

**To whom it may be concerned:**

Following the clarification request no. 3009/20.10.2017, for tender procedure **“Archiving services under – Romania – Republic of Serbia Interreg IPA Cross-Border Cooperation Programme” ref. no. 10/JS/2017**, please find below the Contract Authority answer:

Section from ANNEX II: TERMS OF REFERENCE	Question	Answer
<p><b>2.3 Results to be achieved by the Contractor</b>  <b>Lot no. 1 – Electronic storage</b>            a) Scanning of documents            - Digitizing of the documents (scanning all documents that will be electronically stored) – estimated 4000 folders</p>	<p>Scanning volume is required. How are the documents disposed? Leaflets, bonded papers? In case the papers are bonded, can they be separated?            Do they have metal elements? Is the binding activity performed after scanning? What is the size of the documents that will be scanned?</p>	<p>In accordance with the provisions of the article 2.3 Results to be achieved by the Contractor, Lot no. 2 – Physical archiving, the volume of scanned documents is approximately <b>4000</b> archiving units during the contract implementation period, considering an average of 250 pages/folder created. The documents are disposed in folders under A4 format, drilled with two holes. Beside the large amount of A4 documents, there are also Leaflets and bonded papers. They can be separated and scanned. Metal elements are also present among the documents. The binding activity is performed after scanning. The documents to be scanned are mostly A4, but there are other formats. (A3, etc.)</p>

<p><b>2.3 Results to be achieved by the Contractor</b> Upload the electronic storage system of RO CBC Timisoara with the scanned documents – estimated 4000 folders</p>	<p>This action requires access to the Contracting Authority system. Can this be done online? Is there enough space for the update of the files? In case there is not enough space, what should be done?</p>	<p>The access to the electronic archiving system of the Contract Authority can be accessed only after the service contract is signed and the declarations of confidentiality are signed. The access will be made from the Contracting Authority premises during the scanning process.</p> <p>The storage space is sufficient in this moment. In case additional space is required, the Consultant will provide an external hard drive for backup.</p>
<p><b>2.3 Results to be achieved by the Contractor</b> b) Update the storage system – reorganize the storage space</p>	<p>Are there any specifications?</p>	<p>Having in mind the provisions of article 4. SCOPE OF THE WORK</p> <p>4.1.1. Description of the assignment <i>“The electronic storage system is hosted together with all scanned documents on a Mac Mini server located in the Contracting Authority headquarters, with secure access from outside. The solution is based on a Filemaker technology and is developed as a non-commercial product, adapted to RO CBC Timisoara needs. All scanned files are hosted on an encrypted formats to prevent an unauthorized access.”</i></p> <p>Useful info:</p> <ul style="list-style-type: none"> <li>• Mac Mini Server, located at the Contracting Authority headquarters</li> <li>• Server: Filemaker Server 13</li> </ul>

		<ul style="list-style-type: none"> <li>• Database type: Filemaker fmp 12</li> </ul> <p>The process of reorganization consists of adding new sections (departments) in the application and upload the scanned files in specific locations.</p>
<p><b>2.3 Results to be achieved by the Contractor</b>  <b>Lot no. 2 – Physical archiving</b>          - integrating new folders in the already existing archive</p>	<p>It means that an electronic system already exists. The current working process should be verified, and how to proceed with the new scans.</p>	<p>The Contracting Authority already has the electronic system implemented. The Consultant will upload the news scans into the system, in accordance with the Contracting Authority instructions.</p>
<p><b>3. ASSUMPTIONS &amp; RISKS</b>  <b>3.1. Assumptions underlying the project</b>          The consultancy and archiving services provided by the Contractor shall be:          - In compliance with the standards and norms provisioned by the legislation in force;          - Conducted in safety conditions, without endangering the document`s integrity;</p>	<p>Electronic archiving law implies the right of the electronic signature that the creator must have</p>	<p>The application holding Contracting Authority scans does not enter under the incidence of the electronic archiving law. It is a storage space updated with scanned the documents resulting from physical archiving (archive units).          The system provides easier access to documents without having to remove paper documents from the physical archive.          There is no need for electronic signature.</p>
<p><b>4.1.1. Description of the assignment</b>  <b>Lot no. 1 - Electronic storage</b>          The electronic storage system is hosted together with all scanned documents on a Mac Mini server located in the Contracting Authority headquarters,</p>	<p>Will the access be granted for the Contractor from outside?</p>	<p>The secure access from outside is granted only for users/departments that have rights to consult the electronic storage.</p>

