

# eGov Project

## QUARTERLY PROGRESS REPORT

### January - March 2011

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SUBMITTED APRIL 22, 2011 TO  
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## Executive Summary

The five-year \$4,950,191 *eGov Project* was awarded by USAID/Macedonia on September 14, 2004, with the signing of Associate Cooperative Agreement No. 165-A-00-04-00102-00 to Internews Network under the dot-GOV Leader with Associates Award (GDG-A-00-01-00009-00). On April 10, 2009, the Project was granted an additional \$697,320 to continue programming through January 2011. In December 2010, the Project was approved for a no-cost extension for an additional three months with a new end date of April 30, 2011.

The *eGov Project* is helping to increase efficiency and transparency in the Macedonian public sector by improving its capacity to implement secure e-government solutions to enhance communication within the Government of Macedonia (GOM) and between the GOM and the businesses and citizens it governs. *The eGov Project* addresses the USAID-Macedonia *SO 1.3: Accelerated Development of the Private Sector and IR 1.3.3 Enabling Environment for Investment Improved*.

This report reflects the activities of the eGov Project and of the sub grantee Metamorphosis Foundation (thereafter, the “Project”) from January 1 to March 31, 2011. Project staff successfully implemented all activities planned for this period.

The highlight of this quarter is the formal eGov close-out event that took place on March 28, 2011 at Hotel Aleksandar Palace in Skopje. The event was attended by US Ambassador to Macedonia Philip T. Ricker, Minister of Information Society and Administration Ivo Ivanovski, USAID Mission Director Dr. Robert Wuertz and around 200 representatives of Macedonian public institutions, software companies, other USAID projects and media. Following the formal speeches delivered by the US Ambassador, Minister Ivanovski and the eGov Chief of Party, a 15-minute documentary detailing project accomplishments was presented. A copy of the film and other Project’s materials was distributed to all attending guests. The event received good media coverage. It was covered in the prime-time news segments on TV Sitel and TV Kanal 5.

During its last quarter of operation, the eGov Project continued to assist and support the Ministry of Information Society and Administration (MISA)<sup>1</sup> across various initiatives, such as the issuing electronic bank guarantees, drafting a template contract for procurement for development of software applications, coordination of Macedonian e-commerce stakeholders, joint organization of the fifth and last workshop for civil servants implementing e-Government services, and day-to-day assistance relating to e-documents and interoperability projects.

Along with the Public Procurement Bureau, the project staff organized seven promotional events which were attended by around 1,600 representatives from both the contracting authorities and economic operators; the events were meant to promote and introduce the new e-auction concept<sup>2</sup> and several important upgrades to the e-procurement system, which were developed in 2010.

In parallel, the Project continued to support the development, improvement and promotion of the its major applications, including the e-procurement system, online system for export/import

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<sup>1</sup> As of January 2011 the Ministry of Information Society became the Ministry of Information Society and Administration.

<sup>2</sup> E-Auction when the economically most advantageous offer is used as a contract award criterion.

licenses and tariff quotas (EXIM), online system for registration of employments (ORE system) and e-tax services.

Other achievements this quarter include:

- Five workshops/coordination meetings on various topics related to the successful implementation of electronic services aimed for MISA, several government institutions that are working on implementation of various e-government services, commercial banks, online merchants, payment processors, economic chambers and NGO's, organized and conducted in collaboration with the MISA. **170** participants attended these events;
- One training session attended by around **30** representatives of the fifteen most active Agencies for Temporary Employments (ATE) was held to encourage the ATEs to use the functionalities of the online system for registration of employments;
- IT Security Audit of the EXIM system was successfully completed and recommendations from the report relating to the improvement of the software application implemented;
- The remaining set of functionalities needed to complete the second phase of EXIM development was defined/agreed upon with the software developer and Customs Administration representatives, and the last Annex 3 to the Contract for the upgrade of the EXIM system, signed. The development process of the functionalities defined in this last annex completed by the software developer;
- The final upgrade of the e-tax application was completed;
- New concept of e-auction launched as an upgrade to the integrated e-procurement system;
- Daily support for major G2B applications, including the e-procurement system, online system for export/import licenses and tariff quotas (EXIM), online system for registration of employments (ORE system) and e-tax services, implemented through the Project provided.

During this period, all Project applications were fully operational and have continued to function in a stable and sustainable manner as shown by the increase in usage, thus becoming crucial tools both for the institutions that manage them and the end users.

## Activities Related to e-Government Development

### Project Objectives

Activities implemented this quarter aimed to improve the quality of the services provided by Project applications, increase their usage and support their sustainability. In parallel, the Project focused on strengthening the relationship with the Ministry of Information Society and Administration (MISA) and increasing the capacity of the Macedonian administration to continue widely use e-government as a tool for more transparent and efficient public services.

### e-Gov Applications

The following section provides details on conducted activities to support each application. The applications for which no changes occurred are referenced in the final section indicating that there was no change in status. The individual status of all activities under the latest Work Plan<sup>3</sup> of the Project is given in Annex 1 to this document.

<sup>3</sup> Work Plan approved with the no-cost extension request.

## **Export/Import Licenses and Quotas - EXIM**

The Project team successfully completed all planned activities for the second phase of EXIM improvement and development and its integration and communication with other systems during this quarter.

On January 10, 2011, the IT Security Audit started. For a week, Deloitte experts from Hungary performed internal testing and IT security audit of the complete infrastructure used by EXIM.

The auditing company finalized the IT Security Audit at the beginning of February 2011. The project team discussed the report and its findings with the software developer and the Customs Administration (CA) representatives during two separate meetings. During the first meeting, involved parties discussed the software application and recommended solutions. The second one was attended by the director and representatives from the CA IT Department where they were briefed on the findings related to their internal and network infrastructure. Based on these discussions, the auditing company finalized the report and officially submitted it to the CA Director General Vanco Kargov.

