

**REPUBLIC OF CROATIA
MINISTRY OF JUSTICE**

**JUSTICE SECTOR SUPPORT PROJECT
Loan No. 7888-HR**

**QUARTERLY PROGRESS REPORT
for the 4rd quarter 2011**

Zagreb, February 2012

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I Key Activities Report for the 4th quarter 2011

Foreword

The project objective is to improve efficiency of Croatia's justice system. This is proposed to be accomplished through support for implementation of key reforms related to Croatia's justice sector as well as strengthening the efficiency and adjustment of the Croatian judicial system to the European Union standards.

During the reporting period MoJ continued with management of contracted civil works, procurement and installation of IT goods, as well as with preparations necessary for advertising further activities envisaged by Procurement Plan.

Within the reporting period two events have significantly affected the Project implementation:

a) "Action Plan" for speeding-up Project procurement

Since certain slow-down in Project procurement and disbursement was recognized during the previous quarter, a detailed "Action Plan" aimed at returning the Project procurement back on faster track during this quarter was agreed with the World Bank during the November 2011 Implementation Support Mission. By this Action Plan exact dates were set as deadlines by which the MoJ shall complete particular procurement/contracting phases in several key activities which have accrued delays during previous periods.

Activities envisaged by the Action Plan mostly related to contracting additional designing for all CW sites (contracts no. CS 33 – 36); publishing Indicative Procurement Notices (IPN) for CW-1 Split and CW-2 Karlovac sites; contracting the G-2 LAN Installation and Addendum for additional 3 ICMS courts, completing and sending the G-12 ICMS Upgrade TOR to the Bank for review; completing and/or speeding-up the completion of technical specifications for CS-5 Inmate IT System Upgrade, CS-8 DMS Revision, and G-3 IT Asset Management System; as well as several activities on Project Management, notably in monitoring and evaluation of the Project results.

b) Parliamentary Elections in Croatia

Unfortunately, all these activities were conducted in the midst of parliamentary elections in Croatia (held on December 7, 2011). This has resulted in a situation where MoJ was unable to sign the prepared contracts on time. Namely, since the date when elections were officially announced (early November) the incumbent Minister became a member of "technical/transitional Cabinet" and was reluctant to sign any new commitments on behalf of the MoJ. Following the elections additional time elapsed before the new Minister and MoJ management were appointed, and then some time until the new management reviewed all the draft negotiated contracts.

The JSSP Project management and implementation team was also changed, therefore the process of appointing the new Project Manager, new Authorized Signatories, and nominating some new members of MoJ implementation team was started.

In short, none of the prepared contracts (already negotiated, reviewed and approved by the Bank, and signed by other contracting parties) has been signed on agreed dates (nor during the reporting period). This has not only offsetted all the efforts made on faster Project implementation during the reporting quarter, but also created conditions for possible further delays in procurement and disbursement in 1Q 2012.

At the same time PIU was forced to devote substantial time and energy on formally adjusting the Project management and implementation structure to the new situation.

Procurement

The following procurement activities during the reporting period were carried out:

I Improving the Efficiency of the Court System (EUR 15.98 m)

Preparation of design documentation, BQs and BDs for civil works in Split and Karlovac sites:

CW-1 Reconstruction and Adaptation of the ex-Standa Building for Split Municipal Court

- In line with the “Action Plan” publication of IFB for CW-1 was planned for **February 28, 2012**. For that design documentation should have been updated under CS-36 contract, and all designs (including the updated parts) translated into English.
- Additional designing (CS-36) was to be contracted by December 9, 2011.
- **CS- 36 Contract** on Additional Designing was negotiated, approved by the Bank (9. 12. 2011), signed by other contracting party, and submitted for MoJ signature on December 15, 2011. Signature is still pending.
- **IPN** for CW-1 Split was published on November 25, 2011, and has generated considerable interest among potential bidders..
- All preparations were made for translation of the existing design documentation into English (submitted to translators on 5. 1. 2012). Added/improved parts of designs shall be sent for translation once they are delivered under the CS-36 contract (after it is signed).
- In the meantime efforts were invested in solving the safeguard issue with an existing tenant at the CW-1 building – Café Bar “Svaguša”.
- The fact that **CS-36 Contract** was not signed during the reporting period will most certainly **result in additional delays** with initiating the procurement of works under **CW-1 Split**.

