



Support to e-Governance initiatives based on FOSS Project

Development of FOSS applications Municipal e-Council application

Terms of Reference

1. Background

The main objective of the Project “Support to e-Governance initiatives based on Free/Open Source Software the local level in Macedonia” - FOSS Project, is to provide assistance to the local governments in their efforts to introduce e-governance in their regular operations in order to operate more effectively, provide the information quickly and easily and to interact with the citizens in a more efficient manner. The Project envisions full exploitation of the new opportunities provided by information and communication technologies, especially by combining the existing hardware and digital networks with the application of the Free/Open Source Software. FOSS can be considered as an easily accessible knowledge that can be transferred to and adapted for use at almost no cost, without huge disbursements of finances, and by linking to a global community that can provide support and transfer basic skills. Major asset of FOSS is that it can be easily and cost-effectively replicated, which is especially important at local level.

The Project is planning implementation of the following applications in 3 pilot municipalities:

- Struga: Municipal/Citizens e-services; Redesign of the municipal Web site and upgrade with e-democracy content
- Karposh: e-Intermunicipal Cooperation (e-Municipal Official Gazzete, Best Practices and Projects); e- Municipal Council
- Prilep: Workflow Management System (Document/File Management System; Municipal/Citizens e-services; Redesign of the municipal Web site and upgrade with e-democracy content

An analysis of the needs related to the implementation of selected applications and services has been performed. The aim of this analysis is to describe the necessary functionalities of the applications that will be implemented in the pilot municipalities of Karposh, Prilep and Struga. The applications shall be licensed as free and open source software in order to be available for further use and upgrade from all municipalities.

It is very important that the selected FOSS e-services and applications on a local level are designed with appropriate user-friendly interface and with implementation of proper security measures that will guaranty privacy and security of personal data and implement secure access to the information.

For each application an tentative implementation Plan has been given. It takes into consideration development phases and training activities of the municipal employees on how

to use the applications as well as training of the municipal IT support staff on maintenance and administration of the applications.

2. Terminology

- Procurer – United Nations Development Program – Support to e-Governance initiatives based on Free/Open Source - Software at the local level in Macedonia
- Contractor – entity chosen to develop the application
- User (direct user) – Municipalities Karposh, Prilep and Struga
- License – permit granting permission to engage in an activity that would otherwise be illegal
- Free and Open Source Software - software which the user can use for any purpose, study the source code of, adapt to their needs, and redistribute - modified or unmodified.

3. General requirements

The applications developed upon this document shall be licensed under GNU General Public License¹ (GPL), Berkeley Software Distribution License² (BSD), LGPL³ or any other license listed under Open Source Initiative Certified Open Source Software Licenses⁴ list.

Together with the developed product (application) the Contractor is obliged completely and without any restraints to give for free use out of the chosen license the complete source code of the application to any interested entity and to publish it at publicly available website. Complete source code shall be open, clearly readable and well documented⁵.

Additionally, complete documentation for installation, administration and usage of the system shall be publicly available to any interested entity and shall be published at publicly available website.

Complete software infrastructure (apart from the operating system) shall be composed of software that is free or free of cost for the particular use.

Contractor in communication with the Procurer and users of the application will provide complete interoperability of the procured application with the applications which are currently in use.

4. Technical standards

Application shall be developed according to XHTML 1.0 Transitional, CSS 2.0, UTF-8 Unicode with integrated tools for better search engine rating (keywords, dynamic generation of page description, search engine optimization). The application shall meet the W3C standards (w3c.org)

5. Functional description

The e-Council application shall incorporate the following components:

- Administration web interface for the council organizational staff including:
 - Preparation of sessions
 - Preparation of documents and front-page (index) for the session

¹ <http://www.opensource.org/licenses/gpl-license.php>

² <http://www.opensource.org/licenses/bsd-license.php>

³ <http://www.opensource.org/licenses/lgpl-license.php>

⁴ <http://www.opensource.org/licenses/>

⁵ Depending on the environment, such as VBDox, Javadoc, RubyDoc, phpDocumentator...

- Possibility for implementation of amendments and text changes to the documents with clear read-write-change rights as well as change logging (date, time, user, document)
- Graphical presentation of the voting process during the sessions
- Possibility to generate the final documents in .pdf for public access
- Graphical and tabular representation of the attendance and voting statistics for internal and public access
- Interface with the front-office and web-front-office for automatic generation of the output documents
- Built upon existing document management system, workflow management system and operating system infrastructure

Website administration functionalities

- Interactive control panel
- 3 levels of administration (content publishing, editing and technical administration)
- WYSIWIG (What you see is what you get) editor – interactive and rich text formatting
- JIT (Just in time) editing of texts - no need of login in the control panel
- Intervention in website appearance, adding banners, functional modules, menu items

6. Use case

Four types of users will interact with the website and its content.

- Council members. The Council members will access the front page interface of the application for obtaining materials for the Council sessions, browsing the archive, submitting proposals and amendments, overview of the voting statistics, and other functions related to the Council. The Council members should log on securely providing their user name and password given by the administrator.
- Employees involved in the preparation of the Council sessions. Employees involved in the preparation of the Council sessions will access the backend interface of the website to prepare and submit materials required for the work of the Council and the Council members. They will log on securely providing their user name and password given by the administrator.
- Administrators: technical personnel. Administrators will have access to the complete infrastructure of the e-council application and will be in charge of technical maintenance of the e-council application, user management, back up, in-house technical support for council members and Employees involved in the preparation of the Council sessions.
- End-users: citizens, business, media, NGOs. The end users will access the front page interface of the website for obtaining information, enjoying right to free access to information, consultation and participating in decision making process, including e-democracy.

Please see Workflow management process sample, given in Annex to this document.

7. Implementation Plan

| Activity | End before |
|--|------------|
| 1. Application design | 01.12.2006 |
| 2. First draft presentation | 01.02.2007 |
| 3. Final version presentation | 15.02.2007 |
| 4. Training manuals and trainings delivered before | 01.03.2007 |

8. Developer's capacity and qualifications

Software Development companies with strong background and references in FOSS applications are encouraged to supply their offers.

The successful contracted Developer is expected to possess the following capacities and qualifications:

- Minimum 2 permanent employed developers.
- At list two members/employees of the Development Time should have university education in computer sciences or related.
- At list two members /employees of the Development Time should have minimum 3 years of experience in Development WEB/Database applications.
- FOSS projects references will be considered as an asset.
- International experience will be considered as an asset.

CVs of all developers should be attached to the application.

9. Deliverables, documentation and language

The Developer should prepare a standardized technical documentation for maintenance/administration of the applications and user manuals.

The application software and documentation shell be delivered in 2 copies on DVD media.

The training materials have to be produced in English and in Macedonian language. Other documentation has to be produced in English.

10. Payment

At the end of the works or if partial payment is required, after finishing of each phase of the Implementation Plan, an Acceptance Report shell be prepared by the developer and signed by both parties.

Final payment shell is to done in 5 days after signing Final Report and performed Presentation of the functionalities of the developed application.

Annex - Workflow management

