

INCEPTION REPORT

FINDINGS OF THE RAPID NATIONAL EVALUATION

Development of unified standard user-friendly websites for Albanian Municipalities

Inception report conducted and completed by:

Qendra për Çështje të Informimit Publik, INFOÇIP
Center for Public Information Issues, INFOCIP

Address:

**“Rr “Todi Shkurti”, Nd 4, H. 21 Ap.34,
Tiranë ALBANIA**

E-mail: qendra@infocip.org

Website: www.inforcip.org



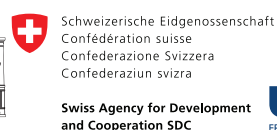
Research Director:
Gerti Shella

Data collection and elaboration:
Altea Krajakai
Donaltina Vila
Dao Zela

Webstata & Data analyses
Dritjon Selmani

Realised in frame of:

“Development of unified standard user-friendly websites for Albanian Municipalities.”



STAR 2 - Consolidation of Territorial and Administrative Reform - is a project funded by the European Union, Sweden, Italy, Switzerland, USAID, UNDP and the Government of Albania. The implementing partner of the project is the Ministry of Internal Affairs. The project is implemented by the United Nations Development Program (UNDP) Office in Albania

Disclaimer:

The findings and recommendations in this study are the views of the authors and do not necessarily reflect the policies or views of the service / expertise contractor.

1. INTRODUCTION TO EVALUATION.....	3
2. ONLINE PRESENCE OF MUNICIPALITIES/BENEFICIARIES	4
3. EVALUATION OF CMS USED BY MUNICIPALITIES	9
4. WEBSITES WEB SERVERS TYPE AND CONFIGURATION.....	11
5. OVERALL ASSESSMENT TABLE AS OF SEPTEMBER 20TH, 2018.....	13
6. AVAILABLE RTI STAFF AT BENEFICIARY MUNICIPALITIES.....	24
7. AVAILABLE IT STAFF IN THE BENEFICIARY MUNICIPALITIES	25
8. TOP 10 BEST PRACTICES REGARDING RTI IMPLEMENTATION....	26
9. DUE ASSESSMENT REGARDING PUBLIC CONSULTATION LAW.....	28
10. PROJECT INTERVENTION - WORK FLOW AND PRIORITIZATION... 29	
Deployment.....	31
Training.....	34
Coordinative sessions with partners	36
Testing and Acceptance	37
Maintenance and Support.....	31
Problem categorization and response time.....	33
11. FUNCTIONAL REQUIREMENTS.....	40
12. SPECIFIC MODULES TO REFLECT LEGAL REQUIREMENTS.....	40
13. TECHNICAL SPECIFICATIONS OF WEBSITE.....	48
14. DEPLOYMENT.....	53
15. TESTING AND ACCEPTANCE	54
16. ATTACHMET 1 / PREVIOUSLY DEVELOPED MODELS.....	56

Abbreviations / Acronyms

AITR	<i>Agency for Implementation of the Territorial Reform</i>
AU	<i>Administrative Unit</i>
DCM	<i>Council of Ministers Decision</i>
ICT	<i>Information Communication Technology</i>
IT	<i>Information Technology</i>
LGU	<i>Local Government Unit</i>
MSLI	<i>Minister of State for Local Issues</i>
NAIS	<i>National Agency of Information Society</i>
NPD	<i>National Project Director</i>
NPM	<i>National Project Manager</i>
PAR	<i>Public Administration Reform</i>
CRIPPD	<i>Commissioner on the Right to Information and Protection of Personal Data</i>
PCU	<i>Project Coordination Unit</i>
COPE	<i>Create Once, Publish Everywhere</i>
CAPTCHA	<i>Completely Automated Public Turing test to tell Computers and Humans Apart</i>
IP ADDRESS	<i>(Internet Protocol address) A number assigned to each computer's or other device's network interface(s) which are active on a network supporting the Internet Protocol, in order to distinguish each network interface (and hence each networked device) from every other network interface anywhere on the network.</i>
RSS	<i>(Really Simple Syndication) is a way for web sites to summarize their content, such as news articles, to make it available in a different view.</i>
WWW	<i>(World Wide Web) The complete system of interlinked documents that use HTTP, residing on the internet and accessible to users via a web browser.</i>

1. INTRODUCTION

INFOCIP has undertaken a full assessment of the situation (status-up-to-date) for the 61 municipalities, despite the suggested ones. The evaluation includes hosting specification, third-party implication in regard to the official webpage of the municipalities, standard and uniformity in terms of template and design.

The inception report assesses also the legal framework in place related to the Right to Information and Public Participation and Consultation as well as the guiding documents of NAIS¹. In addition, focus of the inception should be the models available at municipal level as well as the best regional and international practices. In consideration of the assessment are the guidelines and instruction produced in the framework of previous project implemented from other partners (DLDP, PLGP etc.)

For the purposes of the evaluation, 61 Albanian municipalities are evaluated both in terms of technical online infrastructure (capabilities), compliance with domain requirements and up to date level of outer system integration.

In regard to technical capabilities, a thorough evaluation has been conducted to accurately identify the online infrastructure consisting on official websites, templates type of the existing websites, programming language, platform model/type, compatibility modes, searching functions and up-to-date status of decisions publications. Basically this will be presented as the opening finding for the purpose of this revaluation report.

In regard to compliance with the legal requirement in place regarding official domains, INFOCIP has also concluded the evaluation for all 61 municipalities. This evaluation report provides an accurate state of the above mentioned assessment components as of September 29th, 2019. Due to dynamic situation in municipal level, especially in regard to adopting new online infrastructure, INFOCIP will remain open to adjust data presented upon request till October 10th 2018 (status-up-to-date).

¹ https://akshi.gov.al/Rregullore/rregullore_per_faqet_zyrtare_te_internetit_te_administrates_publike.pdf

2. ONLINE PRESENCE OF MUNICIPALITIES AND SUGGESTED BENEFICIARIES

In frame of assessment applied by INFOCIP, websites are considered basic infrastructure for meeting the requirements of law 139/2015 “On Self Local Government” in regard to MCD proactive publication, public notification, public consultation and other related functions.

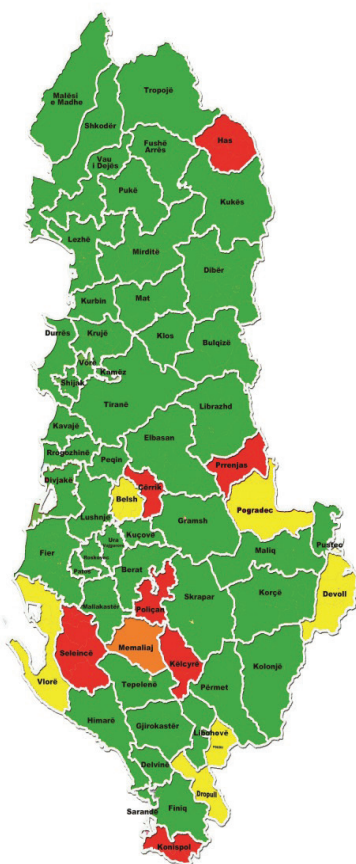
In addition to that, websites are considered basic infrastructure for meeting the requirements of law 119/2014 “On Self Local Government” and enable Municipalities to be transparent and be held accountable by the public. All mentioned above are basic principles of Good Local Government.

Under the new evaluation made by INFOCIP, on September 2018, it results that, out of 61 municipalities only 54 of them have an online presence in form of a webpage. The “online presence” in this case does not imply any qualitative criteria in terms of website content, but just the appearance on the web as a direct response to simple web search.

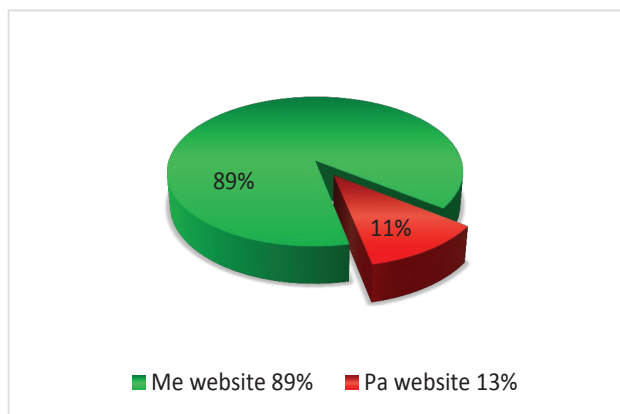
Of these, 48 have institutional domain pages “.gov.al” (green on map), while 6 municipalities have pages, but with ordinary domains (.org or .com or .al). The 2018 assessment shows that there are only 7 municipalities that do not have any official online presence (marked with red on the map). Some of these municipalities have Facebook pages, but within this methodology they are not counted as official sites. It is worth noting that many municipalities, besides the official site, also have social networking pages, which in most cases are integrated as a link to the official website.

Most of the municipalities that have created a website in 2018 have used “town press” template. This template is still in development in at least 4 municipalities. This template was piloted by INFOCIP initially in Gramsh Municipality, then in Puka’s followed by some other municipalities in 2018.

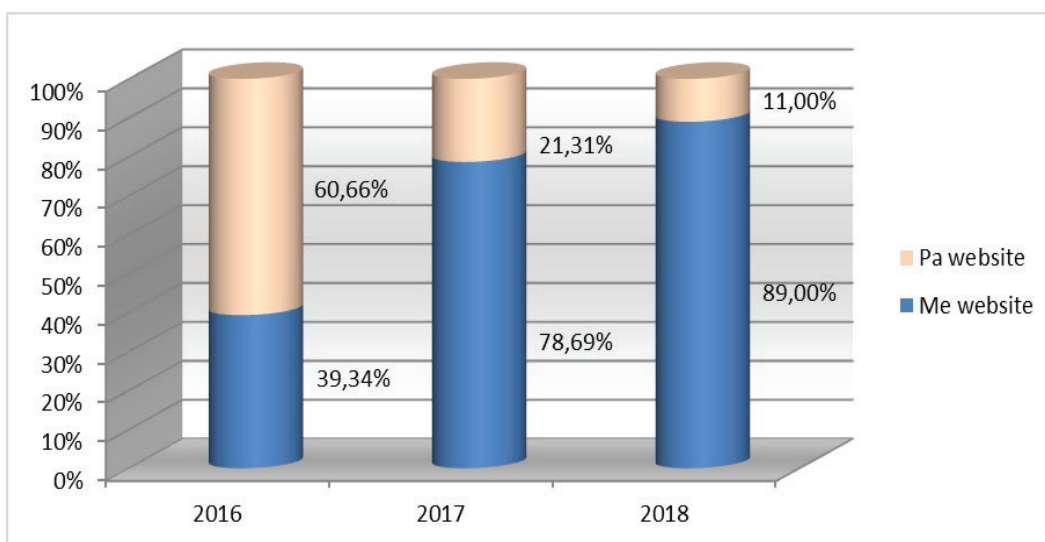
INFOCIP has proposed STAR 2 working upon this template due to the facilities it offers in the official configuration of municipal data, thus to complete the few municipalities that do not have an official online system or have systems that do not properly meet the intended / required functions.



CATEGORIES
<i>Municipalities having no website at all</i>
<i>Municipalities with rudimentary websites or not updates from more than 1 year</i>
<i>Municipalities with non-official domain</i>
<i>Municipalities already obtaining official domain .gov.al</i>



According to data analysed by INFOCIP, Municipalities using official web sites increased to 89% in 2018, compared to two years ago. There were only 24 municipalities with official websites (39% of all municipalities) in 2016 and 48 municipalities in 2017 (or 79%).



Regarding the list of municipalities proposed for this particular assistance, INFOCIP has made a further evaluation and has come to the following conclusions:

- Municipalities which still do not have an online presence as of September 20th, 2018 are: Cerrik, Has, Kelcyra, Konsipol, Libohovë, Polican, Prrenjas, Selenice.
- Municipality of Dropull has terminated contract with a third party, situated in Greece and has explicitly requested assistance to get a new webpage since it has no updated online presence since 4 months now.
- Municipality of Cerrik has confirmed to INFOCIP evaluators that it has commenced efforts to build a new webpage via a third party/donor, but with no visible results by the time this evaluation was submitted. If the process does not change, this assistance can offered to another municipality, or redirected again to Cerrik municipality if requested formally.
- Municipality of Selenica has no functional website since April 2018. It has though an oscillating online presence and it is strongly recommended that it becomes included in the beneficiary municipalities for this assistance in the earliest possible moment/intervention.
- Prespa Municipality has established as 20th of September a presence online, but which is not operational and has confirmed the need to be assisted, equipped with another websites, in compliance with the best practice already being established. The page was commissioned to a third party (situated in Korca City), but the contrast was never executed both in terms of product delivery and final payments.
- Mallakaster Municipality also has a presence online, but it get not updated, due to the third party refusal to provide the service. The website is not in position of the municipality itself and the inner personal lack total capacity to manage the web. The layout functions integrated on their webpage are non-responsive and most of them are empty and/or not linked.

