**Annex I**

Milestones, targets and related indicators – non-repayable support

| **#** | **Related measure (reform or investment)** | **M/T** | **Name** | **Qualitative indicators (for milestones)** | **Quantitative indicators (for targets)** | | | **Date for completion** | | **Responsibility for reporting and implementation** | **Further specification (if necessary)** | **Verification mechanism** | | | | **Possible early warning indicators** | | **On the spot checks** | | **Relevant common indicators** | | **Comment** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Unit** | **Base-line** | **Goal** | **Q** | **Year** |  |  | **A. Evidence provided** | **B. Detailed justification** | **C. Contribution to achievement of the objectives (link)** |  | |  | |  | |  | |
| 137 | C7.R2: Efficient use of the radio frequency spectrum | Milestone | Entry into force of the decree on the reduction of spectrum fees | Provision in the decree of the Council of Ministers indicating the entry into force of the reduction of spectrum fees |  |  |  | Q1 | 2021 | Ministry of Transport and Communications |  | 1. Copy of the publication in the Official Journal of the decree on the reduction of spectrum fees 2. Reference to the relevant provisions indicating the entry into force and to the provisions which fulfil the relevant elements of the milestone, as listed in the description of milestone and the corresponding measure in the CID annex, with appropriate links to or copies of the document(s) mentioned in the summary document | Institution/s: Ministry of Transport and Communications  What: Entry into force of the decree on the reduction of spectrum fees  How: entry into force (evidenced by a), reporting (b)  Why: The Decree of the Council of Ministers shall establish the reduction of the one-time fee for the use of the radio spectrum by 50% and reduction of the annual fee for the use of the spectrum by 35%. This concerns the fees under the Law on electronic communications levied by the Communications Regulation Commission. [provide references to the plan that acknowledge these objectives]  When: specify the dates of development and entry into force | The reform aims to address the challenges of 5G readiness and promote the accelerated deployment of 5G networks. The following activities are foreseen:  Reduction of spectrum fees, effective as of 1 January 2021 (the amount of the one-off fee was reduced by 50 % and the annual fee for spectrum use by 35 %);  Accelerated spectrum assignment process in the 700 MHz, 2.6 GHz, 3.6 GHz and 26 GHz bands. | - | | None | | - | | - | |
| 138 | C7.R2: Efficient use of the radio frequency spectrum | Milestone | Completion of the spectrum assignment in the 26 GHz band | Communication of assignment of rights of use in the 26 GHz spectrum band and signing of contracts |  |  |  | Q4 | 2022 | Ministry of Transport and Communications |  | 1. Copy of the signed contract(s) with the contractual counterparts and of the subsequent amendments to the contracts if any 2. Extract of the relevant parts of the technical specifications of the auction documentation proving alignment with the description of the milestone 3. Report of the evaluation committee regarding its assessment of the submitted applications | Institution/s: Ministry of Transport and Communications  What: Completion of the spectrum assignment in the 26 GHz band  How: contracting (a, b), reporting (c)  Why: The signing of contracts shall be preceded by the launch and completion of auctions and communication of assignment of spectrum to operators in the 26 GHz band. The frequency band shall be assigned based on criteria ensuring transparency and promotion of competition in networks and underlying services. [provide references to the plan that acknowledge these objectives]  When: specify the dates of completion of the assignments | As above | Delays in the launching and completion of the auctions, and the signing of the contracts | | None | | - | | - | |
| 139 | C7.R2: Efficient use of the radio frequency spectrum | Milestone | Completion of assignment of the available spectrum in the 700 MHz and 800 MHz bands | Communication of assignment of rights of use in the 700 MHz and 800 MHz bands and signing of contracts |  |  |  | Q1 | 2023 | Ministry of Transport and Communications |  | 1. Copy of the signed contract(s) with the contractual counterparts and of the subsequent amendments to the contracts if any 2. Extract of the relevant parts of the technical specifications of the auction proving alignment with the description of the milestone 3. Minutes of meetings between the relevant state authorities [to specify] and the mobile operators showing that the capacity for military use and sanitary zones has been agreed and acknowledged 4. Copy of the contracts for the assignment of rights in each of the 700 mhz and 800 mhz spectrum bands, demonstrating that the minimum allocated frequency is in line with the description of the milestone and the description of the investment in the CID 5. Report of the evaluation committee regarding its assessment of the submitted applications 6. Proof of prior review of the auction terms by the European Commission | Institution/s: Ministry of Transport and Communications  What: Completion of assignment of the available spectrum in the 700 MHz and 800 MHz bands  How: contracting (a, b, d), reporting (c, e, f)  Why: The signing of contracts shall be preceded by the launch and completion of an auction as well as the notification of the assignment of rights of use to operators in the 700 MHz and 800 MHz spectrum bands. The auction shall