- **CS-10 “Supervision”** procurement and contracting will be coordinated with procurement of CW-1

CW-2 Court Building in Karlovac

- According to “Action Plan” IFB for Karlovac was planned for **February 19, 2012**.
- For that to happen additional designing under **CS-33 Contract** was **contracted on November 25, 2011**.
- IPN for CW-2 Karlovac was published on November 25, 2011.
- Additional designs were received on time – by the end of December 2011.
- Approval of Changes and Updates of Main Design was requested from local authorities in Karlovac on December 27. Pending.
- **CS-12 Supervision** procurement and contracting will be coordinated with procurement of CW-2

Modernization of operational IT systems for decision-making and performance monitoring in courts:

G-1 Supply of IT Equipment and Packaged Software

- Completed. Fully paid.

G-2 Generic Cabling (local computer and telephony network)

- **G-02 Contract**, approved by the Bank and signed by other contracting party, was submitted to the Minister for signature on November 29, 2011.
- Not signed during the reporting period.
- **CS-2 Supervision of works under G-2.**
- To be coordinated with the G-2 contract signature.

G-10 Supply of IT Equipment and Packaged Software

- Delivered, installed and operationally accepted.
- Final payments to be made following completion of the procedure for appointing MoJ’s authorized signatories.

G-12 ICMS Upgrade

- Functional requirements and bidding documentation were sent for Bank’s review on November 29, 2011.

- Additional comments and recommendations were received from the Bank on December 27.

II Improving the Efficiency of the State Attorney's Office (EUR 8.34 m).

During this period efforts were continued on managing civil works contracts on reconstruction and building of premises needed for State Attorneys' Offices in Zagreb (CW-3) and Pula (CW-4), as well as on contracting and managing IT systems contracts.

CW-3 Reconstruction and Extension of the State Attorney's Office in Zagreb (Gajeva 30a)

- The contract for Reconstruction and Extension of the State Attorney's Office in Zagreb (Gajeva 30a) was signed with the lowest evaluated bidder - Zagorje Tehnobeton d.d - on March 31, 2011.
- Likewise, the contract for **CS-15 Services of Expert and Financial Supervision** during the Reconstruction and Extension of the State Attorney's Office building in Zagreb was awarded to Investinženjering d.o.o. and signed on March 29, 2011.
- The works have started on May 11, 2011.
- In line with the Action Plan, additional designing (**CS-35**) was to be contracted by December 9, 2011.
- Contract was negotiated and approved by the Bank (on December 9), but is still awaiting signature by the MoJ.
- In spite of these delays works at the site are progressing.
- Photo of SAO Zagreb site below:



CW-4 Renovation and Adaptation of the ex Military Base “Istarske Brigade”, Pula

- The contract for civil works has been signed with the lowest priced bid submitted by Lavčević d.o.o. on March 16, 2011.
- The contract CS-16 for Services of Expert and Financial Supervision during the renovation and adaptation of the ex Military Base “Istarske Brigade” Building was awarded to Jurcon Projekt d.o.o. and signed on 10 March 2011.
- The works have started on 13 April 2011.
- According to the Action Plan the **CS-34 Additional designing** was to be contracted by December 9. However, same as with other contracts, the signature by MoJ is still pending.
- At the same time meetings were held with Contractor’s management on the topic of their claims for additional costs (not envisaged by original BQs) due to additional/unforeseen works. Parts of these problems were mutually resolved through Addendum no. 1 (still not signed by the MoJ), and disputed issues were forwarded to Adjudicator, as stipulated in the CW-4 contract. Adjudication pending.
- Works are progressing slowly.

- This situation will certainly have an effect on both the contract price and duration. However, it is impossible to quantify them at this moment, for they will depend on Adjudicator's decision, Contractor's estimates, and Supervising Engineers' analysis.
- Photo of Pula site below:



G-7 USKOK HW & SW

- Evaluation completed. BER approved by the Bank (NOL of October 17, 2011), with CIP/EXW prices.
- During the negotiations the awarded supplier agreed to perform the import and customs formalities with no extra costs. Therefore VAT was added to contract price.
- On **December 8**, WB was informed that contract price will differ to the one stated in the NOL due to the fact that now it will include the VAT, and was requested to approve this difference.
- Awaiting for WB approval and/or instructions.

