companies have 2.5 months for scanning process? How will the documents be cropped? You mentioned you need changes if someone is cropping the existing material? Fourteen weeks is maybe too short to scan so many documents. It is too little for quality control; I don't know how much it would take to do the scanning properly.

Answer 2:

We have strict deadlines with the Project. The idea for the time being is to scan the archived documents. At a later stage, the "live" - ongoing cases shall be scanned. From practical point, you have folders with 15 docs, all need to be scanned, unstapled, separator sheet inserted between them, and then each scanned doc is a separate PDF file.

Question 3:

Which specific metadata does have to be inserted? How to treat separate documents? What happens if we have two different dates in the same file?

Answer 3:

Folders contain separated documents, there will always be someone present from PO BiH to instruct you where to put separator sheet, to deliver the documents for scanning, and to be of service and give instruction regarding the process.

Question 4:

Who will check the metadata?

Answer 4:

At this stage, we can make metadata entering a simple process (a few lines can be inserted). Than PO BiH can develop this process further. It is not the responsibility of the companies to

insert metadata. All information will be inserted by employees of PO BiH at a later stage. For now, what is needed is to insert only the case number of the folder that is being scanned.

Way we would like it to happen, if they have option to insert metadata, but it is too much info it is difficult. We want this for the future; maybe they will have more information.

The role of the companies is to digitalize docs in a case/folder and index, i.e. the result of your work should be a scanned and searchable document. PO BiH will give direct instruction how to separate document sheets.

Question 5:

In experience, I know we might have a problem with working hours. Can they guarantee that someone will be in PO BiH with us working all the time?

Answer 5:

To provide some background, we met Chief Prosecutor 10 or 15 times regarding this particular activity. We spoke to every prosecutor, most legal associates and investigators; they are all in favour of the development of the database. We are finalizing a Memorandum of Understanding (MoU) with High Judicial and Prosecutorial Council (HJPC) and PO BiH regarding this activity. PO BiH formed a working group, which deals only with this activity on behalf of the office. We talked extensively about these details. Documents need to be prepared; we have assurances from PO BiH that they will delegate enough people for this activity. We did not discuss daily count or progress of the material scanned. People can get sick, but we have strong assurances for this that it will all go according to plan.

There should be a proposed timeline from companies. Companies will say if it is realistic to deliver the specified services within the designated period of time. Whatever is not in the tender is not your responsibility; someone from PO BiH will handle that, company selected is not accountable for any non-compliance or non-performance that is not attributable to the company.

Question 6:

Regarding the source code, why do you need the source code? How can you read my code? What will you do, what if you do something wrong?

Today, providing a source code is extremely expensive. For much less money, you can get better software with no source code. Database has to be open, for users/administrators to add tables, add charts, source code adds complications with this.

Answer 6:

In the past there were similar projects which failed because high maintenance fees or lack of funds, we want to ensure longevity and sustainability of the project. The software can be relatively simple and should make sense to trained IT staff.

No definite answer on source code details could be provided at the meeting, will be provided later in writing.

End of Minutes.