cover at least 3x2x10 MHz capacity in the 700 MHz spectrum band, and 3x2x10 MHz capacity in the 800 MHz spectrum band, subject to the establishment of sanitary zones around military airports. The capacity for military use and sanitary zones shall be agreed and acknowledged by relevant state authorities and mobile operators. Each of the three mobile operators in Bulgaria shall have 10+10 MHz uplink and downlink in both 700 MHz and 800 MHz band. The frequency band shall be assigned based on criteria ensuring transparency and promotion of competition in networks and underlying services. The process shall include a prior review of the auction terms by the European Commission. [provide references to the plan that acknowledge these objectives]  When: specify the dates of completion of the assignments | As above | As above | | None | | - | | A monitoring step: Prior review of the auction terms by the European Commission (Q4 2022) | |
| 140 | C7.R3: Creating a favourable investment environment | Milestone | Entry into force of legislative changes implementing recommendations under the Connectivity Toolbox | Provision in the Law on spatial planning and in the decision 558 of the Council of Ministers indicating the entry into force of legislative changes |  |  |  | Q4 | 2020 | Ministry of Transport and Communications |  | 1. Copy of the publication in the Official Journal of the amendment to the Law on spatial planning and Decision 558 of the Council of Ministers 2. Reference to the relevant provisions indicating the entry into force and to the provisions which fulfil the relevant elements of the milestone, as listed in the description of milestone and the corresponding measure in the CID annex, with appropriate links to or copies of the document(s) mentioned in the summary document | Institution/s: Ministry of Transport and Communications  What: Entry into force of legislative changes implementing recommendations under the Connectivity Toolbox  How: entry into force (evidence by a), reporting (b)  Why: Legislative changes shall ensure that: No building permit is required for maintenance, equipment and/or improvement of elements of the radio transmission systems, as well as their replacement; Free capacity of fibre networks controlled by public sector bodies may be provided for use to commercial operators; Publicly funded infrastructure projects, shall by default design construction of protective pipes and cable trunks in a way which shall be open for use by all operators. [provide references to the plan that acknowledge these objectives]  When: specify the dates of development and entry into force | The reform aims to address key recommendations of the Common Union Toolbox for Connectivity, and shall:  Streamline the permit procedures for the construction, maintenance, equipment and/or improvement of radio transmission systems, as well as their replacement or completion by assembling or dismantling elements of the radio transmission system.  Extend the right of accessing existing physical infrastructure controlled by public sector bodies to commercial operators where the latter have no interest in building such networks or would consider shared use as an opportunity to reduce their investment costs. | - | | None | | - | | - | |
| 141 | C7.I1: Large-scale deployment of digital infrastructure | Target | 1Gbps access points to state network for providers of services of general interest |  | Number | 0 | 1200 | Q4 | 2023 | Ministry of e-Governance |  | 1. List of certificates of works completion including official references of each certificate, issued in accordance with the national legislation, demonstrating that the access points have been established 2. List of the beneficiaries (i.e., providers of general service interest that are covered) 3. Report by an independent engineer endorsed by the relevant ministry, providing justification that the technical specifications for the implementation of the access points, including targeted speed, are aligned with the description of the target and of the description of the investment in the CID | Institution/s: Ministry of e-Governance  What: 1Gbps access points to state network for providers of services of general interest  How: certification (a), selection of beneficiaries (b), reporting (c)  Why: 1200 providers of services of general interest shall be granted access to 1Gbps access points. The providers of services of general interest shall include inter alia administrative authorities, security and safety authorities, educational institutions, labour agencies, social assistance bodies, healthcare institutions and civil protection bodies. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | The actions under this investment aim to:  Develop of the state backbone network (the Single Electronic Communications Network of the State – “SECN”) by increasing its transmission capacity and ensuring connectivity to all municipal centres.  Provide ultra-fast internet connectivity for universities and research organisations.  Support the deployment of very high capacity networks (“VHCN”) in rural and sparsely populated areas. | - | | Yes, sample-based | | Indicator 7 | | - | |