G-11 Upgrade and adjustment of the SAO Case Tracking System (CTS)

- Following the Bank's NO for direct contracting of this activity with IBM Hrvatska d.o.o., IBM has submitted its Bid on 18 March 2011. After lengthy negotiations this contract was signed on 28 June 2011.
- Implementation of the activity is progressing – HW and Standard SW were delivered and accepted. However, Milestone 2 “Defined CTS Requirements and CTS Architecture” took about a month longer than planned. The problem is that Ministry does not have a re-newed contract with hosting and communications provider – FINA – therefore it is not possible to test the deliverables by users on their sites. Rather, the testing is performed at IBM site for the time being, which somewhat slows down the development.

III Strengthening MOJ Management Functions (EUR 1.58 m)

In this component the following has been achieved during the reporting period:

CS-5 Inmate IT System – Upgrade of the application

- During this quarter work was continued on acquiring exact data and information on the status and functioning of the existing Inmate IT System, as well as on business processes to be upgraded.
- Based on this a Strategy for further upgrades of IT Inmate System was prepared, as well as the first draft of Technical Specifications.
- However, these documents are awaiting to be reviewed and approved by the new MoJ management.

CS-8 DMS Functionality Revision and Upgrade

- Analysis of existing status of the MoJ's DMS system was prepared, first draft of the Technical Specification was prepared by the PIU and, as agreed beforehand, forwarded to MoJ Secretariat for review and approval.
- Awaiting the review and decision by the MoJ management.

G-3 IT Asset Management System

- Technical specifications completed. Draft BD completed.
- Awaiting the MoJ decision.

Zagreb Judicial Square

One of the activities envisaged for financing through the JSSP Project is assisting the MoJ in continuing with preparations for development of a future Judicial Complex (Square) in Zagreb. Namely, most judicial bodies in the City of Zagreb are notoriously lacking space, while at the same time these courts participate with some 35% (in average) in all case-load related data (including the backlog) on the national level.

To that end, the following activities were undertaken during this reporting period:

- Procurement of services on **“Analysis of Options for Financing the Zagreb Judicial Square”** is pending. This activity shall be financed from the NL Grant and is administered by the World Bank;
- The Bank has contracted consultants for performing **“Preliminary geotechnical site feasibility analysis“** for future Zagreb Judicial Square site. This activity is also financed from the Dutch Grant and administered by the Bank.
- In progress

IV Project Governance and Implementation (EUR 1,20 m)

PIU

- Since the PIU Project Administrator - Procurement Assistant has left the Project the process of selection of the new consultant was conducted and completed during the quarter. The CS-26-2 Contract was negotiated in late December and sent to the Bank for review.

Project Steering Committee Sessions

- No Project Steering Sessions were held during this period.

WB Mission

- During the reporting period one WB Mission took place, 11 – 28 November 2011.

II Intermediate Outcome Indicators

Data collecting and reporting:

In analysis of the data submitted by Project stakeholders, it became apparent that some inconsistency in data collecting and/or interpreting has occurred.

A meeting was held with the court presidents on December 21, 2011 to address this issue. Data needed for this purpose was better defined, as well as methodology for their collection in the future. However, court presidents have stated that their respective courts do not have capacities to perform the checking or updating the data from the past (for 2009, 2010 and 2011). Therefore it was agreed to propose to the Bank to consider doing this within an activity financed from the Loan (Consultant Services). Such activity should have a clearly drafted TOR and could be performed as a wider analysis of the status, problems and effects that service of process has on case management and efficiency of the court proceedings. Results and recommendations of such activity could be used as an “input” or “background” information for several other JSSP activities, as well as some planned activities to be financed from the EU funds.

a) Case-load and case-flow data

Project Outcome Indicators	Baseline	Target Values					Data Collection and Reporting		
		YR1	YR2 1 &2 Quarter	YR2 3 Quarter	YR2 4 Quarter	YR5	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
1. Aggregate case backlogs covering 74 courts and 55 SAO offices.	Aggregate case backlog volume: For 74 courts: 384,038 (2009) For SAO offices & USKOK:	For 74 courts: 387,775 (2010) For SAO offices & USKOK: 9,994 (2010)	For 74 courts: 351,033 For SAO offices & USKOK: 8,396 ¹	For 74 courts: 386,126 For SAO offices & USKOK: 978	For 74 courts: 376,056 For SAO offices & USKOK: 1,722	Reduced by 15 percent over baseline.	Quarterly	ICMS E-statistics	MOJ

¹ For period starting January 1, 2011 ending May 31, 2011.