Regarding the findings related to the software application and modifications that have to be made, the software developer submitted an offer which was accepted by the eGov Project. These modifications, along with other functionalities previously planned for the second phase of EXIM development, were included into the last Annex 3 to the Contract for upgrading the EXIM system. According to this annex, all functionalities had to be finalized by March 31, 2011. Additionally, IT representatives from the CA developed an action plan to implement suggestions recommended in the assessment.

After the IT Security Audit, the EXIM software developer installed a new version of the system, which included the new authorization and registration process, transport features, etc. Some of the features that were put in function with the installation of the new software version were based on the amendments to the EXIM Regulation. These amendments were approved by the Government and published in the Official Gazette No. 13/11 on February 4, 2011.

The process for handling registration of new system users was slightly modified based on recommendations from the IT Security Audit about storage of the public key of the digital certificate in the system. The new registration module will be officially launched in April 2011. This new feature of the system and specifically the requirements for freight forwarders and their official authorization was announced to the Union of freight forwarders and transporters, on February 3, 2011.

The eGov Project and CA jointly worked to finalize the new registration rules, templates for registration, and payment instructions. These rules, templates and instructions, which were published in February 2011, clearly explain how the system and its functionalities should be properly used.

The last official meeting between the Director Vanco Kargov and the eGov Project representatives was held on March 24, 2011. During the meeting, the eGov Project presented the IT Security audit report and the EXIM system evaluation findings.

The CA and the software developer are in a process of negotiating the maintenance contract. The proposed contract is planned for 6 months, and is expected to be signed in early April 2011, i.e. before the eGov Project closes down.

The handover of the software application source code, which covers the functionalities developed for the second stage of EXIM development, to the Customs Administration will take place during the second week of April, when the developer will have finished testing the final version of the code.

The latest statistics show that the usage of the EXIM system continues to increase. Companies report using the EXIM system online more frequently, choosing it over paper submissions of license requests. By the end of this quarter, **82%** of all applications for import/export licenses (98,532) in Macedonia have been submitted electronically (80,444). Additional EXIM statistics this quarter include:

- **589** economic operators registered to use the system; this is an increase of 48 companies from the 541 registered users at the end of the last quarter;
- As of November 2008, the system processed a total of **98,532** licenses, out of which **12,466** licenses were processed during this quarter. Out of these 12,466:
  - **11,797** requests were submitted online by companies/economic operators. This number shows that more than **95%** of the total number of export/import licenses are submitted electronically and directly by the companies during this quarter;
  - **669** requests for licenses were entered (transcribed from paper) into the system by government institutions, i.e. only 5% of the total number of export/import licenses.
- After the official launch, users submitted a total of **11,755** requests for tariff quotas through the system; **815** requests were submitted and processed during this reporting quarter.

### Online Employment Registration (ORE system)

During this quarter, the eGov Project continued providing on-site and telephone assistance to the Agencies for Temporary Employments (ATE) on using the ORE system and its newly developed functionalities.

The eGov Project team made a significant effort to launch the ORE functionalities and related upgrades developed for the Inspectors from the State Labor Inspectorate (SLI). While the Director of the Employment Service Agency (ESA) initially expressed willingness to sign a Memorandum of understanding (MoU) with the Director of the SLI to use the system, the SLI has not yet adopted the bylaws necessary for data exchange with another state institutions as requested by the Law on protection of personal data. For the time being, the ORE functionalities designed for the Labor Inspectors remain unutilized until the SLI adopts the necessary legal basis for exchange of data.

The Government of the Republic of Macedonia will no longer use the Agencies for Temporary Employments (ATE) to regulate the status of the officers who are temporary working for the Government. From now on, the ATE will strongly focus on the private sector and providing best services for regulating the status of private sector employees. This means that the ATE will be able to use the ORE system as a tool to provide better services to the private sector.

Due to this development, the eGov Project conducted another detailed training for ATE staff, on February 24, 2011. Fifteen of the most active ATE attended the training. The training was delivered in a computer-equipped classroom and every participant was able to exercise the functionalities offered by the software. The representatives from the ATE were very satisfied with the available functionalities and reported that they have been more efficient carrying out tasks related to the

system since it has been implemented. This was the last training session planned for the usage of ORE system before the eGov Project is closed.

Final data on the usage of the ORE system was collected and analyzed. In 2010, the total number of registered employments in the private sector was 185,571. The number of companies that process over 20 registrations of employments is 1,173 and the number of companies that process over 20 registrations of employments over the ORE system is 116, or 10% of the targeted companies.

Below are the ORE system statistics through the end of this quarter:

- From April 2010, when the system was reset, through the end of March 2011, **250** companies re-registered within the system, an increase of 17% as compared to the previous quarter (212);
- From April 2010, when the system was reset, through the end of March 2011, **4,005** physical persons re-registered within the system, which represents an increase of 38.43% as compared to the previous quarter (2,893);
- The number of total online transactions completed during this quarter is **10,584** out of which **5,317** are newly registered employments and **5,267** are registrations of terminated employments. The total number of online transactions has increased for around 26.7% compared to the previous quarter (8,354).
- The number of registered ATEs since the launch of the upgraded ORE system (November 15, 2010) is 8. These 8 ATEs have processed **1,646** transactions during this quarter.

## e-Procurement

*Software modifications:* The new upgraded and improved version of the e-Procurement system was installed and launched on January 5, 2011. Among the major modifications are: a new home page, an option to cancel a published contract notice and the already launched procurement procedure at any stage, an option to modify a published contract notice, and above all, the introduction of a new e-auction option - when criteria for awarding the contract is the economically most advantageous offer. Throughout the quarter, the entire team worked on further improvements and fine-tuning of the software application. The eGov Project e-Procurement team was heavily involved in testing these new modules and functionalities, helping the Public Procurement Bureau (PPB) and software developers to improve them. For that purpose, the involved parties had coordination meetings on weekly basis.