| 142 | C7.I1: Large-scale deployment of digital infrastructure | Target | 10Gbps access points to state network for providers of services of general interest |  | Number | 0 | 300 | Q2 | 2024 | Ministry of e-Governance |  | 1. List of certificates of works completion including official references of each certificate, issued in accordance with the national legislation, demonstrating that the access points have been established 2. List of beneficiaries (i.e. Providers of general service interest that are covered) 3. Report by an independent engineer endorsed by the relevant ministry, providing justification that the technical specifications for the implementation of the access points, including targeted speed, are aligned with the description of the target and of the description of the investment in the CID | Institution/s: Ministry of e-Governance  What: 10Gbps access points to state network for providers of services of general interest  How: certification (a), selection of beneficiaries (b), reporting (c)  Why: 300 providers of services of general interest shall be granted access to 10Gbps access points. The providers of services of general interest shall include inter alia administrative authorities, security and safety authorities, educational institutions, labour agencies, social assistance bodies, healthcare institutions and civil protection bodies. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 143 | C7.I1: Large-scale deployment of digital infrastructure | Target | 200Gbps access points in Universities and Scientific Institutes interconnected with GEANT Network |  | Number | 0 | 24 | Q2 | 2024 | Ministry of e-Governance |  | 1. Certificates of works completion issued in accordance with the national legislation, demonstrating that the access points have been established 2. List of university and scientific institute campuses that are covered 3. Report by an independent engineer endorsed by the relevant ministry, providing justification that the technical specifications for the establishment of access points, including targeted speed, are aligned with the description of the target and of the description of the investment in the CID | Institution/s: Ministry of e-Governance  What: 200Gbps access points in Universities and Scientific Institutes interconnected with GEANT Network  How: certification (a), selection of beneficiaries (b), reporting (c)  Why: 24 universities and scientific institutes shall be granted access to 200Gbps access points The access points for universities and scientific institutes shall be deployed in selected campuses and shall provide 2x100Gbps access to the GEANT network gateway in the Bulgarian Academy of Sciences and to the National Supercomputing Centre in Sofia High Tech Park. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 144 | C7.I1: Large-scale deployment of digital infrastructure | Target | Municipality centers with new access nodes for very high capacity networks |  | Number | 0 | 100 | Q4 | 2024 | Ministry of e-Governance |  | 1. List of certificates of works completion including official references of each certificate, issued in accordance with the national legislation, demonstrating that the access nodes (pops), part of the state network have been established 2. Report by an independent engineer endorsed by the relevant ministry, providing justification that the technical specifications of the access nodes, including targeted speed, are aligned with the description of the target and of the description of the investment in the CID 3. Copy of the relevant national act – contract with an intermediary organization, listing the conditions for wholesale access to the State network | Institution/s: Ministry of e-Governance  What: Municipality centers with new access nodes for very high capacity networks  How: certification (a), reporting (b), contracting (c)  Why: The access nodes (PoP -Points-of-Presence) built in the municipality centres shall be part of the state network and shall be connected to aggregation or pre-aggregation sites via 2x40Gbps or 2x100Gbps uplinks. Each PoP shall enable effective wholesale access to providers of services of general interest and telecom operators. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | A monitoring step: Progress report detailing the progress achieved towards fulfilling the target listing the municipality centres with established access nodes (PoPs) to the state network (Q4 2023) | |
| 145 | C7.I1: Large-scale deployment of digital infrastructure | Target | Population with access to very high capacity networks with speed of 1Gbps or higher |  | Number | 0 | 100000 | Q4 | 2024 | Ministry of e-Governance |  | 1. List of certificates of works completion for each settlement, including official references of each certificate, issued in accordance with the national legislation 2. List of the settlements and the number of the population in each of these settlements, as well as an explanation confirming that the settlements are remote and/or sparsely populated (e.g., by providing population density figures) 3. The resulting speed of the infrastructure deployed. [to indicate what type of document would be most suitable to demonstrate that the targeted speed has been achieved – alternatively a report by an independent engineer could be used as verification mechanism] | Institution/s: Ministry of e-Governance  What: Population with access to very high capacity networks with speed of 1Gbps or higher  How: certification (a), reporting (b, c)  Why: The target shall enable 100,000 additional people to have access to services with speed of at least 1Gbps. Settlements concerned by this measure shall be in rural and sparsely populated areas, where there is no market interest for the construction of VHCN. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | None | | Indicator 7 | | Monitoring steps: Mapping of the territory of intervention carried out (Q4 2022) and Contracts signed with successful bidders (Q2 2023) | |