- Kolonja Municipality has also a presence online, but its page is rudimentary and in most of its content not completed. Moreover, the home page suffers lack of compatibility and remains under the minimal standards required or as compared to other municipal webpages.
- Delvina municipality has established only recently a presence online (by 20th of September 2018), but the webpage is under construction in most of its functions. It does not replicate any of the established models nor reflects any of the officially promulgated standards
- Librazhd Municipality has a webpage in place, but the page does not respond to the URL request by any computer and appears that it selects IPs to which it responds to. The problem is persistent and requires dedicated re-engineering efforts to restore its functionality. The template thought is Town Press and is compatible with the assignment requirements for an increased standardisation approach/effort.

In Addition to the above mentioned, INFOCIP has made a thorough assessment of the webpages in general, meaning in all 61 municipalities and its results as follows:

- Municipality of Bulqiza has a presence online with a an official webpage, but the page is getting updated and is not at all responsive. The page has been commissioned initially to a third party and the management of it was out-sourced. The person/company who delivered this service is not in Albanian and the page does not get updates nor modification. INFOCIP completed some months ago the process of digitalization of MCDs for this beneficiary municipality, but the integration of systems into their official webpage was impossible due to the above mentioned difficulties. It is strongly recommended that this municipality gets a new webpage, that can be fully manageable from its own personnel.
- Municipality of Patos has requested several times from INFOCIP to be equipped with another webpage, due to the great difficulties it encounters with the actual webpage. The actual system does not allow them autonomy nor any practical possibility to change the home page content/layout. The search engine is compromised and the routine daily activities do not get

reflected in the main official system. The request has been submitted several time to INFOCIP. In addition to that, the IT person is dependent on a third party personnel to get in to its own webpage for minor adjustments. INFOCIP found it very difficult to get to home page in order to integrate the system of MCDs due to such extreme difficulties.

- Municipalities of Maliq and Belsh have out of date systems in regard to their webpages. Maliq Municipality is not compatible with other ordinary systems and remains the only municipality that still uses winks format for its official webpage as compared to all other municipalities.
- Municipality of Klos has managed to build a rudimentary website with third party resources, but the page remains out of direct possession of the municipality.
- Many other municipalities, evaluated in a separate chapter below, have not at all security features as well as do not comply with responsiveness-on-mobile requirements (see the tab and graphs below for more detailed information, as explained by the Color Bar Legend).

Based on the above observations and evaluation, INFOCIP suggest as follows:

- The municipality of Librazhd be replaced with the municipality of Prrenjas for this particular assistance, as shown in the tab below. In the frame of the services provided by INFOCIP, the municipality of Librazhd will be further assisted to adjust its webpage presence and appearance in the web and enable access to all end users.
- The municipality of Mallakster be replaced with the municipality of Dropull for this particular assistance, as shown in the tab below. In the frame of the services provided by INFOCIP, the municipality of Dropull will be assisted to re-establish presence online and to restore official domain requirements, as well the re-integration with the inner standard and service providers. The municipality of Mallakaster need to be though assisted in a second intervention phase, for it has scored “poor performance” with its existing webpage.

- If the Municipality of Cërrik will not respond positively to the offered assistance, it is suggested to move on to the municipalities of Selenice or Klos. If the initial plan stands, these two municipalities need to be qualified as beneficiary in frame of a second phase.

Number / index	Pre-established beneficiary municipalities by STAR 2 / UNDP	Suggested beneficiary municipalities by INFOCIP
1.	Municipality of Cërrik	Municipality of Cërrik /Selenice / Klos
2.	Municipality of Delvinë	Municipality of Delvinë
3.	Municipality of Këlcyrë	Municipality of Këlcyrë
4.	Municipality of Konispol	Municipality of Konispol
5.	Municipality of Libohovë	Municipality of Libohovë
6.	Municipality of Librazhd	Municipality of Prrenjas
7.	Municipality of Mallakastër	Municipality of Dropull
8.	Municipality of Pustec	Municipality of Pustec
9.	Municipality of Divjakë	Municipality of Divjakë
10.	Municipality of Has	Municipality of Has
11.	Municipality of Kolonjë	Municipality of Kolonjë
12.	Municipality of Memaliaj	Municipality of Memaliaj
13.	Municipality of Polican	Municipality of Polican

3. EVALUATION OF CMS USED BY MUNICIPALITIES

Most of the municipalities are using WordPress as Content Management System (CMS). WordPress is, by far, the most popular open source Content Management System (CMS), used by approximately 36 municipality websites. WordPress is free to install, deploy, and upgrade. Thousands of plugins and templates power a flexible and simple interface, which reduces development costs and deployment time. Key benefits of using WordPress for websites is that themes allow change of the design quickly and have high flexibility in adopting new pages/categories. In addition to that, plugins allow to extend the functionality of WordPress site without knowing how to program. They are easy to update internet platforms and Google searching machine tend to identify very quickly WordPress sites.

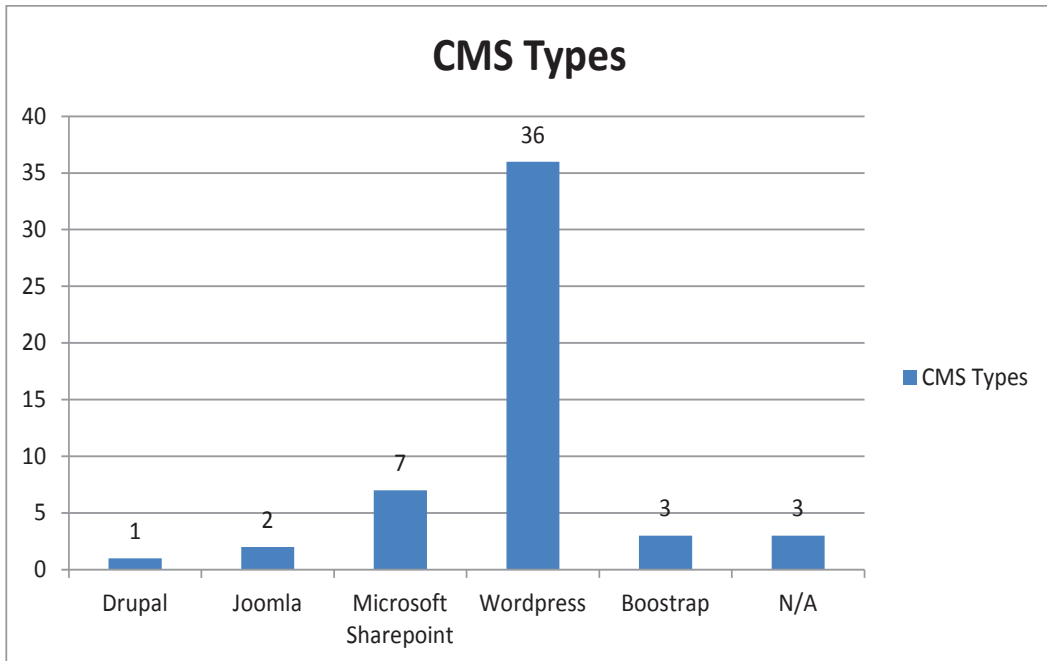


Figure 3. CMS used on municipalities webpages

a. Websites programming language

Websites programming language is another attribute analyzed for the purpose of this evaluation report. INFOCIP experts have applied a special protocol to identify the programming languages used by Albanian municipalities in their websites. The chart on figure 4 presents the findings, (where delectable):

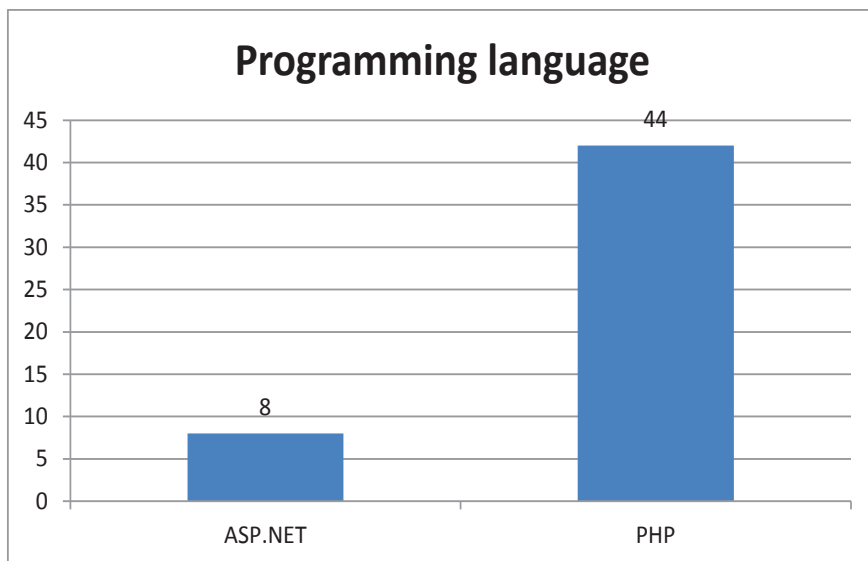


Figure 4. Programming language used on municipalities webpages

As indicated by the Chart above, 44 municipality websites use PHP as a server-side scripting language. PHP is designed for web development but also used as a general-purpose programming language. PHP code may be embedded into HTML code, or it can be used in combination with various web template systems, web content management systems, and web frameworks.

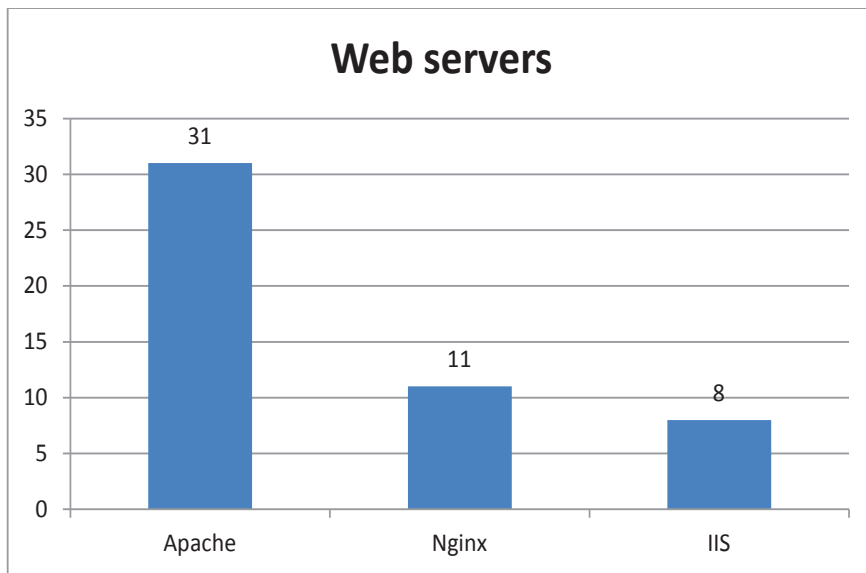
The web server combines the results of the interpreted and executed PHP code, which may be any type of data, including images, with the generated web page. This is considered to be positive in facilitating the operations as they will be conducted by INFOCIP during the implementation phase. PHP code may be executed with a command-line interface (CLI) and can be used to implement standalone graphical applications.

One the most use graphical plication in terms of publication of MCDs are the category signs, logos of the municipalities and the post text format which is applied as HTML into new posts to open. In more simple words, this data generated in this phase of the project is a good indicator in terms of implanting the system to the municipal webpages. Furthermore, PHP is free software released under the PHP License. PHP is widely ported and can be deployed on most web servers on almost every operating system and platform, free of charge.

4. WEBSITES WEB SERVERS TYPE AND CONFIGURATION

Most of webserver used by Albanian Municipalities are Apache based. The Chart Web Servers presents the situation regarding the web servers, where 31 are Apache. Some 11 websites as already created use Nginx whereas 8 of them, as identified use LLS.

The Apache HTTP Server, is free and open-source cross-platform web server software. The overall assessment table presented in this chapter of the Report indicates the frequency of using amongst municipality websites.



Apache supports a variety of features, many implemented as compiled modules which extend the core functionality. These can range from server-side programming language support to authentication schemes. Some common language interfaces support Perl, Python, Tcl and PHP. During digitalisation operations, the Apache will be prioritized in terms of completing the uploading protocol by INFOCIP.

Popular compression methods on Apache include the external extension module, implemented to help with reduction of the size (weight) of Web pages served over HTTP. ModSecurity is an open source intrusion detection and prevention engine for Web applications. Apache logs can be analyzed through a Web browser using free scripts, such as AWStats/W3Perl or Visitors.

Virtual hosting allows one Apache installation to serve many different Web sites. It supports password authentication and digital certificate authentication. Because the source code is freely available, anyone can adapt the server for specific needs, and there is a large public library of Apache add-ons.