*Assistance to the e-Procurement users and PPB:* The eGov Project procurement experts provided online and onsite support and recommendations on how to use the system throughout the entire quarter. The Project also helped to identify and report technical issues to the software developers and legal issues to the PPB, following up to make sure that they have been resolved and implemented. An updated version of the e-Procurement manuals, which include detailed instructions on how to use the new e-auction option, along with the new templates of tender documents, have been jointly drafted by the eGov Project and the PPB. The new versions of these documents were published on the e-Procurement home page on February 25, 2011. The eGov Project also assisted the PPB in drafting the new "Action Plan for implementation of the e-Procurement system 2011-2012." The Action Plan, which was finalized at the end of February 2011, will guide the work of the PPB in regards to the e-Procurement system for the next couple of years.

*Training and Promotion of the e-Procurement system:* The eGov Project in close collaboration with the PPB delivered four presentations for around 1,000 representatives of contracting authorities on January 18 and 20, 2011 in the Army Hall in Skopje. The goal of these presentations was to inform the contracting authorities on the latest e-procurement system developments, specifically on e-auctions. In addition, three presentations for approximately 600 representatives of the economic operators were delivered on February 9 and 10, 2011. These events were also used as opportunities to discuss and clarify the issues the system users are facing with. In addition, PPB delivered three detailed trainings on e-Procurement within the Public Procurement Training Center. The trainings were attended by around 60 representatives of contracting authorities and economic operators. As of April 2011, a new training program will be utilized; it includes two full days devoted to the e-procurement system. In the upcoming period, there will be, at least, two training sessions per month delivered through the Public Procurement Training Center.

*Promotion of the e-Procurement system internationally:* Four-member team from SIGMA, organization established as a joint initiative of EU and OECD (Organization for Economic Co-operation and Development), are tasked to assess the improvements in the public procurement system in the Republic of Macedonia annually. eGov Project procurement experts met with the team twice during this reporting period, as eGov activities directly corresponded to their area of interest. In addition to information on the eGov Project activities related to the e-Procurement system, the meetings were used to share the experiences - benefits of the e-Procurements and common obstacles that the users all over EU face with, such as cross-border recognition of e-signatures, certificates, interoperability, etc. PPB representative presented the e-Procurement system during the 2<sup>nd</sup> meeting of the Special Group on Public Administration Reform held in Brussels on March 29-31, 2011.

Below are the statistics demonstrating the usage of the e-procurement system during this reporting period:

- Number of registered contracting authorities (CAs): **1,099**, i.e. 100% of all CAs in the country are registered and use the system.
- Number of registered economic operators (EOs): over **2,288** different companies, representing a 9% increase compared from the previous quarter (from **2,100** companies). This number is continuously increasing.
- Number of published contract notices: **2,146** contract notices were published during this quarter, out of which **229** contract notices were for electronic procedures (around 11% of the total number of contract notices) and **775** for procedures that use the e-auction feature (36% of the total number of contract notices).
- Published contract award notifications: **2,067**.
- Number of e-procurement procedures: **229** or around 11% of the total number of public procurement procedures have been carried out electronically, an increase of around 49% as compared to the previous quarter (154).
- Number of e-auctions: **775** (629 direct auctions – first phase of the procedure carried out in paper, and 146 auctions as a last phase in electronic procedures) or 36% of the total number of tenders utilized the e-auction function, representing an increase of 89% compared to the previous quarter (from 411).
- The use of the e-auction function continued to provide great savings of public funds. Savings gained by using e-auction (calculated based on the difference between the starting price of an auction and a contracted price) during this quarter are: 214,962,094 MKD, i.e. **\$4,999,118**

(currency rate \$1=43 MKD) or around **10% savings** of taxpayers' money, representing around an 87% increase as compared to the last quarter (\$2,676,830).

- The latest analyses made by the PPB for 2010 show that the average number of bidders participating in e-procurement procedures is 6.5 bidders compared to the average number of bidders participating in paper-based procedures (5).

## e-Tax Services

At the beginning of this reporting period, the eGov Project has agreed on the terms and conditions for signing the last annex to the contract with the software developer for upgrading the e-tax services application. The last Annex 7 to the e-tax contract has been signed on February 14, 2011. The upgrades regulated by this annex, which included new module for recovery of forgotten passwords and re-programming and improvements to functionalities to allow for a heavier use of the system, have been developed, tested and installed on the servers within the Public Revenue Office (PRO). With these last upgrades, the eGov Project has finalized the financial and technical support to the PRO regarding the implementation of the e-tax services application.

As instructed by the eGov Project and after several months' negotiations, the Director of the PRO signed a Maintenance Agreement with the current software developer of the e-tax application for a period of one year.

The tender for upgrade of the e-tax system put out by the Ministry of Information Society and Administration (MISA) will soon be completed. The last phase of the procurement procedure was performed through an e-auction on March 18, 2011. The final amount offered by the winning company was \$110,000 below the starting price, saving a significant amount of public funds. It is expected that the selected software developer start the development process soon, with the intent to finalize the upgrade by the end of this year at the latest.

Due to the awareness campaign carried out by the PRO and its regional offices to increase the use of the e-tax system, the number of users of the system and tax returns submitted electronically is continuously increasing. Below are the latest statistics on the use of the system:

- At the end of March 2011, the number of registered companies (taxpayers) of the system had reached **7,500**, an increase of 15% compared to the previous quarter (6,528). This number shows that by the end of March 2011, around **12.5%** of all legal entities eligible to submit tax returns have registered on the system (our target being 5% by the end of 2010).
- The number of tax returns submitted through the system by the end of this quarter totaled more than **25,000**.

## Other Applications

No changes have occurred with regards to the Apply Online, Site Builder, e-Budgeting, Application for Distribution of International Transport Licenses (CEMT), e-Health Registers and Accountability through Transparency applications during this quarter. They are all operative and functional.