| 146 | C7.I1: Large-scale deployment of digital infrastructure | Target | Municipality centers with new access nodes for very high capacity networks |  | Number | 100 | 185 | Q2 | 2026 | Ministry of e-Governance |  | 1. List of certificates of works completion for each municipality centre, including official references of each certificate, issued in accordance with the national legislation, demonstrating that the access nodes (pops), part of the state network, have been established 2. Report by an independent engineer endorsed by the relevant ministry, providing justification that the technical specifications of the access nodes, including targeted speed, are aligned with the description of the target and of the description of the investment in the CID 3. Copy of the relevant national act - contract with an intermediary organization, listing the conditions for wholesale access to the State network | Institution/s: Ministry of e-Governance  What: Municipality centers with new access nodes for very high capacity networks  How: certification (a), reporting (b), contracting (c)  Why: The access nodes (PoP-Points-of-Presence) built in the municipality centers shall be part of the state network and shall be connected to aggregation or pre-aggregation sites via 2x40Gbps or 2x100Gbps uplinks. Each PoP shall enable effective wholesale access to providers of services of general interest and telecom operators. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 147 | C7.I1: Large-scale deployment of digital infrastructure | Target | Population with access to very high capacity networks with speed of 1Gbps or higher |  | Number | 100000 | 350000 | Q2 | 2026 | Ministry of e-Governance |  | 1. List of certificates of works completion for each settlement including official references of each certificate, issued in accordance with the national legislation 2. The list of the settlements and the number of the population in each of these settlements, as well as an explanation confirming that the settlements are remote and/or sparsely populated (e.g. By providing population density figures) 3. The resulting speed of the infrastructure deployed. [to indicate what type of document would be most suitable to demonstrate that the targeted speed has been achieved – alternatively a report by an independent engineer could be used as verification mechanism] | Institution/s: Ministry of e-Governance  What: Population with access to very high capacity networks with speed of 1Gbps or higher  How: certification (a), reporting (b, c)  Why: The target shall enable 250 000 additional people to have access to services with speed of at least 1Gbps, on top of the 100,000 already achieved by target 145.Settlements concerned by this measure shall be in rural and sparsely populated areas, where there is no market interest for the construction of VHCN. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | None | | Indicator 7 | | - | |
| 148 | C7.I2: Construction, development and optimisation of the digital TETRA system and radio relay network | Milestone | Award of contracts for development of TETRA system and radio relay network | Communication of awards |  |  |  | Q2 | 2022 | Ministry of Interior |  | 1. Copy of contract(s) award notification 2. Extract of the relevant parts of the technical specifications of the project proving alignment with the description of the milestone 3. The list of contractual counterparts 4. Report(s)of the evaluation committee regarding the assessment of the submitted applications | Institution/s: Ministry of Interior  What: Award of contracts for development of TETRA system and radio relay network  How: contracting (a, b, c), reporting (d)  Why: The public procurement procedures shall be carried out through an open and competitive tender. Two public procurement procedures with the following subjects shall be conducted: Building, development and optimisation of the digital TETRA system and microwave network managed by the Ministry of Interior needed for its building as a unified radio communication system for providing a communication environment for management, interaction, and coordination of state units; Delivery of terminal devices and equipment needed for adding 14 000 subscribers from all state institutions to the TETRA network. [provide references to the plan that acknowledge these objectives]  When: specify the dates of procurement, awarding, contracting | This action shall achieve national coverage of the TETRA system of the Ministry of Interior, increase the number of subscribers of the system from all state institutions and improve the capacity and quality of services. The envisaged radio coverage of the TETRA communication system shall reach 90% for portable TETRA radio terminals and 95% for mobile TETRA radio terminals on the territory of Bulgaria.  The TETRA system shall be used as a unified radiocommunication system to provide a communication environment for management, interaction and coordination in the Ministry of Interior as well as other government structures responsible for crisis prevention accidents, disasters and national security issues. | Delays in the launching of the public procurement procedures | | None | | - | | - | |