5. OVERALL ASSESSMENT TABLE AS OF SEPTEMBER 20TH, 2018




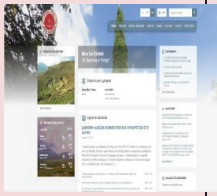
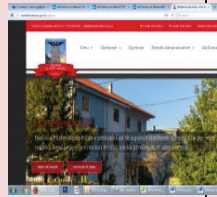
COLOR BAR LEGEND

	SEMI UPDATED, NOT SECURE-CONNECTION TO THIS SITE IS NOT SECURE
	SEMI UPDATED, TEMPLATE NON-ACCESSABLE, NOT SECURE- CONNECTION TO THIS SITE IS NOT SECURE, NO EFFICIENT/RESPONSIVE SEARCHING FUNCTION, TOO MANY BUGS, ACCESS DENIED IN HOMEPAGE, NON RESPONSIVE ON MOBILES
	NOT-UPDATED/FULL DEVELOPMENT NEEDED AND/OR REQUIRED
	NO PRESENCE ONLINE, NO WEBSITE, BANDWIDTH LIMIT EXCEEDED (THE SERVER IS TEMPORARILY UNABLE TO SERVICE YOUR REQUEST DUE TO THE SITE OWNER REACHING HIS/HER BANDWIDTH LIMIT. PLEASE TRY AGAIN LATER)

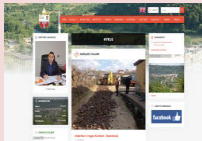
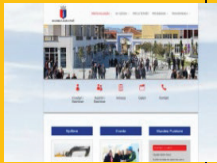




No	Municipalities in alphabetic order	Official WEBSITE domain/url	Official Website evidence print screen	CMS	Web/ server	P. language	Status & Problems (Due diligence evalu.)
1	BELSH	www.bashkiabelsh.al		Wordpress	Apache	PHP	SEMI UPDATED TEMPLATE NON-ACCESSABLE 1. Not secure - Connection to this site is not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Non responsive on mobiles
2	BERAT ²	www.bashkiaberat.gov.al		Wordpress	Apache	PHP	SEMI-UPDATED 1. Not secure - Connection to this site is not secure 2. Bad Graphics (design & layout) 3. Hosted in third parts (alert - not hosted in AKSHI)




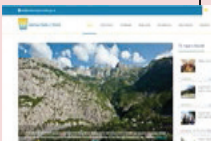
²Berat Municipality has initiated a reconstruction process of its webpage

3	BULQIZË	www.bulqiza.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 3.Hosted in third parts (alert - not hosted in AKSHI) 2. Bad Graphics (design & layout) 3.Not secure - Connection to this site is not secure
4	CËRRIK		Does not have one				
5	DELVINË		Very rudimentary				UNDER CONSTRUCTION
6	DEVOLL	www.bashkiadevolla.al		Wordpress	Nginx	PHP	SEMI UPDATED Non-government domain TEMPLATE NON-ACCESSABLE 1.Not secure - Connection to this site is not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE
7	DIBËR	www.dibra.gov.al/		Wordpress (Me probleme)	Apache	PHP	Updated, but with end user problems 1- Bad Graphics (design & layout) 2.Not secure - Connection to this site is not secure
8	DIVJAKË	www.bashkiadivjake.gov.al		Wordpress	LiteSpeed	PHP	Under construction...
9	DROPULL	www.bashkiadropull.com		Wordpress	Nginx	PHP	SEMI UPDATED 1.Non government domain 2.Not secure - Connection to this site is not secure

10	DURRËS	www.durres.gov.al		Joomla	Nginx	PHP	UPDATED Not secure-connection to this site is not secure
11	ELBASAN	www.elbasani.gov.al		Microsoft SharePoint	IIS	ASP.NET	SEMI UPDATED TEMPLATE NON-ACCESSABLE 1.Not secure - Connection to this site is not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Non responsive on mobiles
12	FIER	www.bashkiafier.gov.al		Microsoft SharePoint	IIS	ASP.NET	1. SEMI UPDATED 2. TEMPLATE NON-ACCESSABLE 3. Not secure - Connection to this site is not secure 4. NO SEARCHING FUNCTION 5. TOO MANY BUGS 6. ACCESS DENIED IN HOMEPAGE 7. Non responsive on mobiles
13	FINIQ	www.bfiniq.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
14	FUSHË-ARRËS	www.bashkiafusharrez.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1- Bad Graphics (design & layout) 2.Not secure - Connection to this site is not secure

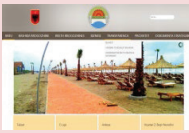


15	GJIROKASTËR	www.bashkiagjirokaster.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
16	GRAMSH	www.bashkiagramsh.gov.al		Wordpress	Nginx	PHP	UPDATED
17	HAS		Does not have one				
18	HIMARË	www.himara.gov.al		Wordpress	Nginx	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure 2.Hosted in third parts (alert - not hosted in AKSHI)
19	KAMËZ	www.kamza.gov.al		N/A	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure Non responsive on mobiles
20	KAVAJË	www.bashkiakavaje.gov.al		N/A (Bootstrap / free and open-source front-end framework)	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
21	KËLCYRË		Does not have one				

22	KLOS	www.bashkiaklos.gov.al		N/A (Bootstrap / free and open-source front-end framework)	IIS	ASP.NET	SEMI UPDATED 1.Problems with the access ,Hosted in third parts (alert - not hosted in AKSHI) 2.Not secure - Connection to this site is not secure
23	KOLONJË	www.kolonja.gov.al		Wordpress	Apache	PHP	NOT-UPDATED REGULARY, FULL DEVELOPMENT NEEDED AND REQUESTED
24	KONISPOL	www.bashkiakonispol.gov.al		Wordpress	Nginx	PHP	SEMI UPDATED
25	KORÇË	www.bashkiakorce.gov.al		N/A (Bootstrap / free and open-source front-end framework)	Apache	PHP	UPDATED 1.Not secure - Connection to this site is not secure
26	KRUJË	www.kruja.gov.al		Wordpress	Nginx	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
27	KUCOVË	www.bashkiakucove.gov.al		Microsoft SharePoint	IIS	ASP.NET	SEMI UPDATED TEMPLATE NON-ACCESSABLE 1.Not secure - Connection to this site is not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Non responsive on mobiles

28	KUKËS	www.kukesi.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
29	KURBIN	www.bashkiakurbin.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Bad Graphics (design & layout) 2.Not secure - Connection to this site is not secure
30	LEZHË	www.lezha.gov.al		N/A	Apache	PHP	SEMI UPDATED TEMPLATE NON-ACCESSABLE 1.Not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Non responsive on mobiles
31	LIBOHOVË		Does not have one				
32	LIBRAZHD	www.bashkialibrazhd.gov.al		Wordpress (Me problem)	Apache	PHP	NOT-UPDATED REGULARY, FULL DEVELOPMENT NEEDED AND REQUESTED
33	LUSHNJE	www.bashkialushnje.gov.al		Microsoft SharePoint (Me Probleme)	IIS	ASP.NET	SEMI UPDATED Access denied TEMPLATE NON-ACCESSABLE 1.Not secure - Connection to this site is not secure NO SEARCHING FUNCTION HAS TOO MANY BUGS ACCESS DENIED IN HOMEPAGE
34	MALËSI E MADHE	www.bashkiamalesiemaadhe.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure 2.Hosted in third parts (alert - not hosted in AKSHI)

35	MALIQ	www.bashkiamaliq.gov.al		Wix		HTML & JavaScript	SEMI UPDATED 1.Bad Graphics (design & layout)
36	MALLAKASTER	www.bashkiamallakaster.gov.al		Drupal Content Management Framework (CMF)	Apache	PHP	NOT-UPDATED REGULARY, 1.Not secure - Connection to this site is not secure
37	MAT	www.bashkiamat.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
38	MEMALIAJ	www.bashkiamemalaj.com		Wordpress	Apache	PHP	1. Non government domain 2.Bad Graphics (design & layout) 3.Bandwidth Limit Exceeded (The server is temporarily unable to service your request due to the site owner reaching his/her bandwidth limit. Please try again later)
39	MIRDITË	www.bashkiamirdite.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure - Connection to this site is not secure
40	PATOS	www.bashkiapatos.gov.al		Microsoft SharePoint	IIS	ASP.NET	SEMI UPDATED TEMPLATE NON-ACCESSABLE 1.Not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Hosted in third parts (alert - not hosted in AKSHI)

41	PEQIN	www.peqini.gov.al		Wordpress	Apache	PHP	Out of date/ not UPDATED
42	PËRMET	www.bashkiapermet.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure Your connection to this site is not secure
43	POGRADEC	www.bashkiapogradec.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure-connection to this site is not secure 2.Hosted in third parts (alert - not hosted in AKSHI) Non official domain name
44	POLICAN		Does not have one				
45	PRRENJAS		Does not have one				
46	PUKË	www.bashkiapuke.gov.al		Wordpress	Nginx	PHP	UPDATED
47	PUSTEC		Very rudimentary one				NOT-UPDATED/FULL DEVELOPMENT NEEDED AND/OR REQUIRED
48	ROSKOVEC	www.bashkiaroskovec.gov.al		Wordpress	Apache	PHP	UPDATED 1.Not secure-connection to this site is not secure

49	RROGOZHINË	www.bashkiarrogzhine.gov.al/		Joomla	Apache	PHP	SEMI UPDATED 1.Not secure-connection to this site is not secure
50	SARANDE	www.bashkiasarande.gov.al		Microsoft SharePoint	IIS	ASP.NET	SEMI UPDATED TEMPLATE NON-ACCESSABLE 1.Not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Non responsive on mobiles
51	SELENICË	www.bashkiaselence.org		Wordpress	LiteSpeed	PHP	Non official domain name NOT-UPDATED FULL DEVELOPMENT NEEDED AND/OR REQUIRED Non responsive on mobiles
52	SHIJAK	www.shijak.gov.al		Wordpress	LiteSpeed	PHP	SEMI UPDATED
53	SHKODËR	www.bashkiashkoder.gov.al		N/A	Apache	PHP	UPDATED 1.Not secure-connection to this site is not secure Non responsive on mobiles
54	SKRAPAR	www.bashkiaskrapar.gov.al		Wordpress	Apache	PHP	SEMI UPDATED
55	TEPELENË	www.tepelena.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure-connection to this site is not secure

56	TIRANË	www.tirana.gov.al		Wordpress	Nginx	PHP	SEMI UPDATED 1.Not secure-connection to this site is not secure
57	TROPOJË	www.tropoje.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure-connection to this site is not secure
58	URA VAJGURORË	www.uravajgure.gov.al		Wordpress	Apache	PHP	SEMI UPDATED 1.Not secure-connection to this site is not secure
59	VAU I DEJËS	www.vaudejes.gov.al		Wordpress	Apache	PHP	SEMI UPDATED Not secure-connection to this site is not secure
60	VLORË	www.bashkiavlore.org		Wordpress	Nginx	PHP	SEMI UPDATED Not secure-connection to this site is not secure
61	VORË	www.bashkiavore.gov.al		Microsoft SharePoint	IIS	ASP.NET	SEMI UPDATED TEMPLATE NON-ACCESSABLE Not secure NO SEARCHING FUNCTION TOO MANY BUGS ACCESS DENIED IN HOMEPAGE Non responsive on mobiles

COLOR BAR LEGEND , FURTHER EXPLAINED

	SEMI UPDATED, NOT SECURE-CONNECTION TO THIS SITE IS NOT SECURE
	SEMI UPDATED, TEMPLATE NON-ACCESSABLE, NOT SECURE- CONNECTION TO THIS SITE IS NOT SECURE, NO EFFICIENT/RESPONSIVE SEARCHING FUNCTION, TOO MANY BUGS, ACCESS DENIED IN HOMEPAGE, NON RESPONSIVE ON MOBILES
	NOT-UPDATED/FULL DEVELOPMENT NEEDED AND/OR REQUIRED
	NO PRESENCE ONLINE, NO WEBSITE, BANDWIDTH LIMIT EXCEEDED (THE SERVER IS TEMPORARILY UNABLE TO SERVICE YOUR REQUEST DUE TO THE SITE OWNER REACHING HIS/HER BANDWIDTH LIMIT. PLEASE TRY AGAIN LATER)

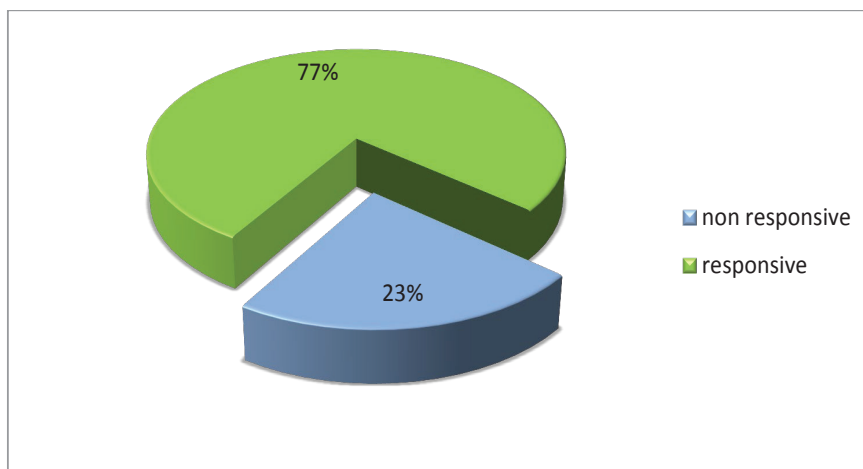
The red color in the above indicates those municipalities which do not have at all a web presence with any form of official website, including Prrenjas. They are (to be) included within scope of this assistance assignment. These municipalities are Cerrik, Has, Kelcyre, Libohove, Memaliaj, Polican, Prrenjas. With regard to Cerrik Municipality, there is an attempt made by USAID subcontractors to build a webpage since 7 months ago.