## Results achieved through the end of March 2011

The table provided in Annex 2 to this document displays the results achieved by the eGov Project through the end of March 2011, compared against the indicators set in the latest Work Plan.

## **Other Initiatives by the eGov Project**

### **Assistance to the Ministry of Information Society and Administration (MISA)**

During its last quarter of operation, the eGov Project continued to support the MISA in many different and relevant issues for the e-government development in the country.

During this quarter, the eGov Project team supported the MISA in the implementation of the e-Documents Exchange Project, using the PMI methodology and assisted in drafting and reviewing the technical specification for the procurement of required software. After two months of preparations, MISA published the tender for procurement of the software solution and necessary hardware for the e-Documents Project on March 7, 2011. The deadline for submission of bids is April 29, 2011.

#### ***Model contract for procurement of software application development***

The eGov Project and MISA worked jointly to create a model contract for procurement of software application development. Contracting authorities face problems coming up with delays in execution of the contracts and budget exceeding when they procure and implement software applications. This model included specifics of the procurement of software application, such as copy rights (source code ownership), software development phase (project management), and warranties. It is expected that in April 2011, a working group under the coordination of MISA and with larger involvement of the Public Procurement Bureau and few representatives from the contracting authorities, will finalize the model contract and will make it publicly available for all contracting authorities.

#### ***Workshop on drafting and managing high-quality contracts for procurement of development of software applications***

As part of the activities aimed to increase capacity of the MISA staff, the eGov Project in cooperation with the MISA organized the last - fifth - workshop for civil servants who are directly involved as project coordinators or implementers of e-government projects. The topic of this workshop, which was held on March 30, 2011 at the Parliamentary Club, was "Drafting and managing high-quality contracts for procurement of development of software applications." eGov staff presented the contract draft model, during the workshop and representatives of the Directorate for Personal Data Protection and Metamorphosis Foundation presented the personal data protection legal framework and practice and the recently published Guide "How to create Privacy Policy."

The workshop was attended by 35 representatives of government institutions, who engaged in useful discussions and shared issues and challenges they face in conducting public procurement procedures, implementation of contracts and processing of personal data, all these in relation to software applications and electronic systems.

#### ***Electronic Bank guarantees***

During this quarter, the eGov Project promoted the concept of issuing bank guarantees in electronic form in order for bidders who participate in electronic procedures to be able to submit this document with their offer. If properly implemented, the electronic bank guarantee will eliminate the current submission procedure which requires some documents in electronic form and some in paper form.

A detailed concept was prepared and distributed amongst all representatives of commercial banks in the country. The presentation was held on March 17, 2011 at the Diplomatic Hall of Skopje Fair. The meeting featured speeches from Mr. Pavle Sazdov, the State Secretary of the MISA and Ms. Mare Bogeva Micovska, Director of PPB, and eGov Project Chief of Party, Elena Stamataska. After the presentation, participants expressed their willingness to implement the concept. There were also

some questions and doubts about certain aspects, but ultimately issuing guarantees in electronic form to domestic entities participating in public procurement procedures was not disputed and, according to the participants, acceptable and easily applicable.

### *e-Commerce analyses*

Presentation of the Report on e-Commerce in the Republic of Macedonia, drafted by the eGov Project, was held on January 17, 2011. This event was jointly organized by the eGov Project and the MISA and took place at the Diplomatic Hall at the Skopje Fair. The event was attended by 40 representatives of various stakeholders involved in the e-commerce area, such as online merchants, banks, economic chambers. After the fruitful discussion, participants agreed to hold regular coordination meetings.

The two follow-up coordination meetings jointly organized by eGov Project and MISA for the e-commerce stakeholders were held on March 2, 2011 and April 1, 2011, both at the Parliamentary Club. At the first meeting, the representatives of MISA, Ministry of Economy and eGov Project presented the status of implementation of the conclusions that the Government has adopted, the amendments to the Law on Electronic Commerce and the proposals for undertaking promotional activities. Participants provided commentary, some supporting the proposals, others expressing their different points of view and suggestions. The emphasis on the second meeting was put on the presentation of the first version of the informative e-commerce web site. The participants gave their constructive suggestions and remarks for improvements, which will be to a large extent incorporated in the web site. The recently published Guide "How to create Privacy Policy?" developed by the Metamorphosis Foundation and the Directorate for Personal Data Protection was also presented during the meeting; the guide should be of benefit to all existing and future online merchants. The initiative to draft a Law on e-Invoice, which shall affect the operation of online merchants, was also presented.

The eGov Project engaged a software company in creating an informative website on e-commerce. The website was developed by the end of March 2011 and its first version was presented at the second e-commerce coordination meeting. The goal of this website is to inform the potential and current consumers and online merchants on all aspects of the e-commerce features. The website will be administered by MISA; existing domestic online merchants will have an opportunity to post news and other relevant information regarding e-commerce.

### **Integrated municipal system for management of construction land**

As reported in the previous quarterly report, the eGov Project has supported the USAID/Macedonian Local Government Activity Project (MLGA) in introducing the Integrated municipal system for management of construction land by: a) drafting a proper system description for procurement of a software application for acquiring municipality-owned land for the 86 Macedonian municipalities; b) evaluating the submitted bids and selecting the best candidate to develop the software application; and c) drafting and signing the contract with the software developer.

Right after the Law on construction land was adopted on February 9, 2011, MLGA signed the contract with the selected software developer, launching the development process.

The first version of the software application was developed and presented to the representatives from the Ministry of Transport and Communication (MTC), ZELS, USAID/MLGA and eGov Project during a meeting held at the premises of the MTC on March 8, 2011. The eGov Project

representatives gave very constructive comments and suggestions for improvement of the software application during the meeting.