| 149 | C7.I2: Construction, development and optimisation of the digital TETRA system and radio relay network | Target | Delivered end user devices and equipment |  | Number | 20000 | 34000 | Q2 | 2024 | Ministry of Interior |  | 1. Certificate of delivery, signed by the competent national authority *[to indicate]* and the contractor, demonstrating that at least 14000 additional end user devices and equipment have been delivered in line with the description of the milestone 2. List of the user devices and equipment delivered, specifying which state institutions have received them | Institution/s: Ministry of Interior  What: Delivered end user devices and equipment  How: certification (a), reporting (b)  Why: End user devices and software shall be delivered for the connection of TETRA radio terminals for the needs of all state institutions for operation in the TETRA system. The end user devices shall be used for adding new subscribers from the state institutions. The baseline of 20,000 refers to the number of end-user terminals/devices delivered by the first half of 2022. [provide references to the plan that acknowledge these objectives]  When: after completion of project | As above | Delays in the procurement, awarding, and contracting | | Yes, sample-based | | - | | - | |
| 150 | C7.I2: Construction, development and optimisation of the digital TETRA system and radio relay network | Target | Delivered, installed, integrated, and put into operation new stationary, compact, and mobile base stations |  | Number | 0 | 109 | Q4 | 2024 | Ministry of Interior |  | 1. [Certificate of project completion] or [a list of certificates of works completion including official references of each certificate], signed by the contractor and the competent authority, demonstrating that 109 new base stations have been integrated in the radio system of the Ministry of Interior, proving alignment with all elements of the target 2. List of all the new equipment put into operation and integrated in the existing digital cellular radio system of the Ministry of Interior, including date of delivery, technical specifications and the official references to the purchasing contracts | Institution/s: Ministry of Interior  What: Delivered, installed, integrated, and put into operation new stationary, compact, and mobile base stations  How: certification (a), reporting (b)  Why: New stationary, compact, and mobile base stations on the TETRA standard or equivalent shall be delivered, installed, put into operation and integrated in the existing digital cellular radio system of the Ministry of Interior. This shall include the design, construction, connecting and integration. [provide references to the plan that acknowledge these objectives]  When: after completion of project | As above | As above | | Yes, sample-based | | - | | - | |
| 151 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Milestone | Entry into force of legislative changes to assign to Bulgarian Posts a new service of general interest | Provision in the Law on postal services and publication in State Gazette |  |  |  | Q3 | 2022 | Bulgarian Posts |  | 1. Copy of the publication in the Official Journal of the amended Law on postal services 2. Reference to the relevant provisions indicating the entry into force and to the provisions which fulfil the relevant elements of the milestone, as listed in the description of milestone and the corresponding measure in the CID annex, with appropriate links to or copies of the document(s) mentioned in the summary document | Institution/s: Bulgarian Posts  What: Entry into force of legislative changes to assign to Bulgarian Posts a new service of general interest  How: entry into force (evidence by a), reporting (b)  Why: The legislative changes in the Law on postal services shall ensure that: Bulgarian Posts are assigned with a new service of public interest to become intermediary for manned public access outlets for delivery of administrative and e-Government services and eID verification for "high" level of assertion. Bulgarian Posts are assigned with a new service of public interest to become intermediary for basic telemedicine diagnostic services. [provide references to the plan that acknowledge these objectives]  When: specify the dates of delivery and entry into force | The actions under this investment shall aim at: (1) the renovation of selected post offices in remote rural areas to improve their energy efficiency and create conditions for providing complex administrative and basic telemedicine services, (2) the modernisation and digital transformation of the Bulgarian Post, (3) the implementation of a pilot system for basic telemedicine diagnostic services, and (4) pilot deployment of recharging stations for electric vehicles. | - | | None | | - | | - | |
| 152 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Milestone | Modernised and unified ICT equipment | Supplied, installed and integrated equipment |  |  |  | Q4 | 2023 | Bulgarian Posts |  | 1. Certificate of works completion signed by the contractor and the competent authority, demonstrating that the equipment has been installed 2. Detailed list of the new equipment in line with the description of the milestone and location where it was installed or distributed 3. Report by an independent engineer endorsed by the relevant ministry, including justification that the technical specifications of the equipment are aligned with the description of the milestone/target and of the description of the investment in the CID | Institution/s: Bulgarian Posts  What: Modernised and unified ICT equipment  How: certificate of completion (a), reporting (b, c)  Why: This shall cover the supply, installation and integration to Bulgarian postal offices of network and communication equipment for the branch network; specialised equipment for increasing the capacity of information centre; computer and office equipment for back offices and front offices; video surveillance systems with centralised management and control in district postal centres. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | - | |  | |