The orange color indicates those municipalities within scope, which have a rudimentary or not sufficient presence on line, and need to be assisted immediately to offer online services, notifications and other local government related information. These Municipalities are as follow:

Non responsive template : Fier, Elbasan, Shkoder, Lezhe, Kamez, Belsh, Lushnje, Patos, Vore, Sarande, Kucove, Selenice. This means that the webpage can be navigated only on desk/lap top computers, but in mobiles. As a matter of fact, most of the potential users of the online services, including local governmental services and information, are equipped with mobiles rather than with computer. Nowadays, internet access is vastly activated through mobiles rather than through desk/lap top computers. For this particular reason, the evaluation made from INFOCIP has included this variable to indicate which of the pages do encompass this indispensable/crucial feature, which lacks in 21% of the overall panorama of the Albanian municipalities which do have a webpage.

As shown by the graph below, there are 12 municipalities, out of 53 which are not mobile-responsive. This represent 23% of all municipal websites. Some 8 municipalities do not have a webpage at all, therefore they are not included in the function which calculates the percentages ratio in the graph

below. These are 8 municipalities are highlighted in orange color in the overall assessment tab above whereas the non-responsive webpages are highlighted with light blue color in the tab above as well in the graph below:



It is strongly recommended that 1) mobile responsiveness and 2) security features /components to be addressed in a second stage for all remaining municipalities. In regard to mobile-responsiveness, the problem requires adequate solution which may demand the replacement of the template used by the service providers. INFOCIP may offer its expertise to find such solutions if required or requested by any interested party, be the municipalities or STAR 2 or any other donor in the near future.

6. AVAILABLE RTI STAFF AT BENEFICIARY MUNICIPALITIES

An RTI personnel (HR) rapid due diligence has been performed by INFOICP for 61 municipalities. Law 119/2014 assigns to the Public Authority, in our case municipalities, the obligation to appoint public information coordinators. This is a key person within municipal administration in implementing the RTI law requirements and is held direct responsibility in case of non-compliance. Coordinators' contact data should be publicly displayed on the official website of the municipality (Article 7/1, letter "ç"). It turns out that until September 20th, 2018 RTI coordinators are assigned to all 61 municipalities of the Republic of Albania.

In those municipalities that do not have a website, the official appointment of the coordinator is confirmed by the senior officers contacted by INFOCIP for the purposes of this monitoring or by the institution of the Commissioner for the Protection of Personal Data and the Right to Information (their data are also posted on the portal www.pyetshtetin.al). Meanwhile, it is worth mentioning that in the Municipalities that have a website (including those with scares homepage that is out of date), only 37 of them have published coordinator contacts. Municipalities that have not published the contacts are Belshi, Finiq, Fushe Arrez, Gjirokaster, Kavaja, Klos, Konispol, Kucove, Kukes, Memaliaj, Mirdita, Permet, Pustec, Saranda, Tepelene, Tropoja and Vau i Dejes. With regard to the beneficiary municipalities, the tab bellows presents the current situation of the contact RTI personnel:

nr	Beneficiary municipalities	RTI coordinators
1.	Municipality of Cerrik / Selenice / Klos	Arta Xhika/ Ardit Alushaj / Ideal Dardha
2.	Municipality of Delvinë	Dorina Myftari
3.	Municipality of Këlcyrë	Elona Shkembi
4.	Municipality of Konispol	Keida Kula
5.	Municipality of Libohovë	Enkeleda Shehu
6.	Municipality of Prrerjas	Rudina Kryeziu
7.	Municipality of Dropull	Jani Çiçi
8.	Municipality of Pustec	Sofia Qiska
9.	Municipality of Divjakë	Andi Bullari
10.	Municipality of Has	Neritan Bocova
11.	Municipality of Kolonjë	Jorgji Qirjazi
12.	Municipality of Memaliaj	Feta Hoxha
13.	Municipality of Polican	Anxhela Ibro

7. AVAILABLE IT STAFF IN THE BENEFICIARY MUNICIPALITIES

In the frame of the Inception report, INFOCIP made another due diligence evaluation of IT personnel in the beneficiary municipalities of this project intervention. Except municipality of Has, all other municipalities do have IT personnel in place, as shown by the tab below.

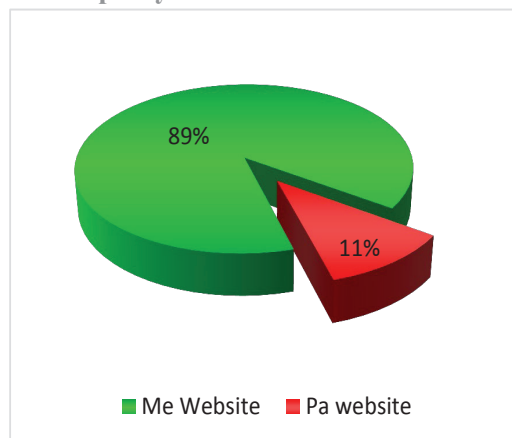
nr	Beneficiary municipalities	It Personnel
1.	Municipality of Cerrik/ Selenice / Klos	Xhino Hida
2.	Municipality of Delvinë	Besmir Veli
3.	Municipality of Këlcyrë	Elis Mucaj
4.	Municipality of Konispol	Tefik Xhaferri
5.	Municipality of Libohovë	Entela Hoxha
6.	Municipality of Prrerjas	Ledio Allkoja
7.	Municipality of Dropull	
8.	Municipality of Pustec	Niko Kristo
9.	Municipality of Divjakë	Orgest Xhelili
10.	Municipality of Has	Nuk ka
11.	Municipality of Kolonjë	Andon Pirre
12.	Municipality of Memaliaj	Bardhi Ruka
13.	Municipality of Polican	Ledio Hasa

8. TOP 10 BEST PRACTICES REGARDING RTI IMPLEMENTATION

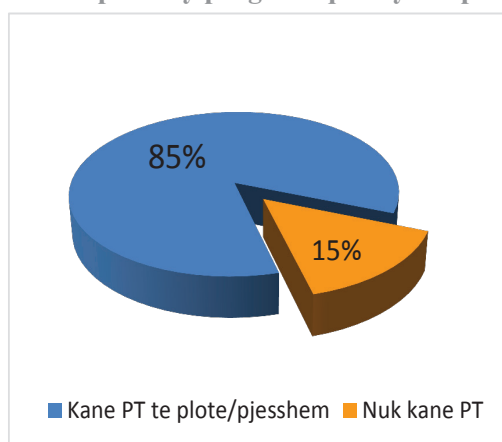
In the assessment of 2018, the level of implementation of the enabling blocs /infrastructure of the law 119/2014 "on the Right to Information", was calculated from INFOCIP at 86.2%. In the 2016 assessment, the implementation rate of the implementation infrastructure was only 31%. In 2017, the level of implementation went up 71%. The year 2018 marked an improvement of 15 percentage points in the one year (2017-2018). The following charts provide a comparative visualization of implementation by LGU (municipalities) of five crucial components which are obligatory under the right to information law.

Evaluation of 2018, closure date: September 20th, 2018

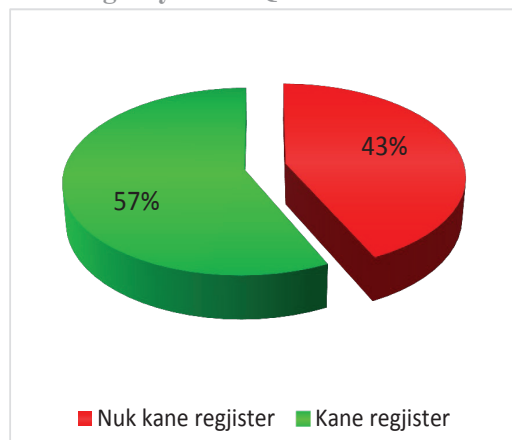
Municipality with website vs. without website



Transparency program quality/adoption



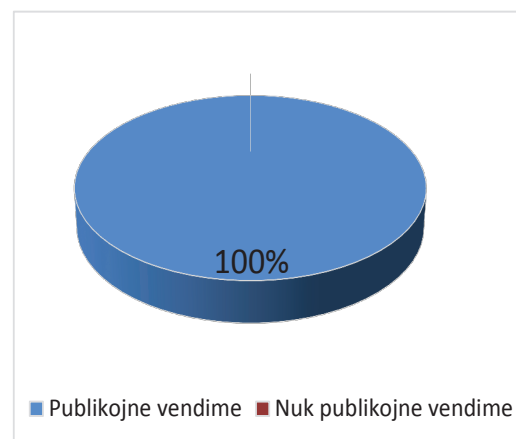
RTI Registry of A&Q



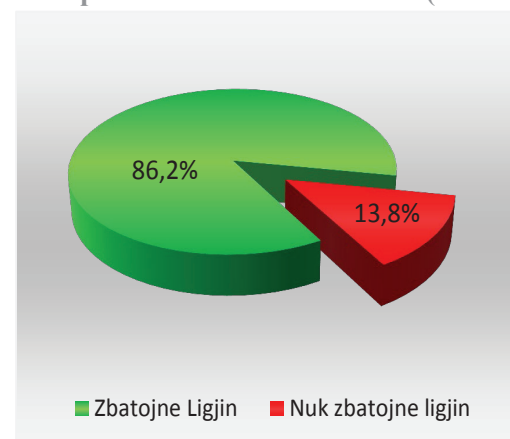
Coordinators of RTI in municipalities



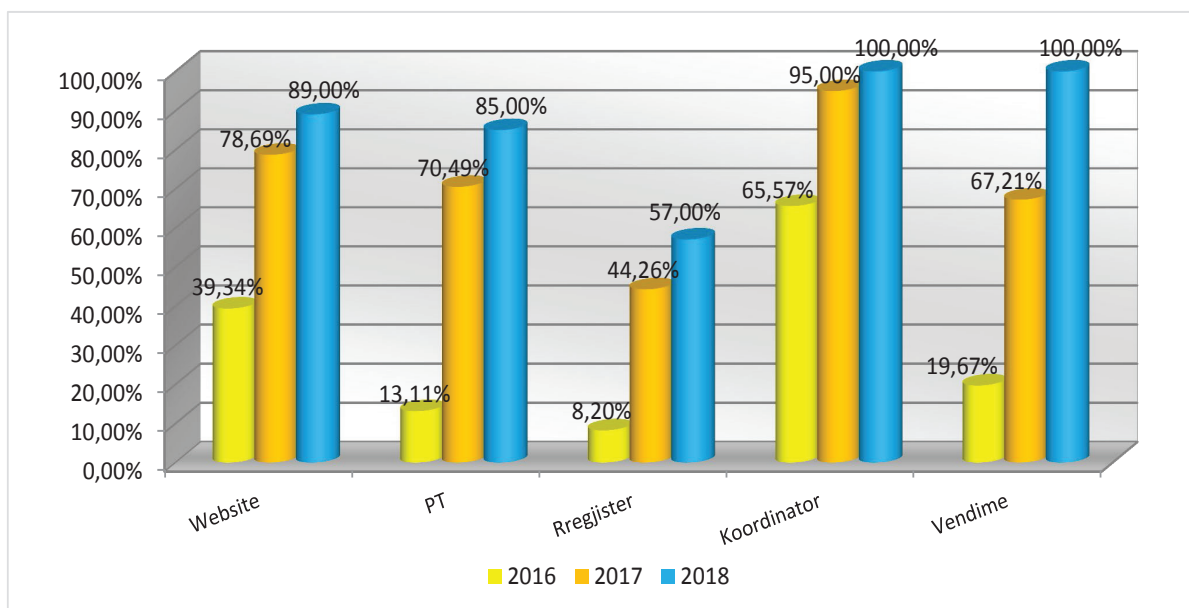
Publication of MCDs 2108



Level of implementation of 119/2014 (infrastructure)



The other graph below, indicates the improvement level, covering the years 2016-2017-2018/



9. DUE ASSESSMENT REGARDING PUBLIC CONSULTATION LAW

As of on October 30th 2014 the Assembly of Republic of Albania, adopted the Law no. 146/2014 "On Notification and Public Consultation". The purpose of this Law is to regulate the relationship generated in a process of public consultation, transparent, inclusive, performed in time and effective among central and local public authorities and concerned parties, in the decision making process regarding drawing up acts such as bills, national and local strategic documents and policies of high public interest.

The civil society actors have made several complains about the quality of this law. The law has not foreseen a sound enforcement mechanism. Unlink the RTO law 119/2014, the law 146/2014 "On Notification and Public Consultation" does not provide for any sanctions in cases of non-compliance.