It is expected that the software application will be finalized and tested by the end of May 2011, trainings to the municipalities delivered by the end of June, 2011 and the fully fledged integrated system launched on July 1, 2011.

## Other Activities

### Monitoring and Evaluation

During this quarter, the Project continued with regular collection of the statistical data on the applications' usage.

In January 2011, the eGov Project submitted the last individual evaluation status report on the e-tax services application to USAID. With submission of this report, the Project has completed the evaluation activities regarding the implemented software applications planned in the Performance Monitoring Plan.

The second overall evaluation of general nature that should have measured the impact of the Project work on the overall processes of e-government development was cancelled due to time limits. Additionally, all the necessary data have been already collected as part of the first overall evaluation and the project team decided that an additional evaluation was not necessary. This activity was part of the sub-granted activities to Metamorphosis Foundation.

### Public Events

The eGov Project representatives were invited to the National TV, Channel 1, to present the achievements of the Project and the legacy it will leave to the country. The Chief of Party of the Project, Elena Stamoska and IT Project Manager, Ana Marija Nesovic, were guests in the morning show on January 20, 2011 and briefly presented the work of the Project and the impact that the Project activities had on the ICT development in Macedonia.

Darko Janevski, eGov legal expert, who worked on the e-commerce report, was a guest on the TV debate broadcasted by the Macedonian national television. Among other guests was the Minister of Information Society and Administration, Mr. Ivo Ivanovski, and representatives of the business sector.

The final close out event of the eGov Project took place on March 28, 2011 at the Hotel Alexander Palace in Skopje. The formal event was attended by the US Ambassador Philip T. Ricker, Minister of Information Society and Administration Ivo Ivanovski, the USAID Mission Director Dr. Robert Wuertz and around 200 representatives of public institutions, software companies and members of the media. Following the formal speeches of the US Ambassador, Minister Ivanovski and eGov Chief of Party, the legacy documentary was presented to the public. DVD with video material was distributed to all attending guests. The event was covered in the prime time media – TV Sitel News at prime-time segment as well as on TV Kanal 5 prime-time segment.

### Trainings

During this quarter, the Project in collaboration with the Public Procurement Bureau delivered 7 presentations on the e-procurement system and its upgraded functionalities for the representatives of

the contracting authorities and economic operators. The total number of participants on the trainings is around **1,600**. Below are details of the individual trainings:

- On January 18 and 20, 2011 in the Army Hall in Skopje the Project in close cooperation with the PPB organized and delivered **4** presentations for around **1,000** representatives of contracting authorities.
- On February 9 and 10, 2011 also in the Army Hall in Skopje the Project organized and delivered **3** presentations for around **600** representatives of the economic operators.

In addition, the PPB, through its Training Center, delivered **3** detailed trainings on how to use the e-procurement system and electronic auctions to **60** representatives of various contracting authorities and economic operators.

On February 24, 2011 the eGov Project conducted the last specialized training on using the ORE system for around 15 of the most active Agencies for Temporary Employments (ATE) licensed by the Ministry of Labour and Social Policy in the Republic of Macedonia (RoM). Around **30** representatives of the most active ATE attended the training. The training was delivered in a computer-equipped classroom in Axis and every participant was able to use the functionalities offered by the software at the training.

As part of the MISA capacity building activities, the Project organized five workshops/coordination meetings on various topics related to the successful implementation of e-services for the representatives of the MISA, government institutions that are working on implementation of various e-government services, commercial banks, e-commerce stakeholders, payment processors, NGO's. The workshops were attended by approximately **170** participants. Below are the details of the individual workshops/coordination meetings held during this quarter:

- *Workshop on contracts for procurement of software applications development* – the fifth and the last workshop organized in cooperation with the MISA was held on March 30, 2011 at the Parliamentarian Club. Approximately **40** representatives of state administration professionals attended the event. This last workshop was dedicated to the model Contract for procurement of software application development; Service Level Agreements vs. Maintenance Agreement; Privacy Policies.
- *E-Commerce promotional event and two follow-up coordination meetings* – on January 17, 2011 the eGov Project in cooperation with the MISA organized a roundtable at the Diplomatic hall of the Skopje Fair in order to present the Report on the e-Commerce situation in the Republic of Macedonia, drafted by the Project. The event was attended by approximately **40** representatives of various stakeholders involved in the e-commerce area, such as online merchants, banks, economic chambers. In addition, the eGov Project organized two follow-up coordination meetings for approximately **60** representatives of the e-commerce stakeholders held on March 2, 2011 and April 1, 2011, both at the Parliamentary Club.
- *Presentation of the concept for issuing of electronic bank guarantees* – on March 17, 2011 the eGov Project, supported by the MISA and Public Procurement Bureau, organized an information meeting for approximately **30** representatives from the banking sector of the Republic of Macedonia. The meeting was held at the Diplomatic Hall of the Skopje Fair. The purpose of this meeting was to present the concept of issuing bank guarantees in electronic form, which was prepared by the eGov Project.

Training type	Number of participants	Date/Venue	Organizer
Seven presentations on how to use the upgraded version of the e-procurement system for representatives of contracting authorities and economic operators	1,600	18, 20.01 and 9,10.02.2011, Skopje	eGov Project/PPB
Promotional event on the e-Commerce report	40	17.01.2011, Skopje	eGov Project/Metamorphosis/MISA
1-day training on how to use the ORE system for Agencies for Temporary Employments	30	24.02.2010, Skopje	eGov Project/Employment Service Agency
Presentation of the concept for issuing electronic bank guarantees	30	17.03.2011, Skopje	eGov Project/Metamorphosis/PPB/MISA
1-day workshop aimed for the state institutions that are implementing e-government services	40	30.03.2010, Skopje	eGov Project/Metamorphosis/MISA
Two follow-up coordination meetings on e-commerce	60	02.03.2011; 01.04.2011, Skopje	eGov Project/Metamorphosis/MISA
eGov Close-out event	200	28.03.2011, Skopje	eGov Project/Metamorphosis
Three one-day trainings on how to use the e-procurement system for representatives of CA and EO	60	Jan/March 2011, Skopje	PPB Training Center
<b>Total number of trained individuals for this quarter:</b>	<b>2,060</b>		