| 153 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Finalisation of renovation of post offices entrusted with a service of general economic interest |  | Number | 0 | 268 | Q2 | 2024 | Bulgarian Posts |  | 1. List containing the identifier of the 268 renovated postal offices, and for each renovated postal office:  * the settlement in which they are located * information on the population figures of these settlements according to the latest Census figures * official references to the certificates of works completion issued in accordance with the national legislation  1. Report by an independent engineer endorsed by the responsible authority, including providing justification that the technical specifications for the renovation of the post offices are aligned with the description of the target and of the investment in the CID annex | Institution/s: Bulgarian Posts  What: Finalisation of renovation of post offices entrusted with a service of general economic interest  How: selection (a), reporting (b)  Why: The activities shall cover the renovation of 268 post offices located outside municipal centres, in small settlements with a population of more than 500 inhabitants, in order to achieve higher energy efficiency. This includes: the modernisation and renovation of post office buildings, the supply and installation of hyperinventer air conditioning systems in order to replace polluting and/or energy inefficient appliances. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation and completion | As above | - | | Yes, sample-based | | - | | - | |
| 154 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Milestone | Integrated services systems deployed | Completed deployment of an integrated and centralised Enterprise Resource Planning and Customer Relationship Management system, traceability system for door-to-door consignments, and a multi-channel front office system |  |  |  | Q4 | 2024 | Bulgarian Posts |  | 1. Certificate of works completion signed by the contractor and the competent authority, demonstrating that the systems have been installed and are operational 2. A detailed list of the deployed new systems, as listed in the description of the milestone 3. A report by an independent engineer endorsed by the relevant ministry, providing justification that the technical specifications of the integrated services systems are aligned with the description of the milestone and of the description of the investment in the CID | Institution/s: Bulgarian Posts  What: Integrated services systems deployed  How: certificate of completion (a), reporting (b, c)  Why: An integrated and centralised ERM and CRM system shall be deployed to manage processes centrally without the need for territorial/regional administration. It shall be integrated with the multi-channel front office system to provide a unified user interface (including branch teller, web and mobile applications). A traceability system for door-to-door consignments shall be implemented in the sorting system of the Bulgarian Post and integrated with the CRM system which shall allow for end-to-end tracking for all items. [provide references to the plan that acknowledge these objectives]  When: after completion of project | As above | - | | Yes, sample-based | | - | | - | |
| 155 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Settlements without government front-offices, which have postal stations that act as intermediaries for providing administrative and e-Government services on behalf of central, regional and local government authorities |  | Number | 0 | 1100 | Q4 | 2024 | Bulgarian Posts |  | 1. List containing the identifier of the 1100 postal offices, providing e-government services, in line with the description of the target, and official references to the certificates of works completion issued in accordance with the national legislation 2. List containing the identifier of the 225 postal offices, providing services for capturing biometric data, in line with the description of the target, and for each postal office:  * the settlement in which they are located * information on the population figures of these settlements according to the latest Census figures * official references to the certificates of works completion issued in accordance with the national legislation  1. Report by an independent engineer endorsed by the responsible authority, including providing justification that the technical specifications for the systems and equipment of the post offices are aligned with the description of the target and of the investment in the CID annex 2. List of individual certificates proving that the training programmes have been completed and a description of the type of training provided with details on its content and learning format used | Institution/s: Bulgarian Posts  What: Settlements without government front-offices, which have postal stations that act as intermediaries for providing administrative and e-Government services on behalf of central, regional and local government authorities  How: selection (a, b), reporting (c, d)  Why: Bulgarian Post shall provide administrative and e-gov services with manned assistance in all modernized postal stations. The rollout of the new services of general interest shall be aligned with the roll-out of the new SD-WAN network, the digitalization & equipment modernization rollout and the staff training programs. The digitalisation and equipment modernisation shall include the supplied, installed and integrated equipment (SD-WAN, LAN and WiFi, PCs, multi-function devices, etc.), and the roll-out of the new multi-channel front-office system. The staff training programme shall include 1730 people from the total number of 4 535 people front-office staff. At least 225 postal stations shall provide services for capturing of biometric data required for issuing Bulgarian ID documents and EU travel documents in order to complement/extend the existing Ministry of Interior network with front-offices located in police stations. A total of 450 settlements which will provide services for capturing of biometric data shall be selected based on a prior network analysis of travel distances, availability of public transport, and based on statistics from Bulgarian Identification Documents System for the expected issuance rate of new ID documents by settlement. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 156 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Settlements without Medical Centers, which have postal stations equipped and acting as intermediaries for basic telemedicine diagnostics services |  | Number | 0 | 225 | Q4 | 2024 | Bulgarian Posts |  | 1. List containing the identifier of 225 postal offices to provide basic telemedicine services, and for each postal office:  * the settlement in which they are located, * the prior network analysis justifying the selection of the settlements * information on the population figures of these settlements according to the latest Census figures * official references to the certificates of works completion issued in accordance with the national legislation  1. Report by an independent engineer endorsed by the responsible authority, including providing justification that the technical specifications for the systems and equipment of the post offices are aligned with the description of the target and of the investment in the CID annex 2. The number of training actions/hours completed and/or the number of candidates enrolled and a description of the type of training provided with details on its content and the learning format used | Institution/s: Bulgarian Posts  What: Settlements without Medical Centers, which have postal stations equipped and acting as intermediaries for basic telemedicine diagnostics services  How: selection (a), reporting (b, c)  Why: Bulgarian Post shall provide basic telemedicine services in 225 select refurbished postal stations in order to complement/extend the existing Ministry of Health and private network of diagnostic centres. A total of 450 settlements covered by this measure shall be selected based on a prior network analysis of travel distances, availability of public transport, on lack of medical providers in the respective settlements and demographic statistics. The rollout of the new service of general interest shall be aligned with the postal-stations modernisation, the roll-out of the new SD-WAN network and the staff training programs. The staff training programme shall include a basic level course or extended course for employees to operate telemedicine diagnostic equipment and act as bio-assistants. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 157 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Settlements with e-charging point for self-service with public access, installed nearby a postal station |  | Number | 0 | 100 | Q4 | 2024 | Bulgarian Posts |  | 1. List containing the identifier of the 100 postal offices with an installed self-service 22kW DC charging point and for each postal office:  * the settlement in which they are located * the prior network analysis justifying the selection of the specific settlements where the 100 postal offices are located * official references to the certificates of works completion issued in accordance with the national legislation | Institution/s: Bulgarian Posts  What: Settlements with e-charging point for self-service with public access, installed nearby a postal station  How: selection (a)  Why: Bulgarian Post shall provide self-service 22kW DC charging points with public access in 100 select settlements (1 charging point per settlement), nearby existing postal stations, in addition to the 10 000 charging points envisaged in the Transport component. The specific 100 settlements shall be selected after network analysis based on popular tourist routes in rural / remote regions, travel distances, availability of e-charging infrastructure, road traffic statistics for cars with registration plates from other regions or with foreign plates, and available power capacity. The rollout of the new service of general interest shall be aligned with the postal-stations modernisation. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 158 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Settlements without Medical Centers, which have postal stations equipped and acting as intermediaries for basic telemedicine diagnostics services |  | Number | 225 | 450 | Q4 | 2025 | Bulgarian Posts |  | 1. List containing the identifier of 225 postal offices to provide basic telemedicine services, and for each postal office:  * the settlement in which they are located * the prior network analysis justifying the selection of the settlements * information on the population figures of these settlements according to the latest Census figures * official references to the certificates of works completion issued in accordance with the national legislation  1. Report by an independent engineer endorsed by the responsible authority, including providing justification that the technical specifications for the systems and equipment of the post offices are aligned with the description of the target