It is calculated that the level of implementation of this law remain amongst the lowest, scoring only 4% as according to OSFA and its partner organizations. There is an attempt going on to amend this law, if not abrogate it at all, in order to re-establish its implementation and enforcement through up to date legal mechanisms. At the presence the process is being coordinated in the frame of a potential fourth National Action Plan in the frame of OGP

10. PROJECT INTERVENTION - WORK FLOW AND PRIORITIZATION

a. DESIGN AND DEVELOPMENT

In terms of template, Town Press template will serve as bases for developing standard model of the web page. It is tailored to suit all the basic needs of a modern municipality. TownPress offers a lot of specific features like announcements, , local weather widget, listing directory, upcoming events, town documents, touristic services, forums (via bbPress plugin) 3D town tour and more. A well implemented model by INFOCIP can be found here: <http://bashkiapuke.gov.al/> or <http://bashkiagramsh.gov.al/>

In terms of technical compatibility in regard to design, Town Press provides as follows:

High Resolution	Yes
Widget Ready	Yes
Compatible Browsers	IE9 , IE10 , IE11 , Firefox , Safari , Opera , Chrome , Edge
Compatible With	WPML , bbPress 2.5.x , Visual Composer 4.12.x , Visual Composer 4.11.2.1 , or 4.9.x
Software Version	WordPress 4.9.x , WordPress 4.8.x , WordPress 4.7.x
ThemeForest Files Included	PHP Files , CSS Files , JS Files
Columns	4+
Documentation	Well Documented
Layout	Responsive

This unified standard user-friendly municipality website combines a set of characteristics such as: *accessible in full content from different devices, range of functionalities corresponding to the standard Model of Transparency Plan for Local Government, rich drop-down menus, pop ups, and links which will ensure easy access of different levels of information for 13 municipalities.*

In terms of content, the main model will be developed and consulted with the key partner governmental agencies, the Commissioner on the Right to Information and NAIS and most importantly with the municipalities. INFOCIP has gained access to main municipal personnel due to its previous engagements as well actual one in frame of STRAR2 regarding online publications of MCDs. Due to the specific task, we have created special professional relations with all IT personnel within each of the beneficiary municipalities.

The consultation process will commence in vis-à-vis format in municipalities, once INFOCIP will have completed the main frame model. Each Municipality IT and other related staff (PR Person) will offer inputs on the process through continues print-screen interaction, emails, team viewer, etc.

INFOCIP will interact with IDM/STAR 2 to integrate the model Transparency Program in its most detailed elaboration. INFOCIP will hold separate session with IDM staff to gain all necessary information.

In regard to customised content, INFOCIP will provide direct contribution, by engaging its resources and base knowledge to orient content towards elaborated legal requirements. A set of consultation processes will anticipate in this regard with main stakeholders.

In addition, INFOCIP will integrate in the main frame the Decisions of the Municipal Council Banner, the Compendium of updated legislation on local government, the administrative profiles as three main components being integrated as we speak in other municipalities in the frame of the STAR 2 Cooperation In regard to on-going process of digitalisation of MCDs.

Labour legislation will also be integrated as well tax legislation up to date. For a closer look to this product, which is in the mean time a legal requirement of the law 119/2014, please visit here: <http://www.vendime.al/legjislacioni-per-pushtetin-vendor/> . This product will be integrated within the Transparency Program. The methodology to design the standard model of the web page will encompass the inception report assessing the legal framework in place relate to the Right to Information and Public Participation and Consultation as well as the guiding documents of NAIS³.

³ https://akshi.gov.al/Rregullore/rregullore_per_faqet_zyrtare_te_internetit_te_administrates_publike.pdf

In addition, focus of the inception should be the models available at municipal level as well as the best regional and international practices. In special consideration of the assessment will be the guidelines and instruction produced in the framework of previous project implemented from other partners such as DLDP, PLGP. More features on how the web page will be organised you may find here: <http://bashkiapuke.gov.al/> or here: <http://kukesi.gov.al/bashkia/>.

In addition to that, INFOCIP will costumes the page function for a very practical Transparency program, based on the unified model which is to be provided by STAR 2/ IDM in cooperation with the Com. od Personal Data Protection and RTI.

*The design process will be guided by the explicitly required specification as listed and thoroughly explained in pages 34-44 of this RfP (re-attached as separate document in this offer presented by INFOCIP to UNDP procurement office) **Attachment no.2***

INFOCIP has made a presentation of a fully developed template (Town Press) with all specifications listed in the ToRs. Some examples which have been developed,, assisted, suggested or are being developed by INFOCIP may be found in the **Attachment no.1** of this application (in color print).

b. DEPLOYMENT

INFOCIP will comply with the following:

- **Domain:** All sites will be customized and deployed in the specified domains. In regard to domain purchase, AKEP will be the direct vendor, based on the approved regulations in force. The domain will be: *name of the Municipality.gov.al*. INFOCIP will assist the purchasing process for each beneficiary municipality. In regard to domain purchase, AKEP will be the direct vendor, based on the approved regulations in force. The domain will be: *name of the Municipality.gov.al*.
- **Hosting:** The hosting process will be administered in full compliance with AKSHI's regulations in place. In consultation with municipalities, in case another solution in regard to hosting protocol will be suggested it will be administered in the best interest of the municipality. If any

of the two above protocols will be dis-considered, INFOCIP will provide its own hosting capacities and resources. The main databases will be kept in two hosting capacities (one of them will be offered by INFOCIP), to ensure rapid response time and efficient recovery in any of the un-foreseen circumstances. All hosting space, configurations, files and databases, hosting management software and/or third parties software will be installed, licensed (if apply), and all security settings will configured in advance prior final delivery. All SSL certificates will be configured and functional at all levels of the website.

- **Email:** All emails related to the new domain assigned to the municipalities, identified in the inception, will be configured and configuration files are deployed to every municipality for future automated configuration to outlook. In addition, Mail Client Automatic Configuration Scripts will be forwarded to the trained IT personnel for mobile use by the main municipality personnel (or upon request). Below there is an example of the email configuration protocol:

<u>Application</u>	<u>Protocols</u>
Mail for Windows® 10	Auto Discovery
Microsoft Outlook 2010® for Windows®	Auto Discovery
Windows Live Mail®	IMAP over SSL/TLS POP3 over SSL/TLS IMAP POP3 (Post Office Protocol v3)
Microsoft Outlook 2007® for Windows®	Auto Discovery
Microsoft Outlook 2000® for Windows®	IMAP over SSL/TLS POP3 over SSL/TLS IMAP POP3 (Post Office Protocol v3)
Microsoft Outlook Express® for Windows®	IMAP over SSL/TLS POP3 over SSL/TLS IMAP POP3 (Post Office Protocol v3)
MacOS® Mail.app® for "Pre Lion" (10.4+)	IMAP over SSL/TLS IMAP
MacOS® Mail.app® for "Lion" (10.7+)	IMAP over SSL/TLS IMAP
Postbox®	Auto Config.

iOS for iPhone/iPad/iPod and MacOS® Mail.app®

for Mountain Lion (10.8+)

IMAP over SSL/TLS IMAP

Mozilla Thunderbird®

Auto Config.

KDE Kmail

Auto Config.

A Simple guide prepared for email access and management from the users Will prepared in writing and/or in the form of a Audio-Video Tutorial. The latter is considered to be a sustainable solution in terms of adequate training for who ever comes in the position of IT personnel after the election, keeping in mind the circumstances of staff replacement that might occur.

- **Social Media:** INFOCIP will open and register new accounts for you tube page/channel (in case of necessity or absence), as well as all social media interactions (FB, Twiter, Google, etc). All existing accounts/channels will be linked to the mainframe of the municipality and made visible on the front page and in bottom part of each post. A dedicated you-tube channel will be opened necessarily to collect audio-video materials, news, promotions, projects, etc. This will save hosting space and in the meantime will provide vitality, new features and wider interaction. The embedding procedure will be also provided in the training module and a separate tutorial will be prepared for that by INFOCIP and uploaded online for continuous use by the beneficiary municipalities.

c. TRAINING

- **IT Personnel**

A training session will IT personnel of the municipalities be organized to organized once the deployment of the new web pages will done. The training session will focus on providing technical knowledge and practical tool to operate the online platform.

A special module will also prepared to facilitate the IT to operate widgets, new features, system updates, database backup, installing verified plugins, dealing with intellectual right and copyrights.

The training will also provide practical knowledge and use of the pro-active public information, notification functions and personal data protection and will focus on the coordination efforts and role description with other personal of the municipality.

A work flow mechanism for maintenance and update (including share of responsibilities and relationship between different departments of the municipality and the PR and IT as directly in charge of web page maintenance) will be prepared by INFOCIP. The workflows will be described in a standard document as a good practice manual, for preparing content, engaging the audience, divulging information in social media and ensuring transparency and information delivery.

To make the knowledge delivery sustainable, INFOCIP will prepare detailed tutorials in audio vide for every single operation that is about to be deployed into the webpage. The tutorial kit is considered to be a superior advantage in this respect for it provides basic and advanced knowledge which remains online. The tutorial s will be prepared in Albanian Language and INFOCIP will make sure that that all necessary steps are explained thoroughly through this technique.

In addition to that, a help desk will be established to remain operational till three months' time, or even more if considered necessary, to facilitate customization of municipal pages upon demand by the beneficiary municipalities.

Full credentials will be provided to the IT personnel of beneficiary municipalities. This process will be delivered officially and addressed directly to the Mayor as well. A usage protocol will be also prepared and signed by the appointed IT personnel upon delivery of the webpage for autonomous administration as "Administrator".

A final round tour will be undertaken by INFOCIP into the beneficiary municipalities to see and evaluate the quality of implementation of the training knowledge and tools provided/received through the training sessions. This mobile help desk activity will serve to strengthen confidence amongst partners, to raise visibility of STAR 2 and to help establish close contacts with the main IT personnel and municipalities. *Duration 1 Month.*

In general description, the intended outcome of the training program will be:

- The municipality content producers training program will be adopted based on the all annexed documents and proposed for approval to STAR2 and MSLI Staff.
- Website Admins are trained and can easily manage the website
- Content producers are trained and independent at content preparation and publication
- Content managers/editors are trained and independent at content preparation and publication
- Municipality IT employees are able to analyze logs, site analytics, and can also handle site customizations in consultation with the contractor within the maintenance and support period
- All assigned technical qualified staff have knowledge and skills on integration with other systems and can monitor the data exchange/embed process
- User guides for all level of users is generated and accepted from UNDP/STAR2 Team, good practice manual for content creation and management included
- The above user roles indicate the typology of users, the final number of training participants will be verified and defined during inception phase

- **Training PR and other additional staff**

In addition to the IT, INFOCIP will also organize a second training module with the PR/RTI/General Secretaries of the beneficiary municipalities to better recognize and provide content information for the municipal website. Best models will be exposed and explained in details. This process will serve the unification of a national standard which is acceptable by the beneficiary. The second training will take part after the first weeks of operation of the pages by the IT administrators. A final round tour will be undertaken by INFOCIP into the beneficiary municipalities to see and evaluate the quality of implementation of the training knowledge and tools provided/received through the training sessions. The tour will evaluate this second protocol during the same day/days as that for IT Personnel (see above paragraph).

d. COORDINATIVE SESSIONS WITH PARTNERS / INSTITUTIONS

A coordinative session with the Commissioner on the RTI will be organized to harmonize efforts in regard to introducing to the new webpages the transparency program, already enacted as a separate

decision ; number 211, dated 10/09/2018⁴. The coordination session will serve to make a full demonstration of a fully equipped Transparency Program as it will be integrated in digital format to the newly design webpages. The piloting process will facilitate entirely by INFOCIP experts, given the importance of creating a sound and unified model upon which others may model and replicate.

A coordinative session with STAR 2 / IDM will be organized to harmonize efforts in regard to introducing to the new webpages the transparency program, already under full design in the frame of an ongoing component of STAR 2.

Providing a web page model is one of the key tools paving the way to the implementation of additional key measures to ensure fulfillment of the municipal legal obligations deriving from the legislation on the Right to Information and Public Participation and Consultation.

Finally, the adaption of the model and use of the web page at the fullest options as mean of communication, transparency accountability and engagement of the municipality toward the citizens and all the interested actors requires strengthening the capacities of the ITs and PR staff of the 61 municipalities. The model and the assets produced from this project can serve as bases for capacity building activities during and after this this intervention also for other municipalities not part of the intervention.

e. TESTING AND ACCEPTANCE

Rigorous testing will be performed by both a senior expert and an independent expert hired to make the full functionality control of the product prepared. The caudation will be submitted and administered on writing, using as main road map the technical specification embodied in this RfP. The score table will be attached to the evaluation report. Any necessary improvements and changes will be highlighted and will be presented/reflected to the product prepared, both in terms of designs (plugins, bakery platform etc.) an content.

Once completed, the webpages will be taken and certified. In terms of Logo protocols, INFOCIP will accept instructions from the contractor, STAR 2/ UNDO in this case. INFOCIP will bare full

⁴ http://www.idp.al/wp-content/uploads/2018/09/Programi_i_Transparences_Pushteti_Vendor.pdf

responsibility in regard to logo requirements and will implement any changes required till 4 years from the initial date.

The acceptance will have to go through a signed delivery document, where the municipality confirms taking control of the webpage and other related databases

f. MAINTENANCE AND SUPPORT CONTRACT SIGNED- HANDOVER WEBSITES

A one-year maintenance contract is signed with the project while a separated a separate maintenance contract, shall be concluded directly between the INFOCIP and beneficiaries as per the NAIS regulation. As suggested, INFOCIP quotes a 4-year maintenance offer.