<p>with secure access from outside. The solution is based on a Filemaker technology and is developed as a non-commercial product, adapted to RO CBC Timisoara needs. All scanned files are hosted on an encrypted formats to prevent an unauthorized access.</p>		<p>The upload of the files made by the Consultant will be done at the Contracting Authority premises.</p>
<p><b>4.1.1. Description of the assignment</b>  <b>Lot no. 1 - Electronic storage</b>          The electronic storage system is hosted together with all scanned documents on a Mac Mini server located in the Contracting Authority headquarters, with secure access from outside. The solution is based on a Filemaker technology and is developed as a non-commercial product, adapted to RO CBC Timisoara needs. All scanned files are hosted on an encrypted formats to prevent an unauthorized access.</p>	<p>Who does the encryption? With what applications? Are there any requests?</p>	<p>The encryption is done by the Consultant, based on the compatibility with Filemaker system and macOS operating system.</p>
<p><b>Lot no. 1 - Electronic storage</b>  <b>Activity 1. Scanning of the document and insert them into electronic database.</b>          For an estimated 4000 folders (an average of 250 pages / folder), you'll perform the selection, arrange the incoming documents by category, archive units, and start the scanning process.</p>	<p>The size of the documents should be verified. Are they in A4 format? Bigger format?</p>	<p>The documents submitted for scanning are predominantly A4 format. There are however other formats. (A3, Leaflets, etc.)</p>
<p><b>Lot no. 1 - Electronic storage</b>  <b>Activity 1. Scanning of the document and insert them into electronic database.</b>          During the scanning phase, the types of forms will be defined according to the documents used for the implementation of the Romania – republic of Serbia IPA Cross-border Cooperation Programme.</p>	<p>For the OCR process it is necessary to have a specialized application. Free applications recognize text between 20-60% and the paid applications can go up to 80-85%. The handwriting it is not recognized. What is the request of the Contracting Authority?</p>	<p>The applications used in the OCR process are established by the Consultant based on its best knowledge. The OCR process has the applicability in the SEARCH function of the system. All scanned files should be identified in the system based on</p>



<p>Each type of form will be introduced in the system together with the optical recognition areas (OCR), facilitating the process of identifying the documents.</p>		<p>keywords resulted from the OCR process.</p>
<p><b>Lot no. 1 - Electronic storage</b>  <b>Activity 1. Scanning of the document and insert them into electronic database.</b>          The documents that do not match a specific predefined form will be classified as “non-specific”, will be treated on the whole and the identification of the information will be manually introduced in the system by the operator.</p>	<p>For a percent bigger than 10% it will be hard work. To be taken into account the documents in Serbian language.</p>	<p>As mentioned in the text:  <i>“The documents that do not match a specific predefined form will be classified as “non-specific”, will be treated on the whole and the identification of the information will be manually introduced in the system by the operator.”</i></p> <p>The process of identifying the documents is referring to the operator (final user of the application who will search the files in the system). The operators can be both Serbian and Romanian users.</p>
<p><b>Lot no. 1 - Electronic storage</b>  <b>Activity 1. Scanning of the document and insert them into electronic database.</b>          The Contractor will also apply optical recognition (OCR) and introduce in the electronic system scanned documents received from the Contracting Authority. The files will have the same properties as the ones already uploaded.</p>	<p>What are the properties? Format, size, etc.</p>	<p>The format of the files will be:</p> <ul style="list-style-type: none"> <li>• JPEG</li> <li>• 300 DPI</li> <li>• Full color</li> <li>• Both side scanned with protocol of elimination of empty pages.</li> </ul>
<p><b>Lot no. 1 - Electronic storage</b></p>	<p>What are the requirements? What is the amount of metadata? Pay attention, they are</p>	<p>The metadata entered manually is measured per scanned folder. There</p>

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<p><b>Activity 1. Scanning of the document and insert them into electronic database.</b></p> <p>The Contractor will scan and introduce the scanned documents in a storage space together with all additional information necessary for the proper use of application. The Contractor will make sure that the back – up safety system is working properly</p>	<p>entered manually. Should a database be created? Are there specific programs to the Contracting Authority?</p>	<p>are categories such as: departments, sub departments, volume no. and short description which has to be added. Once added the system permits to assign folders to departments and subcategories. The Contracting Authority will provide the database needed.</p>
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