and of the investment in the CID annex 2. The number of training actions/hours completed and/or the number of candidates enrolled and a description of the type of training provided with details on its content and the learning format used | Institution/s: Bulgarian Posts  What: Settlements without Medical Centers, which have postal stations equipped and acting as intermediaries for basic telemedicine diagnostics services  How: selection (a), reporting (b, c)  Why: Bulgarian Post shall provide basic telemedicine services in 225 additional select refurbished postal stations for a total of 450 in order to complement/extend the existing Ministry of Health and private network of diagnostic centres. The rollout of the new service of general interest shall be aligned with the postal-stations modernisation, the roll-out of the new SD-WAN network and the staff training programs. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 159 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Settlements without government front-offices, which have postal stations that act as intermediaries for providing administrative and e-Government services on behalf of central, regional and local government authorities |  | Number | 1100 | 2100 | Q4 | 2025 | Bulgarian Posts |  | 1. List containing the identifier of the 1100 postal offices, providing e-government services, in line with the description of the target, and official references to the certificates of works completion issued in accordance with the national legislation 2. List containing the identifier of the 225 postal offices, providing services for capturing biometric data, in line with the description of the target, and for each postal office:  * the settlement in which they are located * information on the population figures of these settlements according to the latest Census figures * official references to the certificates of works completion issued in accordance with the national legislation  1. Report by an independent engineer endorsed by the responsible authority, including providing justification that the technical specifications for the systems and equipment of the post offices are aligned with the description of the target and of the investment in the CID annex 2. List of individual certificates proving that the training programmes have been completed and a description of the type of training provided with details on its content and learning format used | Institution/s: Bulgarian Posts  What: Settlements without government front-offices, which have postal stations that act as intermediaries for providing administrative and e-Government services on behalf of central, regional and local government authorities  How: selection (a, b), reporting (c, d)  Why: Bulgarian Post shall provide administrative and e-gov services with manned assistance in all modernized postal stations. The rollout of the new services of general interest shall be aligned with the roll-out of the new SD-WAN network, the digitalization and equipment modernization rollout and the staff training programs. The digitalisation and equipment modernisation shall include the supplied, installed and integrated equipment (SD-WAN, LAN and WiFi, PCs, multi-function devices, etc.), and the roll-out of the new multi-channel front-office system. The staff training programme shall include 1730 people from the total number of 4 535 people front-office staff. At least 225 additional postal stations on top of the 225 already achieved by target 155, reaching a total of 450, shall provide services for capturing of biometric data required for issuing Bulgarian ID documents and EU travel documents ns in order to complement/extend the existing Ministry of Interior network with front-offices located in police stations. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation | As above | - | | Yes, sample-based | | Indicator 7 | | - | |
| 160 | C7.I3: Digital transformation of Bulgarian Posts and delivery of complex administrative services | Target | Finalisation of renovation of post offices entrusted with a service of general economic interest |  | Number | 268 | 536 | Q2 | 2026 | Bulgarian Posts |  | 1. List containing the identifier of the 268 renovated postal offices, and for each renovated postal office:  * the settlement in which they are located * information on the population figures of these settlements according to the latest Census figures * official references to the certificates of works completion issued in accordance with the national legislation  1. Report by an independent engineer endorsed by the responsible authority, including providing justification that the technical specifications for the renovation of the post offices are aligned with the description of the target and of the investment in the CID annex | Institution/s: Bulgarian Posts  What: Finalisation of renovation of post offices entrusted with a service of general economic interest  How: selection (a), reporting (b)  Why: The activities shall cover the renovation of 268 additional post offices to reach a total of 536. They shall be located outside municipal centres, in small settlements with a population of more than 500 inhabitants, in order to achieve higher energy efficiency. This includes modernisation and renovation of post office buildings, the supply and installation of hyperinventer air conditioning systems in order to replace polluting and/or energy inefficient appliances. [provide references to the plan that acknowledge these objectives]  When: specify the dates for implementation and completion | As above | - | | Yes, sample-based | | - | | - | |