In terms of methodology approach, INFOCIP will administer database back-up on regular bases both physical content and virtual content. A dedicated Work Station with minimum to 4 Terabyte capacity will serve to store the web content for each 13 beneficiary municipalities once completed, in case the original databases will need to be reversed once hosted by NAIS. In terms of maintenance, INFOCIP offer to comply with the following:

-Preventive Maintenance Services. Once a week, will execute preventive maintenance services for all software as used and listed to enable problem detection in time and to undertake remedial steps in time, avoiding service interruption.

-Repair services on the site (assistance in the Municipality location). A help desk will be available from Monday to Friday, 8 (hours) x 5 (days), to provide repair services in the response to the "Major Alarms" reported by the municipal authorized personnel ("Emergency On-Call Hours"). The term "Major Alarms" means the submission of the request for repair services undertaken in case of covered software malfunction which prevents them to operate in accordance with specifications and cause immediate and significant termination of the system, and that could not have been avoided by interventions or minor repairs executed by the, technical staff of the municipality and recommended by the Awarded Proposer.

-Notification and Recognition of "Major Alarms". The municipality, shall notify INFOCIP Help Desk by phone, e-mail or a webpage. The municipality shall cooperate with the help request of the INFOCIP in diagnosing the cause of the reported problem as well as in defining whether there is a need to visit the location in order to execute the Repair Services.

- Responding to "Major Alarms". If INFOCIP cannot determine through the information gathered from the Troubleshooting Procedures the cause of the "Major Alarm", then it must send a service technician to municipality, within four (4) hours from receiving the "Major Alarm" notification. After the arrival, the service technician shall receive support from the municipality, and shall be granted leeway in the covered systems and facilities, with the presence of municipal staff in order to start immediately the diagnosis and repair procedures.

-Diagnosis and Repair Procedures. After the arrival, the service technician must start the diagnosis and repair procedures. This activity shall continue until: (a) the "Major Alarm" is corrected or "partially resolved", (b) the technician is replaced by another person, (c) the economic operator determines that the reported problem is not caused by any failure of the covered systems or (d) the support staff concludes that further diagnosis or correction may be postponed until the arrival of replacement parts. The INFOCIP's service technicians will be certified and authorized to interact directly with the manufacturers.

g. PROBLEM CATEGORIZATION AND RESPONSE TIME

Gravity 1 (Critical/High)	Gravity 2 (Average)	Gravity 3 (Low)
Endangerment and financial liabilities		
The application malfunction creates major financial obligations to users or creates major risks to their economic activity	The application malfunction creates considerable financial obligations to users or risks considerably their economic activity	The application malfunction creates minimal financial obligations to users or risks minimally their economic activity

Work suspension		
The application malfunction prevents users from achieving the majority tasks of their work.	The application malfunction prevents users from achieving small parts of their work, but they are capable of achieving the other tasks of their job. Can also include information questions and answers.	The application malfunction prevents users from achieving minor parts of their work, but they are capable of achieving the other part.
Number of affected users		
The application malfunction affects a vast number of users	The application malfunction affects very small number of users	The application malfunction affects 1 (one) or 2 (two) users
Temporary alternative solution		
There is not a temporary and acceptable alternative way to solve the problem (e.g., the work cannot be accomplished in another way)	There might be a temporary and acceptable alternative way to solve the problem	There is potentially a temporary and acceptable alternative way to solve the problem
Solution time		
The maximum solution acceptance is 24 continuous hours after the first contact.	The maximum solution acceptance is 20 continuous working days.	The maximum solution acceptance is 45 calendar days.

11. Functional Requirements

No	Category	Description
1	User Experience	The website structure should be user-centric. Municipal website shall aim to be inclusive to all users, bearing in mind the wide range of consumers' circumstances and interests.
2	User Experience	<p>Website will provide consistent experience across all modern and in use devices, smartphones, tablet and desktop. Consistent experience will be checked in terms of:</p> <ol style="list-style-type: none"> Excellent search engine properties on the site. Website should be in continuity relevant, meaningful and provide relevant results. Excellent navigation system. Website has to contain well-formed menus, descriptive and clear links, the elements has to be correctly located. Users who visit website should not be lost in the large stream of information. Responding design. Website should be fully functional and highly responsive. Attractive design. Color, layout, size, font types should create a nice experience of website usage. Easy to understand texts and expressions. Everything should be written succinctly, and clearly convey idea and purpose.
3	User Experience	Website should be optimized for integration with standard screen readers on the market using modern assistive technology.
4	Website Layout	Website homepage will contain introductory information about the municipality
5	Website Layout	Logo and municipality naming will be placed at the top of the website homepage, visible and in contrast to the background
6	Page Layout	Website homepage will contain photo gallery (picture in motion) and possible video links.
7	Page Layout	Website homepage footer will include information about copyright statement, Municipality main contact details (tel/fax/email) and links to services offered by the Municipality.
8	Content Management	<p>Website content will be organized in four main section groups based on the legal-organizational administrative functionality of a Local Unit.</p> <ul style="list-style-type: none"> - For residents of the municipality (Living in the Municipality / Commune) - For Businesses and Investors (Doing Business in the Municipality) - For visitors and tourists (Visit the Municipality) - For the whole community (Transparency and decision-making)
9	Content Management	Section group for residents shall contain all sections with focus to residents. This section should be summarize the information needed for residents, such

		as functions provided inside legal framework, public services provided by Municipalities, i.e. public transport, social services, contact and complaint in case of need, economic and territorial planning, budget and fiscal package etc.
10	Content Management	Section group for businesses and investors should serve to create a friendly climate for business. This section will summarize the information needed for registering a business, procedures and documentation required, information about local regulations, etc.
11	Content Management	Section group for visitors and tourists will serve to promote local tourism as a main tool for local economy development. This group should be summarize the information needed by tourists and visitors by including modules such as: <ul style="list-style-type: none"> - What around - Weather - Calendar of events
12	Content Management	<p>What around Module</p> <p>This module should summarize information about rules, policies, initiatives, alerts, reports and announcements regarding:</p> <ul style="list-style-type: none"> – Nearest public service offices, tourism point of interest, parking lot, etc. – Nearest places of interest Entertainment/Restaurants/Amusement parks, museums, parks etc. – III. Nearest city bus stop, taxi stations, bicycle services. <p>Links to connect to other web sites such as museums, archeological sites, cultural centers, touristic attractions.</p>
13	Content Management	<p>Weather Module</p> <p>This module will summarize weather information in different parts of Albania by integrating APIs for fetching weather information or other integration form national or international weather stations. Weather service implemented should not be subject of any usage limitations in terms of availability time or calls per minute. If third party software should be used, contractor need to provide licenses in the name of beneficiaries.</p>
14	Content Management	<p>Calendar and Events Module</p> <p>Website will support a module where users can view events happening in particular area of the municipality on a particular date.</p>
15	Content Management	Section group for the whole community will be summarize information that increase the transparency and involvement of residents in decision-making.
16	Content Management	Interactive community dashboards will be present at various levels (Zone/City Ward, Society, Individual) to maintain citizen engagement. These dashboards will be a part of LGU website to maintain active citizen engagement.
17	Content Management	Forums: Website will also be able to display forums that enable visitors to actively participate in discussions.
18	Content Management	Blogs: Website may support publishing of blogs that are easy to manage while allowing contributors to post new content.

19	Content Management	Social Sharing: In order to maximize traffic, the content will be made easy to share. Website will have the sharing buttons for every content published in the website and easy to customize.
20	Content Management	Abuse Flagging: Website should be able to flag content abuse and should not allow users to write abusive words.
21	Content Management	Polls: Polls are a great way to boost engagement. Website should allow hosting polls pertaining to various topics, it can be attached to any page or article as well. Administrator should be able to view results of archived as well as current poll.
22	Content Management	Popular articles: Website will support popular articles module, which automatically displays the most read, most commented and top-rated article.
23	Content Management	Featured Content: Website will have the feature of highlighting the best or most recent content on the homepage.
24	Content Management	Related articles: - When a user is finished reading an article, they are presented with similar options. The website may have the possibility to automatically grab content with similar tags
25	Content Management	Newsletter Subscription:-Website will support a newsletter subscription module using which users can subscribe to a newsletter and receive the newsletter on their registered email address. This module should also make possible management of subscribers by website administrator.
26	Content Management	Forms: - The solution will easily create and publish online forms.
27	Content Management	Bookmarks: - Website will support facility to save, organize, and share bookmarks to valued online resources.
28	Content Management	Controlled Bulletin Board: - Key information related municipal services water supply, drainage, roads, street light, tracking, camping, off-road trips etc.
29	Content Management	Feedback /Survey: - Website will support the ability of user to provide feedback / inputs through website (include upload photo) about the facility, service, etc. (water logging, unauthorized parking, access controls, etc).
30	Content Management	Website may (optional) have a feedback management component, which would allow users to provide feedback related to different categories of the website.
31	Content Management	Website will have the capability of displaying any GIS map example open street maps, Google Map, etc.
32	User Management	<p>Administration of users and groups</p> <p>Website will have admin component in order to make possible for the website administrator(s) can create/edit/delete users and groups.</p> <p>There will be capability of feature wise blocking- User could be blocked for some activities like forums etc. and still can have access to some services like access in specific other modules.</p> <p>Website should provide user access logs</p> <p>Necessary user information like IP, Device ID, etc. should be captured for audit trail</p>

Website will have necessary security measures in place and should not have any loopholes that can be exploited.

Solution should also support latest security certificates like SSL 3.0.

Website may also have the ability for integration with any active directory server (supporting LDAP).

File Upload Sanitation

It is a must that meticulous security controls are placed in file upload functionalities. The lack of security checks and controls may allow the web platform to be vulnerable to remote code execution, shell upload, file size denial of service, Cross-Site Scripting, and more.

Input Sanitation

It is a must that meticulous input validators and sanitizers are implemented. The lack of strong input validation and sanitation may allow the web platform to be vulnerable to SQL Injection, Cross-Site Scripting, and Denial of Service.

Input Reflection Limitation

It is a must that user input is not reflected without proper sanitization and control. Reflecting user input in the website should avoid cause XSS attacks to be conducted. It is very important that proper controls are set in place before content is reflected back to other users.

Captcha in all Forms

Implementing CAPTCHA's in all forms is highly recommended in order to stop enumeration/automation/DOS/flooding attacks. Make sure that every form is properly secured in order to defend from these types of attacks. We recommend using Google's reCAPTCHA or equivalent.

SQL Injection Defense

It is a must that you follow practical guidelines below in implementing SQL injection prevention techniques. We advise that prepared statements (Parameterized Queries) are used for every form or using stored procedure in case of performance harming.

Language specific recommendations:

- Java EE – use Prepared Statement() with bind variables
- .NET – use parameterized queries like Sql Command() or Ole Db Command() with bind variables
- PHP – use PDO with strongly typed parameterized queries (using bindParam())
- Hibernate - use createQuery() with bind variables (called named parameters in Hibernate)
- SQLite - use sqlite3_prepare() to create a statement object

In addition, we recommend using the least privilege principles.

Do not assign DBA or admin type access rights to your application accounts.

Make sure that accounts that only need read access are only granted read access to the tables they need access to.

If an account only needs access to portions of a table, consider creating a view that limits access to that portion of the data and assigning the account access to the view instead, rather than the underlying table

Do not grant them any rights directly to the tables in the database.

Security Headers

It is important to make sure that proper security headers are implemented by default.

- X-Frame-Options: SAMEORIGIN
- X-XSS-Protection: 1; mode=block
- X-Content-Type-Options: nosniff
- Content-Type: text/html; charset=utf-8

34 Search	Website will have built-in search and will be able/prompt to integrate with any third party search tool. Website visitors should be able to quickly and easily find the appropriate information on the website.
35 Analytics	Website will be able to integrate with Google Analytics. Package will be configured to allow administrator to analyze the website traffic, discover how users find municipality site, where they are from, and how they navigate through it. The analytics package dashboard will be available to certain project administrators.
36 Multilingual	Website will support multiple languages (Albanian, English or any other language especially for municipalities that border with other countries or/and have special status such as minorities etc.). A dropdown for selecting English/Albanian/OTHER will be included on home page which allows users on the front end to select the language in which page content is displayed. The same facility will be offered to the backend for easily adding a language, create content for each language, and publish accordingly.
37 Multi-channel Support	Website will come with built in responsive design capabilities. The website will be compatible on desktop, mobile (all Operating Systems), tablets.