***Gender status on the USAID/eGov Project Trainings (January 2010 – March, 2011)***

Training	Male	Female	Total trained
Project management training (PMI)	16	19	35
e-Procurement for economic operators	456	445	901
e-Procurement for contracting authorities	616	604	1,220
Presentation of the ORE system on a Round table organized for the agricultural sector employers	9	15	24
Presentation of the ORE system for the HR Management	16	43	59
Presentation of the ORE system aimed for ESA employees	5	14	19
4 Presentations of the ORE system for representatives of the agro business sector (Strumica, Shtip, Kavadarci, Skopje)	30	37	67
Presentation of the ORE system for HR managers	70	80	150
Presentation of the ORE system for seasonal employers	14	6	20
Two presentations of the ORE system for Agencies for Temporary Employments	40	52	92
Four workshops organized for capacity building of MIS	100	75	175
e-Society Conference	110	110	220
Presentation of the concept for issuing electronic bank guarantees	17	13	30
Presentation of the e-commerce report and two follow-up coordination meetings on e-commerce held	56	44	100
eGov Close-out event	100	100	200
<b>Total :</b>	<b>1,655</b>	<b>1,657</b>	<b>3,312</b>

## Publications and Other Project Material

During January and February 2011 the eGov Project procurement experts worked on updating the e-Procurement manuals used by contracting authorities and economic operators; the manuals include detailed instructions on how to use the new e-auction option and other additions to the e-procurement system. The new versions of these manuals were published on the e-Procurement home page on February 25, 2011.

## Contracts/Subcontracts

- January, 2011 – Internews Network made a modification to the sub-grant agreement signed with Metamorphosis Foundation i.e. extending the agreement for three additional months, with a new end date of March 31, 2011.
- February 1, 2011 – Service contract for transport and administrative services signed with Gorjan Pehchevski for a period of 2 months;
- February 1, 2011 – Service contract for administrative and clerical services signed with Suzana Migulovska for a period of 2 months;
- February 1, 2011 – Local Hire employment agreement for Ema Ilkovska, manager of finance and administration was extended by the end of April 2011;
- February 3, 2011 – Annex 2 to the Contract for accounting services signed with Ema Ilkovska;
- February 14, 2011 – Annex 7 to the Contract for upgrade of the e-tax services application signed with the software developer *Seavus*;
- February 23, 2011 – Metamorphosis Foundation signed a Contract for production of documentary film for the eGov Project work and preparation of DVD/CD for the eGov close out event with *Axis DOO*.
- March 11, 2011 - Annex 3 to the Contract for the second phase of the EXIM upgrade signed between the eGov Project and software developer *Ultra*;
- March 14, 2011 – Metamorphosis Foundation signed a Contract for development of an informative website on e-commerce with *Global Net*;

## Memoranda of Understanding

No Memoranda of Understanding have been signed during this reporting period.

## External Relations and Meetings

### Participation in Conferences

The eGov team members did not participate in any Conferences during this quarter.

## **Meetings with Macedonian Officials**

Since all applications were developed in close cooperation with the relevant national institutions, the Chief of Party and project staff had regular meetings with the directors and other high-ranked officials from the Ministry of Information Society and Administration, Public Procurement Bureau, Customs Administration, Public Revenue Office, Employment Service Agency and other agencies in order to coordinate the implementation of activities.

On March 9, 2010, the eGov Project's CoP, Elena Stamoska, eGov CTO, Tanja Markovska and former eGov CoP Jerker Torngren, met the Minister of Information Society and Administration, Mr. Ivo Ivanovski and Minister of Transport and Communication, Mr. Mile Janakievski to discuss the progress that has been made in Macedonia in e-government development since Mr. Torngren left the Project three years ago. Current and future projects/plans of these two ministries were also discussed during the meetings as well.

## **Coordination with Other USAID Projects**

The Project has collaborated with the USAID-funded Macedonian Local Government Activity Program (MLGA) on the implementation of a software solution for acquiring municipality-owned land for the 86 Macedonian municipalities. The Project provided its expertise in testing and compiling suggestions for improvement to the first version of the software applications, presented to the Ministry of Transport and Communication, ZELS (Association of municipalities) and USAID representatives in March 2011.

## **Coordination with Other International Donors**

There was no coordination with other International Donors during this quarter.

## **Cooperation with Private Entities**

The Project maintained regular contact with all private entities involved in the development and auditing of its applications through organizing and delivering workshops/presentations on various topics related to the implementation of the respective e-services.

## **Administrative and Internal Operational Matters**

The sub-grant Agreement with Metamorphosis Foundation was extended for three additional months, with a new end date of March 31, 2011. As agreed, Metamorphosis Foundation will complete all planned activities under the sub-grant agreement by March 31, 2011. However, Metamorphosis will not continue with e-government activities after the sub-grant agreement expires. The main reasons for this are the following:

- 1) During the last 6 months, Metamorphosis didn't succeed in raising funds for their future work in the e-government field. There were neither calls nor donors interested in supporting e-government initiatives during this period;
- 2) The Metamorphosis staff and the eGov staff did not have opportunities to merge as a team. Both, Metamorphosis and eGov team were very busy in implementing the ongoing activities independently, thus the foreseen integration and close work failed to be achieved.

Ms. Svetlana Kimayeva, Internews Network' Deputy Director for Europe and Eurasia, paid a five day visit to the eGov Project (from March 17 – 23, 2011) in order to discuss and give instructions on the close out procedures and budget related issues.

