

Annex 6.

FUNCTIONALITY

Procurement subject: Procurement of Software Development and Implementation Under the Working Name „PSOD ERP System“

Columns 1-2 fills in The Procuring Entity

Column 3 fills in The Tenderer – compulsory

Column 4 fills in The Tenderer – as needed

Tenderer's technical tender:

Tenderers are required to fill in the templates on the following pages:

- Column 2 is completed by the procuring entity and displays the requested functionalities (no modification by the tenderers is allowed),
- Column 3 is filled out by the tenderer with the details of the offered functionalities, described in detail (eg the words "yes" or "no" are not sufficient),
- Column 4 allows the tenderer to enter comments on their proposed equipment, and instructions for supporting documentation of the items offered.

With respect to all types, manufacturers, brands, standards and norms listed in the functional description, the term "or equivalent" is considered to apply to them as well. Any supporting documentation provided by the Tenderer in addition to the Tender must clearly indicate the descriptions of the functionality offered. Tenders that do not accurately identify the functionality descriptions may be rejected.

The functionalities listed in the table in the checklist format in Column 2 are required as the minimum standard of each individual module and are the only basis for evaluating the technical compliance of tenders. Tenderers may offer some functionalities below the minimum, but in that case the Procuring Entity reserves the right to refuse the offer based on the assessment of the importance of the missing characteristic. Tenderers can also offer (and are invoked to) functionalities better than the minimum.

NOTE: The Tenderer fills out functionalities for all items of the procurement subject.

1. Seque nce numb er	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
1.1.	Time Management/Calendar		
	- (K) calendar and timing system for managing the law firm's tasks - (K) calendar of events related to matters (hearings, meetings, deadlines for actions, etc.) – it must be linked to the matter number, indicate the time, place and duration of the event, the person in charge of the event, etc. - (K) business events calendar – law firm management events; communication with clients and potential clients; organizational issues, etc. - (K) employee personal calendars - (K) administering the visibility of individual calendars (all employees, some employees, only the person registering the event, etc.) - (K) integration with all other system modules for automatic data exchange and withdrawal - (K) affiliation with the web service for maps and travel distance calculations (e.g., Google Maps or similar) to automatically calculate the distance and duration of a		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	trip to an event - (K) required compatibility and deep integration with the Microsoft Outlook calendar - desirable integration with Microsoft Office and Adobe Acrobat systems to manage tasks on individual systems (e.g. creating a document, signing and sending it, etc.)		
1.2.	Case/Matter Management		
	Law firm matter management system that keeps track of: - (K) matter numbers (mandatory option of formatting in multiple formats such as: XXXX/Year, or; Client no.-matter no., or; some specific tag) - (K) party/parties and counterparty/counterparties - counterparty representation - (K) the competent authorities in the procedure - (K) matter type - (K) the number of matters before each of the competent authorities		

1. Seque nce numb er	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- (K) matter content - (K) matter finance (contracted fee, payment method, revenue and expense management) - (K) tasks and deadlines related to the matter - (K) all activities in the matter - (K) persons in charge of the matter - (K) matter analytics (who and when accesses the matter, how much work was done on the matters, what are the outcomes of particular activities, what and when was invoiced/charged, etc.) - (K) connectivity to all other system modules - (K) automation of all processes within the system with the possibility of manual corrections - automatic retrieval of information from PSOD Online system - (K) compatibility, i.e. integration and connectivity with Microsoft systems and Adobe Acrobat system - ability to integrate with an internal document creation automation system		
1.3.	Document Management System		

1. Seque nce numb er	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	Law firm document management system which enables: - (K) managing drafting documentation in each subject - (K) managing documentation from client case files (directly linked to the case management module) - (K) documents relevant to the business of the law firm (contracts with clients, contracts with suppliers, internal acts, procedures) - (K) managing data from documents (search by name, by content, by the case in which the document is, by counterparty/the other contracting party, etc.) - (K) managing document access permissions (easy administration by non-computer system management professionals) - (K) automation of all processes with the possibility of manual corrections - deep connection to the PSOD Online system through the PSOD Online system management module - (K) compatibility, i.e., connectivity and integration with Microsoft Office, SharePoint, Azure and other Microsoft systems and Adobe Acrobat system		

