



Support to e-Governance initiatives based on FOSS Project

Development of FOSS applications Municipal Website and e-Services 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 a 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 of the Municipal website and e-services portal

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...

Municipal website and e-services portal should be developed as integrated or separate application. It should incorporate following content and functionalities:

- Multilanguage support
- General information about the municipality
- News and events and calendar
- Resources (downloadable documents and forms)
- Organizational setup and municipal directory
- Directory (businesses, NGOs, media)
- Photo gallery
- e-Services⁶ (set of procedures and downloadable documents and forms)
- Projects
- FOI archive (documents considered publicly available with the Law on Free Access to Information of Public Character)
- Public Procurements
- Official Gazette archive
- Newsletter archive
- Links
- Polls
- Discussion board/Forum
- Contact forms
- Ask the Mayor form
- Ask the Council form
- Component on integration with the existing e-services back-office infrastructure (such as workflow management system).
- Creation of one fully transactional e-service for every municipality (Struga municipality seeks to implement online tourist tax processing for the hotels and renters).

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: 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, consultation and participating in decision making process, including e-democracy. The end users will use the inbuilt modules of the website for these needs.

⁶ Will be available at a separate e-services web-portal

- Content providers: municipality employees and entities entitled by the municipality. 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: municipality heads of departments and entities entitled by the municipality. The editors will access the backend interface of the website to review and publish the content submitted by the content providers. The editors are entitled to select which information to be published at the intermunicipal cooperation web portal.
- Administrators: technical personnel. Administrators will have access to the complete infrastructure of the website and will be in charge of technical maintenance of the website, user management (approved by municipality official), back up, in-house technical support for content providers and editors.

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

7. Implementation Plan

Activity	End before
1. Application design	31.12.2006
2. First draft presentation	15.02.2007
3. Final version presentation	15.03.2007
4. Training manuals and trainings delivered before	15.04.2007

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 shall 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 shall be prepared by the developer and signed by both parties.

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

Annex 1

Workflow management