Project Outcome Indicators	Baseline	Target Values					Data Collection and Reporting		
		YR1	YR2 1 & 2 Quarter	YR2 3 Quarter	YR2 4 Quarter	YR5	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
	9,705 (2009)								
2. Case disposal rates covering (a) 74 courts and (b) 55 SAO offices & USKOK.	Case disposal rate (as percentage): For 74 courts: 102 (2009) For SAO offices & USKOK: 83.3 (2009)	For 74 courts: 97.2 (2010) For SAO offices & USKOK: 90.7 (2010)	For 74 courts: 100,05% For SAO offices & USKOK: 73,8% ²	For 74 courts: 91,5% For SAO offices & USKOK: 96,4%%	For 74 courts: 83% For SAO offices & USKOK: 84,5%	Increased by 15 percent over baseline.	Quarterly	ICMS E-statistics	MOJ
3. Number of days, in pilot courts financed by the project, for service of notice to parties	Average number of days for service to parties of notice of hearing in general civil cases (after case assignment): Pula MC: 73 (2009) Split MC: 110	Pula MC: 70 days (2010) Split MC: 110 (2010) Karlovac MC: 7.9 days (2010)	Pula MC: 4,87 days Split MC: 60 days Karlovac MC: 3,78 days	Pula MC: 24 Split MC: 50 days Karlovac MC: 13,1 days	Pula MC: 15 Split MC: 40 days Karlovac MC: 3,29 days	Reduced by 15 percent over baseline.	Quarterly	ICMS E-statistics	MOJ

² For period starting January 1, 2011 ending May 31, 2011.

Project Outcome Indicators	Baseline	Target Values				Data Collection and Reporting			
		YR1	YR2 1 & 2 Quarter	YR2 3 Quarter	YR2 4 Quarter	YR5	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
	(2009) Karlovac MC: 8.75 (2009)								
4. Number of days, in pilot courts financed by the project, between first and final hearings	Average number of days between first and final hearings in general civil cases: Pula MC: 302 days (2009) Split MC: 700 (2009) Karlovac MC: 551.8 days (2009)	Pula MC: 95 days (2010) Split MC: 700 days (2010) Karlovac MC: 379.1 days (2010)	Pula MC: 238,07 days Split MC: 178 days Karlovac MC: 110.76 days	Pula MC: 373 Split MC: 165 days Karlovac MC: 178 days	Pula MC: 240,1 days Split MC: 165 days Karlovac MC: 151,29 days	Reduced by 15 percent over baseline.	Quarterly	ICMS E-statistics	MOJ
5. Number of days, in pilot courts financed by the project, for testimony of expert witnesses	Average number of days for testimony of expert witnesses in general civil cases:	Pula MC: 152	Pula MC: 29,22	Pula MC: 131	Pula MC: 63,7	Reduced by 15 percent over baseline.	Quarterly	ICMS E-statistics	MOJ

Project Outcome Indicators	Baseline	Target Values				Data Collection and Reporting			
		YR1	YR2 1 & 2 Quarter	YR2 3 Quarter	YR2 4 Quarter	YR5	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
	Pula MC: 160 days (2009) Split MC: 150 (2009) Karlovac MC: 82.8 days (2009)	days (2010) Split MC: 120 (2010) Karlovac MC: 75.2 days (2010)	days Split MC: 90 days Karlovac MC: 40,82 days	days Split MC: 90 days Karlovac MC: 38,5 days	days Split MC: 165 days Karlovac MC: 63,0 days				
6. Improved user ratings for efficiency for project-financed courts	Average user rating: 3.5 (2010) Pula: 3.8 Split: 3.2 Karlovac: 4.0	Not applicable	Not applicable	Not Applicable	Not applicable	Third user survey: 10 percent improvement over baseline	Bi-annual	Surveys	MOJ

Data for Reporting Period – 1. 10. 2011 – 31. 12. 2011.

b) Intermediate Outcome Indicators - Narrative

(Arrangements for JSSP Results Monitoring in Attachment I.)