38	Integration Capability	Solution will be able to expose its services to third party systems/applications with REST/SOAP services or APIs. Website will be able to integrate seamlessly with other applications i.e. existing governmental website. Integration with the OSSIS (One Stop Shop Information System) that manages all services delivered from the municipalities will be made possible. Integration with municipalities accounting system and local tax collection system shall also be possible on if the later exists.
39	Open Data Support	<p>Website will support open data policies. Solution will be capable of creating and providing open data sets. Make data available in CSV/XLS/XML or other tabular format easy to be downloaded.</p> <p>Interactive maps from web map providers such as Google Maps, OpenStreetMap8, WikiMapia etc will be used to select data for each location.</p>
40	Email & SMS gateway	The solution will have out of box support to integrate with external email gateway and SMS gateway. A link in homepage footer will allow user to access municipality email by providing his credentials (username/password) following administration policies.
41	Use of latest technology	Website will be designed in such a way that it uses latest technology like HTML5, CSS3, Node.js, Angular.js, backbone.js etc.
42	Support Blind and Visually Impaired Users	Website will be able to support blind and visually impaired users by assistive screen reader technology or any other way. Editors must have content analytics to ensure accessibility for these categories of users.
43	User Recognition Support	The solution will be able to store and display registered user's last login, location, and IP address, time, and date who does what.
44	Reports Module	Reports developed using Web Analytics platform will be listed for view for executive, management and operational users.
45	Possible Disruptions	A module may be developed (optional) in the website to inform about upcoming traffic disruptions due to road, bridge constructions or water supply, drainage disruptions.
46	Upcoming and Ongoing projects updates	Website will have a specific session where user can have the information about upcoming projects, approved projects, and project status of ongoing projects. Citizen engagement for the projects where decision of creating bridge/ assets, budget approvals, progress report is visible to them on a map (preferably).

47	Accessibility	Solution will conform to key industry standards with a minimum of W3C web accessibility initiative, WCAG 2.0 Level AA Success Criteria AA compliance.
48	Usability	Solution will allow an agreed set of tasks to be completed by an agreed duration e.g. make a payment, view a bill, book a service etc. These services are offered through integration or code embed from other municipalities or central government solutions. One-Stop-Shop Systems for municipal service delivery are most likely to be integrated with the current solution.
49	Testability	<p>Solution will utilize prototype testing in a controlled testing environment. A full suite of test cases and plans must be developed. Some of the tests we recommend are listed below:</p> <ul style="list-style-type: none"> - Test websites on different browsers - Test websites on various monitors - View pages using different screen resolutions - View pages using different colour settings - Test all navigation and links - Test items that can be downloaded (for example, PDF files) - Test the search functionality - Test site security - Test for accessibility
50	Version Control	Solution will support version control (check-in, check-out, number of versions) and it will be possible to restore previous versions
51	Data Migration	Website will support the possibility of easily and quickly moving data to another platform or save them in a removable device. It must be possible to transfer themes, plug-ins, media files, and database and choosing the export or import format: file, FTP, Dropbox, Google Drive, OneDrive, etc.

12. SPECIFIC MODULES TO REFLECT LEGAL REQUIREMENTS (NARRATIVE)

- a. Budget consultation and budget publication in easy readable format, with search, categories, filters and other structured data records in tabular and/or interactive graphs. Citizens can vote during consultation time. Results can influence the municipality council during budget discussion and approval. Additional specifications of this possibility will be discussed and assessed during the inception phase.
- b. Online local referenda will be included as separate gadget /widget in the main home of the webpage. The widget will enable collections of m opinion upon ethical or sensitive issues for

the city/town/municipality. This will serve to increase interaction with the citizens/wider public for matters of which the municipality itself is interested or requires a wider consent or opinion. The method has been tested successfully in Puka municipality.

- c. Online surveys also will be a separate feature /widget that will be opted for activation on demand by the homepage administrators. This also will serve to increase interaction with the citizens/wider public for matters of which the municipality itself is interested or requires a wider consent or opinion.
- d. A separate banner/module will be added in home as a separate link with the database of the MCDs. The model is being widely applied in most of the countries municipalities and is well consolidated and well received by the beneficiary municipalities. It serves the purpose of unification of interfaces as well as services
- e. A separate banner/module will be added in home as a separate link with the database of sectorial legislation of the Local Government in Albania. The module is also widely applied and has been well received by the municipalities. It also serves the purpose of unification of interfaces as well as services.
- f. Demographic and territorial data will be also provide in all the home pages that will be provided. The process has begun and it well accepted by all the municipalities with which INFOCIP has been cooperation over the years now.
- g. The online notification widget will be also integrated in the main homepage, in order to serve the purpose of complying with the explicit requests/provisions of the law 139/2015 regarding the prior notification of the m municipal council agenda. The module is well tested so far by INFOCIP in several municipalites.
- h. Development Territory Plan is another module where a map and tabular based electronic records will be visualized. Information about areas that can easily be design from the urban

office and attach to the area information such area category, area classification, building blocks, parcels, and other relevant development plan information in a structured table of electronic records. Users can search, filter areas based on names, categories, or information stored in the electronic record and related the specific area. Citizens can interact with the map based territory plan and suggest investment and interventions they would like to be implemented in the area. Additional specifications of this capability will be discussed and assessed during the inception phase.

- i. A calendar of activities will be also adopted in the main page in order to facilitate the municipalities to coup with their agenda and ensure participation and transparency.
- j. Other useful modules will be introduced upon request, based on the consultation process to be taken in the frame of the consultation/kick off phase.

13. TECHNICAL SPECIFICATIONS OF WEBSITE

User and Group Management:

- 1. The website will have a role-based user access mechanism where an administrator can create and manage users, user groups, roles, and role permissions. The rights of users in the system will be determined according to models of role groups;
- 2. System administrator will have the possibility to assign access rights in the system to separate user, or user group depending on business requirement;
- 3. Users assigned to a group must inherit automatically all rights assigned to the group;
- 4. The system will ensure the availability of a differentiation mechanism which allow to a specific user, access rights to view only allowed to him data.
- 5. The system will provide the ability to delete users from the system by transferring them to the locked position without the possibility of performing operations under their names and without possibility of delete status cancellation.

6. The system will provide the possibility of wise- blocking. System will provide the possibility of blocking work to individual users with the ability to unlock:
 - For a defined interval of time;
 - Starting at some point in time;
 - Automatically after exceeding the system-defined system period of inactivity of the user (lack of successful entries in system).
7. The system will ensure that there is no possibility of removal information about users registered in the system, including information of blocked users.
8. The system will provide exclusion of accessibility for the administrator of the system to the "working" passwords of users.
9. The system will provide the ability to provide access to lists of users, as well as their rights (groups to which the user belongs, the roles assigned to the user (i.e. role functions), objects available to the user) from a single tree of rights formed by single consistent rules.

Other Specifications:

No	Category	Requirements
2	Login	<p>Solution will support login module using which content authors will able to login. Login module will relay on GG-Federation Provider to offer citizen authentication capabilities.</p> <p>Login module will have forgot password mechanism. In case user forgets the password/wish to reset a link will be sent to user's registered Email address from where password can be reset.</p> <p>Admin can intervene to reset, activate and deactivate users</p>
3	Security	<p>Solution will provide the user with the opportunity to provide assigned access rights to information, screen forms and functions.</p> <p>Solution will provide the ability to provide the user with access to information, screen forms and functions of the AIC only after presentation a unique personalized identifier (name) of the user and an authentication procedure based on some input user information (password, keys).</p> <p>Solution must provide the ability to register user actions using audit module.</p> <p>Solution will provide the opportunity to determine the authorship of each transaction in system and absence of unauthorized operations based on unique personalized identifiers of each user, procedure authentication and logging of user actions in audit logs.</p> <p>System must ensure the availability of a developed management system user authentication (passwords, keys) and mechanisms for monitoring its quality and use, possessing following characteristics:</p> <ol style="list-style-type: none"> a. The password is at least eight characters in length; b. Periodic forced change of passwords at least once in 3 months;

		<p>c. The ability of the administrator to set the periodicity of mandatory changing the user's password the next time the user logs on to the system;</p> <p>d. Possibility to change users own password at any time. On user password change by administrator, system will send automatically an email containing the system-generated password to the user's primary email address on their user profile.</p> <p>e. Automatic setting of default password for the new user by the administrator of the system;</p> <p>f. Providing access to information when the user first logs in system only after user changes the password set by administrator, on his personal password;</p> <p>g. Storing the password "history" of the user, i.e. list of control values (sums) of several previous user passwords (it is recommended to store five passwords), and the inability to change password by selecting a password from this list;</p> <p>h. Performing an analysis of the quality of user-selectable passwords;</p> <p>When the user enters the password on system request, the password characters do not show in the screen. On the screen will show only the number of entered characters and an additional checkbox, which makes possible for user to show password characters or hide them.</p> <p>j. Storage of passwords in the system and transmission on the communication channel from the client to server in such a way as to exclude the possibility of recovery user password (except by a full-scan method) to system storage or interception to the communication channel of information;</p>
4	Content Creation and workflow	<p>Website will contain a WYSIWYG editor and provide standard Word authoring features (also known as a Rich Text Editor) to enable an editor to add and format text, links, and images to content areas, create tabular layouts within a text area and apply styles without needing HTML skills Solution will support drag and drop feature to enable easy management of content. The solution shall support the following minimum preview and publication functions: -</p> <ul style="list-style-type: none"> - Save as unpublished (draft) - Send for approval Approve - Publish after approval (i.e. after successful completion of the approval workflow) - Unpublished (save as unpublished, not visible to users) - Publication scheduling - Publication expiration date (unpublished automatically) - Website shall contain a content approval workflow to enable the approval of modifications (create, modify, delete) before publication (i.e. before becoming visible to the public) - Website shall support Administrator (or a designated user with an appropriate permission level) to assign and reassign users to workflow tasks (i.e. define the targets within the workflow)
5	Layout	<p>Layout and content shall be managed separately (i.e. it must be possible to create and edit content without having to amend or create a template)</p>

6	CSS Creation	Solution shall support the creation and application of styles using Cascading Style Sheets (CSS) enabling the swift alteration of the look and feel (color, font, image size and positioning, link attributes, table properties). Graphics will be avoided altogether regarding navigation (e.g. no navigation buttons -these will be text, which gets its look and feel through CSS).
7	Ease of Content Creation	Solution shall offer the following ease-of-use features like Friendly URL's, Spell Checker, Undo etc.
8	Publishing content on Social Media	<p>Solution shall include a social media integration module that allows configurable publishing of content (pages, interactive data visualizations, images, videos) to a variety of social media (Facebook, Twitter, Google+, LinkedIn, Pinterest, Tumblr, etc. If content is text, published form will contain a title, image (optional), and short description of content. Read more link (button) will be included in the end of description to offer the possibility of reading full version of published content.</p> <p>Each content item will have the ability to link content to the author social media profile for subsequent display of information about the author in the search results. This option will be given to the administrator when publishing an article from the admin panel, and also to the registered user when writing a review. For this, it is necessary to observe the following conditions:</p> <p>In the content / review will be displayed:</p> <ol style="list-style-type: none"> the name of the author the name of the administrator, from admin panel list who authorize the publication; <p>Content will contain a link to the social media profile with the parameter? Rel = author.</p> <p>In case of sharing/publishing full page or website, each page will contain a publisher tag rel = "publisher" with a link to page on social media profile.</p> <p>Each page will have community widgets in the following in social media from the list above.</p> <p>The header site will contain links to a page on YouTube, an RSS feed, and community of the site in the following in social media from the list above. Website will also support publishing of content specific to mobile app if required.</p>
9	Document Management	Website shall support features of document management
10	Image library	Website shall be supported with an image library function. Function will include a set of basic tools for image editing (ratio, size, crop, rotate, etc.)
11	Navigation, Breadcrumb and sitemap	Website shall support creation of navigation, breadcrumb and sitemap that will be published and rendered on website
12	Version Control	Website shall support version control (check-in, check-out, number of versions) and it must be possible to restore previous versions of a content item

13	User Experience	Website shall provide an 'expand/collapse' function that can be used in the web interface, to accommodate easier viewing of long page content. Like 'anchor links', it will be possible to specify by a web editor that an area of a page will be revealed or hidden through the click of a hyperlink
14	Multi-channel support	Solution shall support responsive web design. To be able to support mobile/tablet devices, website shall be able to dynamically render the presentation to fit screen size.
15	Multilingual Support	Solution shall support creation of content in different languages (namely English, Albanian and "at least one" Other language)
16	RSS Feeds	Website shall support a template for the display of one or more RSS feeds
17	Content Library	Website shall be capable of storing and categorizing documents, images, video and audio files, sharing capabilities, history review.
18	Bulk Uploading	Website shall support the bulk uploading of files
19	Template Creation	Website shall support template for creating and publishing newsletter
20	Notifications	Website shall support the creation of an alert in response to a specific event, examples being: a. Content amendment b. Content expiration date approaching The triggering of an alert shall cause a notification to be sent to the target(s) of the alert. It must be possible to define a list of recipients for each alert type which will be used in the notification process
21	Unicode	Website shall support the Unicode character set (UTF-8)
22	Content Archiving	Website shall support an archive facility to manage content based on expiry date or manually
23	Extendibility	Website shall have a well-defined framework for extending the functionality of the core product, by adding more modules. This will enable MC to request an additional module or set of modules without affecting either the core solution or other modules already in service.
24	Performance	Solution shall be able to provide the following performance features: a. Database Replication b. Load Balancing
25	Hosting	Municipalities with the technical support of the service provider will apply for domain name at Electronic and Postal Communications Authority for getting a domain name with the extension: gov.al. Mol Institutional Representative will facilitate the process through official engagement if delays or other issues occur. STAR 2 will facilitate when and where possible the Service Provider's field work and its relations with various local government authorities.

