



Support to e-Governance initiatives based on FOSS Project

Development of FOSS applications Inter-municipal cooperation knowledge portal

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.

Technical services and warranty are defined in Article 6, while technical standards and implementation plans for each application are provided in the detailed description for each application.

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

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...

The web portal will provide better communication between municipalities. It will contain documents, case studies, photo gallery and other relevant information useful for the municipalities.

- General information about the portal
- Multilanguage graphical user interface (GUI)
- Events and calendar
- Online document management system (DMS)
- Photo gallery
- Current projects of the municipalities (short description, donor, implementation agency, project budget, local contribution, contact person)
- Official Gazette archive - DMS
- Links
- Discussion board/Forum
- Mailing lists
- Services (general information)
- Case studies and best practices
- Administrative functionality (super administrator, editor, contributor and forum user)

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.

- End-users: municipality employees, government, ministries, citizens, business, media, NGOs. The end users will access the front page interface of the website for obtaining information, enjoining right to free access to information. The end users will use the inbuilt modules of the website for these needs.
- Content providers: appointed municipality employees. The content providers will access the backend interface of the website to prepare and submit information in the website database for further editing and publishing.
- Editors/administrators: technical personnel. The editors/administrators will access the backend interface of the website to review and publish the content submitted by the content providers. Editors/administrators will have access to the complete infrastructure of the website and will be in charge of technical maintenance of the website, user management, back up.

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

7. Implementation Plan

Activity	End before
1. Application design	15.12.2006
2. First draft presentation	15.02.2007
3. Final version presentation	28.02.2007
4. Training manuals and trainings delivered before	15.03.2007

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 be done in 5 days after signing Final Report and performed Presentation of the functionalities of the developed application.

Annex - Workflow management