On March 30, 2011, Internews Network requested a modification to the budget from USAID.

As of April 1, 2011, the only remaining staff in the eGov Project is the Chief of Party and Finance and Administration manager. The contracts with the rest of the staff have been terminated during this quarter.

### **Planned activities for April 2011**

- Handover the source code of the EXIM software application to Customs Administration, which includes the functionalities developed as part of the second phase EXIM development;
- Continue to provide support to the economic operators and contracting authorities on how to properly use the integrated e-procurement system;
- Complete the close out of the Project.



**ANNEX 1**

**Work Plan Implementation Matrix\_ status report**  
*October 2010 - April 2011*

<b>Cooperation with the Ministry of Information Society</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Promotion of the Manual on all the stages of implementation of e-government services and its distribution to relevant institutions	December 1, 2010 (as part of the e-Society Conference)	MIS	Vanja Mirkoski	Increase the capacity of MIS and other relevant institutions for e-government development by providing them with a specific tool for future reference	<b>Completed</b>
Organize workshops on various topics relevant for e-government development (IT Security and Policies and Procedures for proper implementation of e-government services)	October 27, 2010; November 10, 2010; December 1, 2010	MIS	Kralja Cesmadziska, Ana Marija Nesovic, Vanja Mirkoski, Darko Janevski, Elena Stamatoska	Increased knowledge and awareness of participants on the related topics	<b>Completed</b>
Provide mentoring to MIS staff in the implementation of the e-Documents Exchange Project (using the PMI methodology)	October 2010 – March 2011	MIS	Kralja Cesmadziska, Ana Marija Nesovic, Darko Janevski	Facilitated implementation of the e-Documents Exchange Project	<b>Completed</b>
Identify and invite specific experts to provide best practice experience advises and recommendations for further processing of the e-documents exchange project	October 2010 – March 2011	MIS	Kralja Cesmadziska, Ana Marija Nesovic, Darko Janevski	Identify proper directions to develop reasonable and applicable e-documents exchange project	<b>Completed</b>
Monitoring of the implementation of the e-government strategy	January – March 2011	MIS	Kralja Cesmadziska, Ana Marija Nesovic, Darko Janevski	Prepared Report on the implementation of the e-government strategy	<b>Cancelled</b>
Provide assistance in the preparation of technical guidelines for the implementation of interoperability e-government framework	October 2010 – March 2011	MIS	Ana Marija Nesovic, Darko Janevski	Quality of the respective documents increased	<b>Completed</b>
Finalize the e-commerce report and organize its promotion	October - January 2010	MIS	Darko Janevski	Recommendations for improvement of the e-commerce situation in Macedonia submitted to the MIS	<b>Completed</b>

e-Procurement system					
Activity	Implementation period	Partner Institution	Responsible person	Expected results	Status/Comments
Assist the upgrading process of the Integrated e-procurement system (preparation of technical specifications, testing, monitoring of the development and implementation process)	October 2010 - April 2011	Public Procurement Bureau	Elena Stamoska, Darko Janevski	Establishment of a fully integrated e-procurement system in the Republic of Macedonia	<b>Completed</b>
Organize and deliver trainings for various categories of users – contracting authorities, economic operators, State Appeal Commission, State Audit Office on the upgraded e-procurement system	December 2010 – February 2011	Public Procurement Bureau, Chambers of Commerce	Elena Stamoska, Darko Janevski	Increased number of trained users and facilitated use of the integrated e-procurement system	<b>Completed</b>
Update the detailed technical manuals on the manner of usage of the integrated e-procurement system, draft manual on how to use the new e-auction concept and produce illustrative “step by step” instructions on how to conduct various public procurement procedures through the e-procurement system	December 2010 - January 2011	Public Procurement Bureau	Elena Stamoska, Darko Janevski	Facilitated use of the integrated e-procurement system	<b>Completed</b>
Assist the development of public procurement templates on the new e-auction concept	December 2010 – January 2011	Public Procurement Bureau	Elena Stamoska, Darko Janevski	Facilitated public procurement procedures	<b>Completed</b>
Facilitate the cooperation of PPB with Central Registry, PRO and Banking Association regarding the issue of documents in an electronic form	October 2010 – March 2011	Public Procurement Bureau, MIS	Darko Janevski	Documents relevant for e-procurements issued electronically by the respective institutions	<b>Completed (issuing of bank guarantees in electronic form)</b>
Assist the drafting of modifications in the public procurement legal framework (introduce percentages for mandatory use of the electronic procedures)	October 2010 – March 2011	Public Procurement Bureau	Darko Janevski	Legal framework on e-procurement procedures further improved	<b>Cancelled (will be completed by the end of 2011)</b>

<b>Single Window for Import/Export Licenses and Tariff Quotas – EXIM</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Follow the development and implementation of the communication/ data exchange between EXIM and the new CDPS <sup>4</sup>	November 2010 – March 2011	Customs Administration	Ana Marija Neshovic	Establishment of paperless environment for cross-border trade	<b>Completed (the real integration will happen during 2011)</b>
New technical upgrade and modification of the existing EXIM features including the changes to the SW of the Certified Authorities for digital certificates	October 2010 – November 2010	Customs Administration	Ana Marija Neshovic	More efficient and user friendly system	<b>Completed</b>
Assist the drafting of modifications in the relevant legal framework	October 2010 – March 2011	Customs Administration, various government institutions	Darko Janevski	Legal environment for the new EXIM upgrades established	<b>Completed</b>
Train users on the new EXIM functionalities	February 2011	Customs Administration	Ana Marija Neshovic	Facilitated use of new EXIM functionalities	<b>Completed</b>
Organize and conduct IT Security Audit on EXIM and its hosting environment	November 2010 – December 2010	Customs Administration	Ana Marija Neshovic	Improved security of EXIM	<b>Completed</b>
Make analyses and propose alternatives for the future sustainability of the EXIM system	January 2011 – March 2011	Customs Administration	Ana Marija Neshovic	Sustainability of the EXIM system provided	<b>Completed</b>
Participate in various international initiatives for promotion of EXIM	As needed	Customs Administration	Ana Marija Neshovic	Promote EXIM as a successful Single Window initiative	<b>Completed</b>
<b>Online Registration of Employments</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Provide support to companies to use the system	Ongoing	Employment Service Agency	Kralja Chesmadziska	Increased and facilitated use of the system	<b>Completed</b>
Organize and deliver trainings for companies and agencies for temporary employments and State Labour Inspectorate as end users of the upgraded modules in the system	October - November 2010	ESA, Chambers of Commerce, USAID/AgBiz	Kralja Chesmadziska Vanja Mirkovski	Increased number of trained users of the system and increased awareness on the service	<b>Partially completed (only trainings for the ATEs delivered)</b>