Component A: IMPROVING THE EFFICIENCY OF THE COURT SYSTEM

- a) **Consolidation of the Court Network** – Bidding Documents for both court buildings – Municipal Court in Split (CW-1) and Municipal Court in Karlovac (CW-2) have been sent to the World Bank for review in March and May, respectively. Based on Bank's comments and recommendations some

technical sections of Bidding Documents for both CW sites (Split and Karlovac) must be adjusted by design studios who created original designs. Exact changes and improvements that need to be done to design documents, BQs and BDs were analysed and TOR's for Additional Designing drafted. TOR's and draft Contracts have been reviewed and accepted by the Bank. Contracts were negotiated with respective design studios, and accepted by the Bank. Indicative Procurement Notices for both CWs have been published in November 2011.

- b) **Improved Court Resource Management** – This sub-component is closely linked to Justice Sector Public Expenditure and Institutional Review (JSPEIR). After the period of intensive data gathering during the previous reporting period, the Preliminary findings of the JSPEIR analysis have been presented at the III Steering Committee Session in Karlovac, June 2011. Detailed plan of activities under this sub-component shall be developed immediately after the final JSPEIR review is received.
- c) **Upgraded and Updated Operational Information Systems to Improve Court Efficiency** – Procurement of IT infrastructure (such as servers for USKOK, LAN network installation) have been completed and are at final stage of contracting, while all basic IT equipment procured under both G-1 and G-10 contracts were delivered and installed during the reporting period. Technical Specifications for G-12 have been completed and reviewed/approved by the Bank. Work continued on drafting technical specifications/BDs for G-3 IT Asset Management, on CS-5 Inmate IT System, and CS-8 DMS functionality revision.

Component B. IMPROVING THE EFFICIENCY OF THE STATE ATTORNEY'S OFFICE

- a) **Consolidation of the State Attorney's Office Network** – Reconstruction of both SAO buildings envisaged under the JSSP – SAO Headquarters in Zagreb (CW-3) and SAO offices in Pula (CW-4) - have been contracted, works have begun in early May, and are progressing. Due to the fact that excavation and demolition revealed some discrepancies between the actual state of buildings and the state defined in design documents, as well as following user's requests based on new Criminal Procedure Act, additional designing will have to be contracted. TORs for additional designing (for both sites) and draft Contracts for these activities were drafted and reviewed by the Bank during the reporting period. However, these contracts were not signed by the MoJ during the reporting period.
- b) **Upgraded and Updated Operational Information Systems to Improve SAO efficiency** – The CTS Upgrade (G-11) has been signed on June 28, 2011 and implementation is progressing. One issue that must be solved by the MoJ in the meantime is re-newing contract with FINA for hosting and communications.

Component C. STRENGTHENING MANAGEMENT FUNCTIONS OF THE MINISTRY OF JUSTICE

- a) **Strengthened Resource and Performance Management** – Same as under A.b) above, this component is closely linked and dependent of the JSPEIR review which is expected to path the way for further improvements and better efficiency in sector-wide resource management. Partly based on JSPEIR

findings and recommendations some additional TOR's in this area will be drafted – especially for JSSP activities CS-13 “Improving court resource and performance management capacity” and training activities under TR-1.

On top of this, services titled “Analysis of Financing Options for Zagreb Judicial Square Complex” are being contracted by the World Bank from the NL Grant. It may be expected that this activity shall have numerous side-effects on the manner in which “resource management” is presently being approached within the MoJ, especially in regards to the infrastructure.

- b) Strengthened Information Systems and Information System Management**–The PIU IT Specialist is actively involved in assisting the MOJ to develop an efficient and sustainable structure and organization needed for management of all IT systems within the judicial sector.

At the same time bidding documentation and technical requirements for several IT packages directly aimed at improving MOJ's general and IT related management functions have been developed (ICMS Upgrade, IT Asset Management; Prison System IT System, and MoJ Document Management System).

