



**Issuance Date:** February 20, 2019 12:00 hours

**Full Application Closing Date:** February 28, 2019 16:00 hours

**Subject: Request for application for upgrade of an existing web [www.makamtrans.org.mk](http://www.makamtrans.org.mk)**

Dear Prospective Applicants,

Association Makam-trans opens a call for application - an upgrade of an existing web site ([www.makamtrans.org.mk](http://www.makamtrans.org.mk)) that will enable the members of the association to ask questions, receive answers, report corruption, have a quick communication with our team, and have easy access to all the professional information that will be archived on the website. The upgrade of the website must be fully integrated into the existing site including the design and the existing platform.

### **Submission requirements**

Interested bidders are invited to apply by submitting:

- Proposal (up to 400 words), at least three references from similar projects and most recent CV (up to 2 pages, at least 2 CVs) include specific knowledge and experience on similar duties and processes
- Proposed methodology and timeline
- Financial offer

Interested bidders are requested to submit these documents no later than February 28, 2019 via email to [info@makamtrans.org.mk](mailto:info@makamtrans.org.mk) in PDF format.

### **Evaluation and selection process**

Any award to be made will be based on the bidder's proposal with appropriate consideration given to the required qualifications, technical deliverables, cost, and management requirements.

### **Financial allocation**

Financial allocation for this assignment is maximum US\$ 11,000.

The payment schedule will be developed per deliverables, timing and the proposed methodology.

## The Purpose of the Assignment

The Purpose of the Assignment is one big step forward in terms of professional education of transporters in Macedonia and easy finding highly professional information. The project involves the construction of a database of professional information and problem solutions, quick direct contact with our technical team and anonymous system for reporting corruption and bribery.

The project will enable solving of complicated transport problems, reporting the current state of roads and borders, easy communication with our professional team for fast troubleshooting and establishing an anonymous system for reporting bribery and corruption that is massively present in Southeast Europe. The newly developed web tool means upgrading the existing web-site with a new approach to two-way exchange of quality information 24/7 and archived in the database on the page available only to members and the technical team of the Association Makam-Trans excluding the reporting system of corruption and bribery that will be available to the public.

### **Brief description of the organization**

The primary goal and task of the organization is to fight for equal treatment and working conditions of the trade companies that perform transport in the road traffic in front of all local, state and international institutions, bodies, organizations and companies whose activity, i.e. acting directly or indirectly, has an impact on the operation and the performance of the activity transport of the trade companies members in the organization, including the rights from the social and economic aspect of their employees.

Our vision is providing solid legal frameworks in which transport companies will have equal treatment and equal conditions for work in a competitive area, cancellation of any impacts of bribery and corruption in the field of transport in the country and the main transport corridors across Europe, where vehicles are moving. Educated and professional people who will manage the transport companies and will make a great contribution to the overall development of the country's economy, especially as transport is a bloodstream of every country.

### **Brief description of the project and USAID Business Ecosystem Project (BEP) grant support to the Business Support Organization (BSO)**

The lack of certain vocational profiles within the formal education system inevitably requires the establishment of non-formal education frame/program in order to produce a professional workforce in transport. Therefore, the idea of the Association is to establish two training centers in Bitola and Gevgelija, where the employees in transport companies will acquire the necessary expertise for more successful performance of the tasks. Additionally, to offer better services from the association, we will conduct analysis for improvement of the current services. The lack of information from terrain is also a step back for transport companies whose vehicles are on all the corridors through Europe. Working towards resolving this issue the Association will develop an IT application through which will make easier access to information from terrain, will include lifelong learning and lower the percentage of corruption throughout the world.