1. Seque nce numb er	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- ability to integrate with an internal document creation automation system		
1.4.	Legal Project Management		
	Legal project management system, consisting of: - (K) deep connections to the case management module (pulling in all the necessary data) - (K) Tasks management within the project with the ability to select predefined templates, supplement templates or enter individual task descriptions - (K) authorization management (especially important is the ability to quickly add, remove, and modify authorization at the personal or group level) - (K) connectivity to all other system modules for the purpose of sharing and organising data - allowing clients to access their projects (restricted) through the PSOD Online system - (K) compatibility, i.e., connectivity and integration with Microsoft Office, SharePoint, Azure and other Microsoft systems and Adobe Acrobat system - ability to integrate with an internal document creation		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	automation system		
1.5.	Knowledge Management		
	A system for managing all the knowledge required to practice law (integrated): - (K) internal law firm knowledge (decisions in individual cases, information on individual situations encountered by employees and recorded in the system, availability of forms of certain types of legal documents) - general legal knowledge in Croatia (through integration with the case law service, consolidated regulations and other acts and information that are available) - general business and other relevant information on various entities in Croatia and the EU (through integrations with the service or services that aggregate business information, individual court decisions and other data relevant to adequate information)		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	The system must have the capability of: - (K) easy input of new information in the form of documents, notes or external links, indicating keywords, topics or other relevant information - (K) connectivity to all other modules of the system with the automatic introduction of each new essential data into the knowledge base, regardless of which module the data is entered through - (K) full integration with the system browser - (K) compatibility and integration with Microsoft Office, SharePoint, Azure and other Microsoft tools, and Adobe Acrobat Pro system - compatibility and integration (via API or otherwise) with external service providers with which the Procuring Entity has agreed to cooperate with for 2 years		
1.6.	Customer Relationship Manager - CRM		
	System for managing clients and potential clients, which must contain:		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- (K) all client information and all client contact persons - (K) all relevant information about client contracts and service payment methods - (K) billing analytics, analytics of outcomes of previous cases, communication with existing clients and other data - (K) managing potential clients (prospects & leads) with the relationship flow configurator - system of organisation of "sale" of services - a system of forecasting future activities based on existing data - (K) process automation with manual correction possibility - (K) connectivity to the PSOD Online system (especially onboarding and payment processors) - connectivity to all other system modules - deep connection with Microsoft Office system and Adobe Acrobat system		
1.7.	Human Resource Management Module		
	Law firm (Employee) human resource management system		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	with focus on: - (K) monitoring lawyer's work with connection to the analytics module - (K) monitoring of trainees' work with a focus on task allocation, lawyer evaluation, connection to the analytics module - (K) monitoring the work of other employees with productivity analysis - (K) managing talent acquisition processes (trainees, lateral acquisitions of lawyers and teams, other personnel – receiving and recording job applications, preparing and announcing vacancies, entering candidate information - system for carrying out f2f and online employee testing (guest access, etc.) - (K) keeping records of salaries, bonuses and other lawyer income - connectivity to all other system modules		
1.8.	Payment Management Module		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	The system that automatically prepares invoicing orders, verifies and sends them to the invoicing, must include: - (K) automated content entry and item specification on accounts by withdrawing data from all other modules, with manual correction before confirmation - (K) authorization of the final version of the account with granting different authorizations to individual employees (2-eyes, 4-eyes ili 6-eyes principle) - (K) automatic interest calculation system - (K) ability to create orders manually - (K) connectivity to all other modules for the purpose of exchanging and organizing the data needed to create the account - compatibility and integration with Microsoft Office and Adobe Acrobat Pro systems - (K) connection with the accountancy and accounting module/program - (K) deep connection to the PSOD Online Module - (K) connection to payment processors of some PSOD Online services		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- (K) system of warning the lawyer in case of non-payment of bills - automated preparation of documentation for the implementation of claims recovery		
1.12	Office Management		
	Office system for managing internal business and organisational processes, such as: - (K) regulation compliance - (K) procurement - (K) asset management - (K) budgeting and cost control - (K) archive management - (K) leases, rentals, leasing, etc. - other processes - contract lifecycle management		
1.9.	Participant databases (counterparties, state and other bodies)		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	Part of the system containing: - (K) a database of all client counterparties - (K) a database of lawyers, notaries, experts and other professionals relevant to the conduct of the business. - (K) databases of all relevant authorities and other competent persons in Croatia, the EU and third countries conducting or affecting the conduct of business and case management for clients Module must have the following features: - (K) the system is filled with data automatically (by pulling data from public and other registers), or by manual entry where automatic withdrawal is not possible - (K) connection to all other system modules		
1.10	System browser		

1. Seque nce numb er	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	(K) Search tool for the entire PSOD ERP system (and systems connected to the PSOD ERP system), and all office documents, with the search option: - by documents name - by keywords - by document content - by links indicated in the system Following functionalities are expected as well: - (K) may be developed by another manufacturer, provided that it is possible to localize it to a degree sufficient to ensure data confidentiality and the localization of its operation - (K) must be capable of „learning“, i.e. remembering and anticipating user needs - (K) must have an integrated OCR system for reading and searching scanned documents - (K) must be integrated with other system modules		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- (K) must be compatible with, i.e. integrated with Microsoft Office, SharePoint, Azure and other Microsoft systems, as well as with Adobe Acrobat Pro system		
1.12	Managing PSOD Online Services		
	PSOD online services offer management system, consisting of: - (K) client access management systems for documentation and case information - (K) systems to enable clients to access legal projects through the project management module - (K) a system that allows clients to comment and evaluate individual lawyers - (K) a system for connecting individual online services, whose systems are manufactured by third parties, to the PSOD ERP system - (K) CMS for editing non-webpage content		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- (K) connecting to the existing PSOD Online System user interface		
1.13	Integration port with internal business communication systems		
	– (K) ability to integrate PSOD ERP systems with internal business communication systems (e.g. Slack, Teams or equivalent) via API, third-party app interface, widget or otherwise		
1.14	Analytical module		
	A system for monitoring business and lawyer performance indicators based on information contained in the PSOD ERP system, such as: - (K) office profitability - (K) income per lawyer - (K) profitability of an individual lawyer - (K) lawyer productivity - (K) success in cases - (K) expected service prices vs. achieved service prices		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- (K) profitability per unit of time (month, year) - (K) billing success - (K) client's lawyer's rating - type, scope and performance of the search - reviews and comments from individual clients on the operation of a particular PSOD service - any other PSOD ERP system data that can be analyzed (K) The system must be connected to all other PSOD ERP system modules to retrieve analytics data.		
1.14	Accountancy and Accounting Module		
	(K) If creating a separate module, it must have all the functionalities of accountancy and accounting software, including: - compliance with Croatian and international accounting standards - compliance with Croatian regulations - fiscalization system for HR		

1. Sequence number	2. Minimum functionality required	3. Functionality offered	4. Notes, objections, instructions for supporting documentation
	- automatic electronic invoicing based on information from the Billing Management Module (K) If integration is being done with the existing accountancy and accounting software, maximum integration of existing software into all PSOD ERP system modules must be possible.		

Place and date

L.S.

Signature of the person authorized to represent
