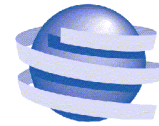




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**INTERNEWS**

**e-Gov Project**

## **SYSTEM DESCRIPTION**

**FOR  
DEVELOPMENT OF SOFTWARE APPLICATION FOR**

### **On-line registration and termination of employment within the private sector**

Date of issue: **Thursday 28<sup>th</sup> June 2007**

End of period for questions: **Wednesday 25<sup>th</sup> July 2007 at 15:00 local time**

End of tender period: **Friday 10<sup>th</sup> August 2007 at 15:00 local time**

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## INTRODUCTION

The e-Gov Project has undertaken to develop and introduce a simplified system for submission of information regarding new and terminated employment. The system will be used by private entities signing or terminating employment contracts. The system will not be used to cover employments within the public sector.

The system will be web-based and open to anyone within the private sector.

The e-Gov Project is hereby requesting offers for the development of the software. Further information about the tender, including regarding which companies are eligible to submit bids, can be found in the **Invitation to Bid**.

The bidders shall inform about its possibilities to develop a system by which the information can be submitted over a mobile phone. Ideally the registering companies should be able to choose between submitting information by using a computer connected to the internet or via a mobile phone using a subscription that supports such a service.

The e-Gov project will undertake any necessary discussions/negotiations with mobile services provider.

## I. USERS OF THE SYSTEM

The system will be used by **private sector employers** and the following five **State Institutions**:

- Employment Service Agency
- Public Revenue Office
- Retirement Insurance Fund
- Health Insurance Fund
- State Labour Inspectorate

The software must however be flexible enough to facilitate for the software administrator to add or to reduce the number of institutions.

## II. INFORMATION TO BE SUBMITTED OVER THE SYSTEM

Work is on-going to review what kind of information should be submitted by the employer. It is expected that the review will result in a significant reduction compared to the present situation. The software developer should, when preparing its bid, take into account the following information:

### i) **Registration of new employee**

- The unique identification number of the company/employer in case of a legal entity employing **or** the personal identification number in case a physical person is employing.
- The personal identification number of the employee.

- Complete name of the employee
- First date of this employment
- Full time or part time employment
- Seasonal contract, yes or no.

**ii) Termination of employment contract**

- The unique identification number of the company/employer in case of a legal entity is the employer **or** the personal identification number in case a physical person is employing.
- The personal identification number of the employee.
- Complete name of the employee
- Date when the employment expires

The software must be flexible enough for a well trained system administrator within the hosting institution to add or delete some fields.

### **III. DESCRIPTION OF THE PROCESS**

The employer goes to the webpage which will be hosted by an Agency to be determined and selects, as is relevant, the page for registering of new employment or for termination of employment. The employer fills in the required information and uploads the data into the system.

The submitted information is stored in a central database and simultaneously distributed by the system to all institutions involved.

The database should register the data per employee and also per employer respectively and register any changes. The database should thus register all information pertinent to each employer that has registered any contract and also for each employee that has been registered and by which entity he/she has been registered. When a contract thus is cancelled that information should be logged together with the information for the specific previous registering of the employment.

Each entry should be kept for 10 years and then deleted from the database. The system should inform the Agency to backup the data before is deleted.

When the registration has been duly submitted with all information included, the system should automatically send a confirmation to the registering entity confirming that the information has been sent. However the system should not verify the correctness of the information.

The system will not cover any further processing of the information within any of the connected institutions but should permit easily added modules for further processing.

### **IV. SOME SPECIFIC REQUIREMENTS ON THE SOFTWARE**

The interface for registering user must be designed in an attractive way which facilitates for also inexperienced persons to use the system.

The software must be open to Internet Explorer, Mozilla Firefox and Opera web browsers.

The system should provide a possibility for the registering entity to request that the confirmation is sent by email or by fax to the email address or the fax number inserted into the system by the registering person.

## **V. HOSTING OF THE SOFTWARE**

No decision has been taken at the time of publishing this tender with regard to which State Institution should host the software. The software developer should thus state for which platforms the software could be developed. If the price for the software would vary depending on the platform, the software developer must provide information thereabout.

## **VI. ACCESS RIGHTS**

No registration into the system is foreseen by the entity submitting information about new or terminated employment.

However physical persons shall be able to register into the system and then access all information regarding him/her.

The system must be open to several electronic means of identification and the software developer is invited to suggest solutions relevant for this application.

Each user within the Institutions shall be assigned with strictly defined access rights, in accordance to the assigned responsibilities and authorities.

The information submitted over the system must only be available by persons with dedicated access rights.

Each Institution defines the rights within the respective institution. None of the institutions will be able to modify or access information within any of the other institutions.

The software developer should provide proposals for the access right for the system administrator.

## **VII. SECURITY AND SAFETY WITHIN THE SYSTEM**

The software developer must assure adequate security and safety of the software. The integrity of the information submitted must be fully protected.

## **VIII. LANGUAGE**

The user interface should be Macedonian language.

## **IX. BACKUP AND RECOVERY**

The software developer should provide suggestions for adequate back-up and recovery systems that should be kept and operated by the hosting institution. The system must provide fast, simple and safe data recovery.

The system must produce logs of all activities. These should be available by the authorised person within the hosting institution.

## **X. QUALITY ASSURANCE**

The e-Gov Project considers Quality Assurance as a critically important component of this project. While it is recognized that the recipient organization will be conducting tests to verify the acceptability of the software, this should not be seen as a substitute for verification of the deliverables by the developers prior to submission.

The developer should plan and execute white box and black box testing at their development site before it is delivered and installed at the production site of the recipient. White box testing will be performed according to a plan of the developer's own design. It should include unit testing of each module as well as integration testing between modules, and overall system testing.

The developer shall send a confirmation letter to the e-Gov Project certifying that white box has been completed. This letter is considered part of the deliverable. The list of functionalities and criteria to be used for black box testing will be provided to the developer by the e-Gov Project and will be sent to the developer before the commencement of testing.

The developer shall be responsible for conducting two rounds of black box testing:

- one in the laboratory environment at the development site
- one in the production site of the recipient organization

A third round of black box testing will be conducted by the recipient organization following or coinciding with the training to be provided by the developer. The developer shall fix all issues found during any of the testing phases and send a final testing report to the e-Gov Project. This final testing report is considered to be part of the deliverable and will be required before the e-Gov Project can issue the acceptance letter.

## **XI. TRAINING**

The developer of the software application shall organise and conduct training for minimum 3 system administrators.

Training materials (manuals) for the system administrators and for the administration officers shall be provided both in paper and electronic form in Macedonian language.

The software developer shall provide user manuals and simple demo instructions for the end users companies/employers which will be available at the Web site of the ESA.