## Scope of Work

The provider chosen to provide the application, should as minimum, undertake the following activities:

- Integration with the existing web-site, detailed information about the platform will be obtained when the best bidder is selected and he will be given full access to the code and platform. The webpage was created in WordPress;
- Integration with the existing database (made in MySQL) of registered members;
- Integration with the existing administrator tool, it's a Standard WordPress Administrator, the selected bidder will be given full access of the code and database;
- Integration with existing design and improved only in terms of easy and simple use by users, the design should be only for the new modules but should be the same as the design of the existing web-site;
- High level of security and membership at multiple levels for connecting employees / members / the public, we need solid protection, and it is left to the selected bidder, which will make the upgrade to tell us what kind of protection we need and which certificate should we use for better security of the data we will have in the upgrade;
- Easy management of information and data in the database and easy management and communication between the members and the team of Association Makam-trans;
- Anonymous for the public high security system for reporting corruption and bribery through a secure form that will protect the identity and increase the confidence of those who report;
- Easy visible and quick open communication between the members and the team of Association Makam-trans.

## Deliverables

The selected provider should be responsible for preparation of the BSO's comprehensive application that should encompass the following contents:

1. **Ask a question and answer – inform, to which our members and our team can approach easily and quickly:**
  - In the section where questions will be asked to have an opportunity to respond directly by the administrator (our team);
  - Questions and Answers to appear and store only on our website (database) and only the members of the Association that are registered and have a user name and password to have the opportunity to read the content;
  - To enable quick and easy locating specific information through a browser based on defined topics or individual words by the user or our team;
  - Enable all registered users to read the information and if they want to ask and answer a question – like forum;
  - Any information written by a user (member) in the part inform, before publishing to be approved by our administrator;
  - To enable the administrator to create main themes and subcategories and, if necessary, delete or correct them;

- To determine three easily visible places on the Web site:
    - Main category - Ask a question and get an answer,
    - Subcategory 1 - state of roads in Macedonia and Europe,
    - Subcategory 2 - bans and state holidays in Macedonia and Europe
- 2. Fast and open communication with our team through the website:**
- Define a visible place on the Web page and appear on each page;
  - Be available through working hours at Makam-trans;
  - In the non-working hours, the user has the option to leave his data and a reason to be called later if he wants to;
- 3. Report corruption - anonymous reporting of corruption and generating reports:**
- Reporting corruption to be available to all carriers, whether they are members or not of the Association, the reports that will be created are only available for our administrator;
  - In the section: report corruption to enable through our website to generate reports about reported corruption by country, types of supervisory authority and description of the type of corruption (for internal use of our team), There should be at least 4 fields: competent authority (mandatory), kind of corruption (mandatory), country (mandatory) and comment (free text field – not mandatory) that will be filled with data entered from the reporter of corruption. The reports that will be created are only available for our administrator;
  - Corruption reports should be stored and marked with the code of the person who sent it without revealing the identity, with the option to choose an option further if the applicant wants to leave a name / e-mail / phone to be contacted by our team, we are aware of the spamming but we believe the reporter of corruption will be more secure if he doesn't reveal himself;

The bidders should provide 12 (twelve) months warranty period from the day the platform goes live to make sure the platform meets all the specifications & expectations. Also the bidder should provide information about the maintenance of the platform, informatively the cost for maintenance after expiration of the warranty period and what it includes.

The offer should include training of the employees of the association for using the new platform.

The upgrade should be integrated into the existing web site. The purpose of the upgrade is to maintain and improve the image of Association Makam-Trans in order to continue to be familiar to our members and the general public;

## Timing

1<sup>st</sup> Milestone – planning, wireframes and design – 2 weeks

Written confirmation from the association will be given that what is done in this phase is in accordance with the requirements and the specification. Final and detailed specification will be made for the whole project.

2<sup>nd</sup> Milestone – development, web-site integration and security integration – 8 weeks

3<sup>rd</sup> Milestone – testing and training – 2 weeks

Written confirmation from the association will be given that all the requirements are met according the final specification for the project.

### **Required qualifications**

The selected bidder should have professional expertise and track record in the following areas and services:

- Experience in development web sites, Wordpress would be considered as advantage