14. DEPLOYMENT

INFOCIP will comply with the following:

- **Domain:** All sites will be customized and deployed in the specified domains. In regard to domain purchase, AKEP will be the direct vendor, based on the approved regulations in force. The domain will be: *name of the Municipality.gov.al*. INFOCIP will assist the purchasing process for each beneficiary municipality. In regard to domain purchase, AKEP will be the direct vendor, based on the approved regulations in force. The domain will be: *name of the Municipality.gov.al*.
- **Hosting:** The hosting process will be administered in full compliance with AKSHI's regulations in place. In consultation with municipalities, in case another solution in regard to hosting protocol will be suggested it will be administered in the best interest of the municipality. If any of the two above protocols will be dis-considered, INFOCIP will provide its own hosting capacities and resources. The main databases will be kept in two hosting capacities (one of them will be offered by INFOCIP), to ensure rapid response time and efficient recovery in any of the un-foreseen circumstances. All hosting space, configurations, files and databases, hosting management software and/or third parties software will be installed, licensed (if apply), and all security settings will configured in advance prior final delivery. All SSL certificates will be configured and functional at all levels of the website.
- **Email:** *All emails related to the new domain assigned to the municipalities, identified in the inception, will be configured and configuration files are deployed to every municipality for future automated configuration to outlook. In addition, Mail Client Automatic Configuration Scripts will be forwarded to the trained IT personnel for mobile use by the main municipality personnel.*

15. TESTING AND ACCEPTANCE

- All modules, procedures, layout and assets are tested and function as per requirements in this document and requests during development phase.
- The security is tested and there are no backdoors, injection penetration, man in the middle or other vulnerabilities detected.
- User acceptance test is signed from all municipalities responsible employee assigned from the municipality.
- Website integration is tested and can communicate, exchange data and/or function as embed views from other web applications

a. Maintenance and Support

A one-year maintenance contract will be signed with the project while a separated a separate maintenance contract, shall be concluded directly between the INFOCIP and beneficiaries as per the NAIS regulation. As suggested and requested, INFOCIP quotes a 4-year maintenance offer.

In terms of methodology approach, INFOCIP will administer database back-up on regular bases both physical content and virtual content. A dedicated Work Station with minimum to 4 Terabyte capacity will serve to store the web content for each 13 beneficiary municipalities once completed, in case the original databases will need to be reversed once hosted by AKSHI.

In terms of maintenance, INFOCIP offer to comply with the following:

- Preventive Maintenance Services. Once a week, will execute preventive maintenance services for all software as used and listed to enable problem detection in time and to undertake remedial steps in time, avoiding service interruption.
- Repair services on the site (assistance in the Municipality location). The Awarded Proposer will be available from Monday to Friday, 8 (hours) x 5 (days), to provide repair services in the response to the "Major Alarms" reported by the municipal authorized personnel ("Emergency On-Call Hours"). The term "Major Alarms" means the submission of the request for repair services undertaken in case of covered software malfunction which prevents them to operate

in accordance with specifications and cause immediate and significant termination of the system, and that could not have been avoided by interventions or minor repairs executed by the, technical staff of the municipality and recommended by the Awarded Proposer. Problems that do not belong to "Major Alarms" will be addressed to the Preventive Maintenance Services.

- Notification and Recognition of "Major Alarms". The municipality, shall notify INFOCIP Help Desk by phone, e-mail or a webpage. The municipality shall cooperate with the help request of the INFOCIP in diagnosing the cause of the reported problem as well as in defining whether there is a need to visit the location in order to execute the Repair Services.
- Responding to "Major Alarms". If INFOFIP cannot determine through the information gathered from the Troubleshooting Procedures the cause of the "Major Alarm", then it must send a service technician to municipality, within four (4) hours from receiving the "Major Alarm" notification. After the arrival, the service technician shall receive support from the municipality, and shall be granted leeway in the covered systems and facilities, with the presence of municipal staff in order to start immediately the diagnosis and repair procedures.
- Diagnosis and Repair Procedures. After the arrival, the service technician must start the diagnosis and repair procedures. This activity shall continue until: (a) the "Major Alarm" is corrected or "partially resolved", (b) the technician is replaced by another person, (c) the economic operator determines that the reported problem is not caused by any failure of the covered systems or (d) the support staff concludes that further diagnosis or correction may be postponed until the arrival of replacement parts.

The INFOCIP's service technicians will be fully trained, certified and authorized to interact directly with the manufacturers.

ATTACHMENT 1 / PREVIOUSLY DEVELOPED MODELS

Municipality / Link of website	Print screen
<p>Bashkia Pukë</p> <p>https://bashkiapuke.gov.al/</p> <p>Full developed by INFOCIP</p>	
<p>Bashkia Shijak</p> <p>http://www.shijak.gov.al/</p> <p>Full Developed by INFOCIP</p>	

Bashkia Klos
<http://bashkiaklos.gov.al/>

Assisted By INFOCIP in terms of template



Bashkia Mirdite
<http://bashkiamirdite.gov.al/sq/>
 Assisted By INFOCIP in terms of template

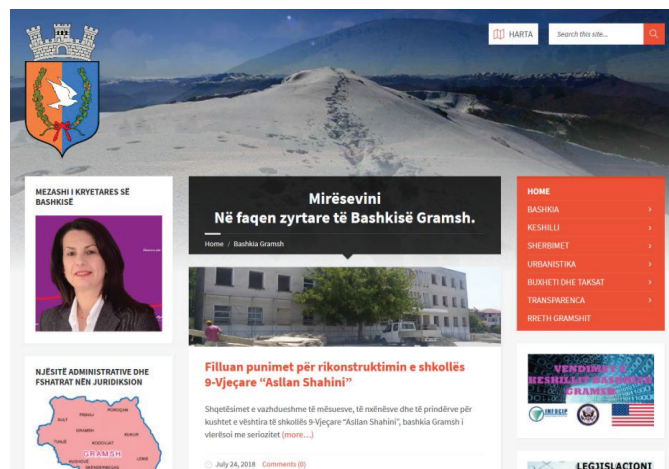


Bashkia Dibër
<http://dibra.gov.al/>
 Assisted By INFOCIP in terms of template

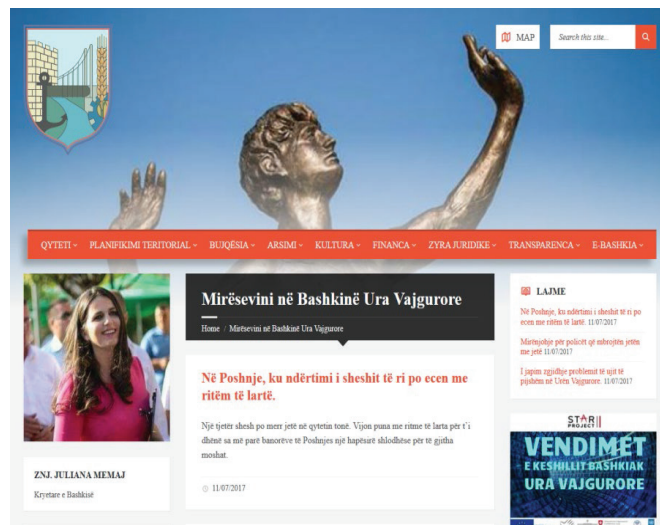


Bashkia Gramsh
<http://bashkiagramsh.gov.al/>

Fully developed by INFOCIP



Bashkia Ura Vajguore
<http://uravajguore.gov.al/>
 Assisted By INFOCIP in terms of template



Bashkia Roskovec
<http://bashkiaroskovec.gov.al/>

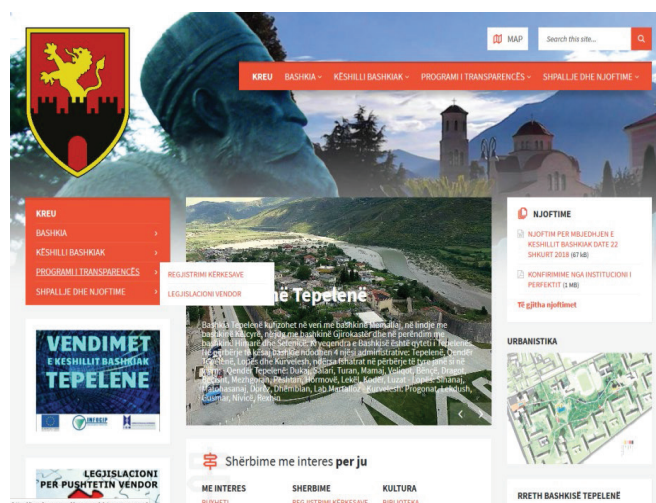


Bashkia Skrapar
<https://bashkiaskrapar.gov.al/>

Assisted By INFOCIP in terms of template

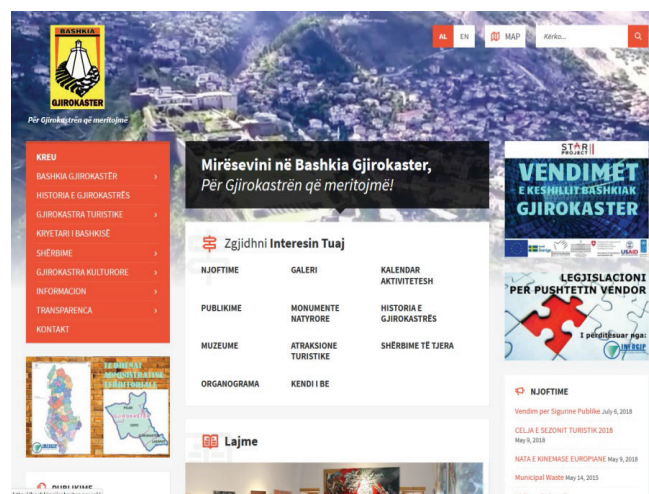


Bashkia Tepelene
<http://tepelena.gov.al/>



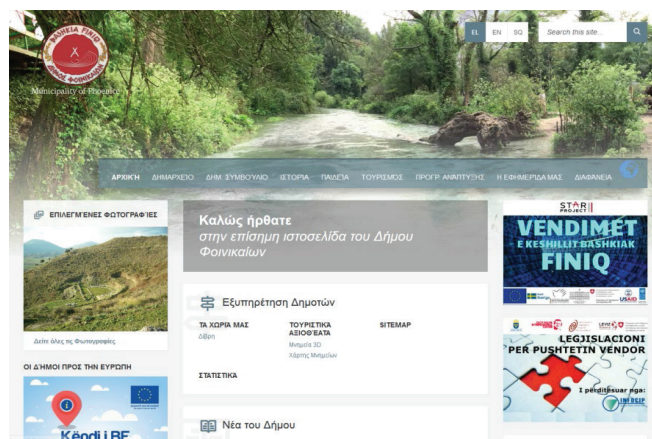
Bashkia Gjirokastrë
<http://bashkiagjirokastrë.gov.al/>

Assisted By INFOCIP in terms of template



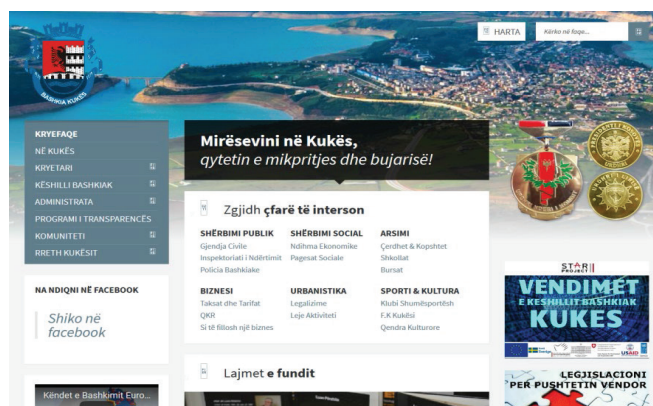
Bashkia Finiq
<http://bfiniq.gov.al/?lang=sq>

Assisted By INFOCIP in terms of template



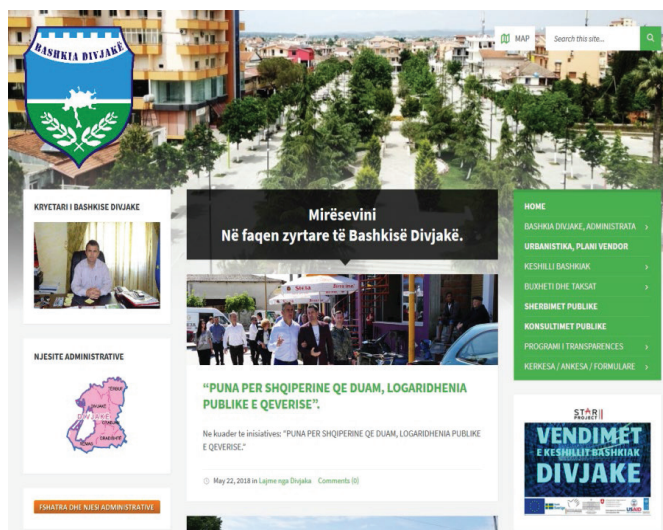
Bashkia Kukës
<http://kukesi.gov.al/bashkia/>

Assisted By INFOCIP in terms of template



Bashkia Divjake
<http://www.bashkiadivjake.gov.al/>

Under development by INFOCIP



Bashkia Konispol
<http://www.bashkiakonispol.gov.al/>

Under development by INFOCIP