In the meantime the new MoJ management has taken somewhat different approach to IT management within the judiciary – aimed at a more centralized management, through an “IT Working Group”. However, this new system of IT management yet has to be developed in detail and implemented in practice. One of the first announced tasks of the Working Group is to review the overall IT strategy of the MoJ and update it, if necessary

Component D.SUPPORT FOR PROJECT MANAGEMENT AND IMPLEMENTATION

- a) User Surveys** – The first (baseline) User Survey was conducted by a reputable local agency during Summer/Autumn 2010. The MOJ was actively involved in drafting relevant questionnaires. The Survey results have revealed some interesting data. Results of this user Survey was presented and discussed at the II Steering Committee Session in Pula, in November 2010. The following user survey shall be conducted during mid-Project, with an accent on trends analysis.

- b) Project Governance, Management and Administration** – During the previous reporting periods the PIU has been fully equipped, and Project administration and management systems and channels within the MOJ well established and stabilized.

However, most part of this reporting period was marked by parliamentary elections in Croatia. Electoral campaign started in early November, and incumbent Cabinet became a “transitional” Cabinet. Therefore the MoJ management was unable to undertake any new commitments during this time.

Following the elections (November 7) it took some time until the new MoJ management was appointed and then additional time until it took office and managed to review all projects/activities in progress.

The new management has also immediately announced internal re-organisation of the MoJ, but this was not formally completed during the reporting period.

A GENERAL REMARK:

Since the Loan Agreement on JSSP Project came into effect on July 12, 2010, it is still too early for these activities to have major tangible effects on trends in the justice sector, as measured by selected performance and outcome indicators.

PUBLICATION OF PROJECT RELATED INFORMATION ON WEB PAGES OF INVOLVED ENTITIES:

Information on activities and status of the Project implementation (procurement, notices, news, photo documentation, etc) are regularly published and updated on MOJ website – JSSP project information page. Improvements in Project visibility within the MOJ web-page (i.e. a direct link to Project site) have been implemented – including direct links to JSSP Project from all involved entities' websites.

c) Courts' Expenditures and Energy Efficiency



OS

Karlovac-Expndt-10-1



OS

Split-Expndt-10-12.1



OS

Pula-Expndt-10-12.1

**III Payments Made During Reporting Period – IV Quarter 2011
Against Contracts Subject to Bank's Prior Review**

Contract Number	Supplier	Contract Date	Date of Bank's No Objection to Contract	Date of payment to Supplier
CS - 21	Nenad Vukadinović	01.03.2011.	22.02.2011.	X-XII 2011.
CS - 23	Brzo oko d.o.o.	01.09.2011.	16.09.2011.	X-XII 2011.
CS - 24	ZI5 d.o.o.	11.11.2010.	10.11.2010.	X-XII 2011.
CS - 25	Mate Ugrina	23.12.2010.	20.12.2010.	X-XII 2011.
CS - 26	Martina Šestan	01.03.2011.	22.02.2011.	X-XII 2011.
CS - 30	Ana Krnić	01.01.2011.	20.12.2010.	X-XII 2011.
CS - 16	JURKON projekt d.o.o	10.03.2011.	04.03.2011.	X-XII 2011.
CS - 15	Investinženjerig d.o.o.	30.03.2011.	25.03.2011.	X-XII 2011.
G-10	King ICT d.o.o.	24.08.2011.	19.07.2011.	X-XII 2011.
G - 1	King ICT d.o.o.	04.03.2011.	25.01.2011.	X-XII 2011.
CS - 31	Prijevođi Kovačićek	09.02.2011.	07.02.2011.	X-XII 2011.
CW - 4	LAVČEVIĆ d.d.	16.03.2011.	18.01.2011.	X-XII 2011.
G-8-1	TESCOM d.o.o.	25.02.2011	09.02.2011	X-XII 2011.
CW - 3	Zagorjetehnobeton	31.03.2011.	21.01.2011.	X-XII 2011.
G-11	IBM d.o.o.	28.06.2011.	15.06.2011.	X-XII 2011.
IOC-CW-3	ZIRS d.d.	18.04.2011	24.03.2011.	X-XII 2011.

IV Procurement Plan

V Financial Report for 4th quarter 2011

Attachment I.
Arrangements for JSSP Results Monitoring



Arrangements for
Results Monitoring.doc