<sup>4</sup> CDPS = Customs Declaration Processing System that is being developed in the Customs Administration

Review and possibly modify the legislation related to the competences of the State Labour Inspectorate	October – December 2010	Ministry of Labour and Social Policy	Darko Janevski	Legal framework related to the State Labour Inspectorate reviewed and possible modifications in place	<b>Cancelled</b>
Status check of the ORE usage and organize additional trainings if needed	January – March 2011	Employment Service Agency	Kralja Chesmadziska Vanja Mirkovski	Increased use of the system	<b>Completed</b>
Provide support to companies to use the system	Ongoing	Employment Service Agency	Kralja Chesmadziska	Increased and facilitated use of the system	<b>Completed</b>
<b>e-Tax services</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Support the PRO (if needed) in providing proper and unimpeded functioning of the e-tax system	October 2010 – March 2011	Public Revenue Office	Elena Stamoska	Improved quality of the e-tax service	<b>Completed</b>
Monitor the implementation of the recently launched module e-Tax card, which allows taxpayers to follow the status of all taxes paid to and owned by the PRO	October 2010 – March 2011	Public Revenue Office	Elena Stamoska	New e-tax module widely used	<b>Completed</b>
<b>Trainings and other e-government initiatives</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Organize closeout event of the eGov Project	Beginning of March 2011	N/A	Vanja Mirkovski, Elena Stamoska	Final Project results disseminated and e-government further promoted	<b>Completed</b>
Preparation of video material for the close out event	January 2011 – February 2011	N/A	Vanja Mirkovski, Elena Stamoska	Legacy product	<b>Completed</b>
Promotional material – design and preparation	December 2010 – February 2011	N/A	All relevant staff	Legacy product	<b>Completed</b>
<b>Monitoring and evaluation</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Organize second evaluation on the impact of the e-Gov Project and assessment of existing potential for future development of e-services in the RoM	January 2011 – February 2011	Metamorphosis	Vanja Mirkovski, Elena Stamoska	Continue to monitor the impact of the e-Gov Project activities on the process of e-government development in Macedonia	<b>Cancelled</b>
Evaluation on the user satisfaction – EXIM	October 2010	Customs Administration	Vanja Mirkovski, Ana Marija Neshovic	Detailed information on the benefits/problems occurring	<b>Completed</b>

				during implementation obtained	
Evaluation on the user satisfaction – e-Tax services	October 2010	Public Revenue Office	Vanja Mirkovski, Elena Stamoska	Detailed information on the benefits/problems occurring during implementation obtained	<b>Completed</b>
Evaluation on the user satisfaction – e-Procurement	October 2010 – December 2010	Public Procurement Bureau	Vanja Mirkovski, Elena Stamoska, Darko Janevski	Detailed information on the benefits/problems occurring during implementation obtained	<b>Completed</b>
<b>Development and implementation of a software solution on acquiring land that is property of the municipalities</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Assist the development and implementation of a software application for local self-government units for rental and selling of land through the use of electronic positive auction. Assistance shall be focused on the following: <ul style="list-style-type: none"> <li>- Drafting technical specification for the software</li> <li>- Evaluation of the software solutions (bids)</li> <li>- Participate in working group to follow the development process</li> <li>- Testing of the software solution</li> </ul>	October 2010 – March 2011	MLGA/Ministry of transport and communication/ ZELS	Kralja Cesmadziska, Darko Janevski, Elena Stamoska	Develop and implement SW application for all 84 municipalities in RoM responsible for selling and renting of land.	<b>Completed</b>
<b>Cross-cutting activities</b>					
<b>Activity</b>	<b>Implementation period</b>	<b>Partner Institution</b>	<b>Responsible person</b>	<b>Expected results</b>	<b>Status/Comments</b>
Assist the government institutions that implement e-government applications in developing Privacy Policies and legal acts for providing secrecy and protection of personal data	October 2010 – March 2011	MIS, various government institutions	Darko Janevski	Increased security and trust in the e-government services	<b>Completed</b>
Draft and promote model Contract for procurement of software by the state institutions, with emphasis on the copyright issues	October 2010 – January 2011	MIS, Public Procurement Bureau	Darko Janevski	Awareness about copyright issues raised. Unified rules applied in the contracts on procurement of software.	<b>Completed</b>

Assist in the modification of the legal framework related to archiving and administrative operations	November 2010 – March 2011	MIS, Ministry of Justice	Darko Janevski	Legal framework for implementation of e-government services completed. Legal obstacles related to procedures conducted electronically diminished.	<b>Cancelled</b>
Organize and deliver a series of presentations on digital certificates (as part of the training activities for other software application)	October 2010 – March 2011	KIBS, MT	Ana Marija Nesovic; Darko Janevski	Increased awareness and usage of digital certificates	<b>Completed</b>
Provide user's support on how to use digital certificates	October 2010 – March 2011	KIBS, MT	Ana Marija Nesovic; Darko Janevski	Facilitated use of the digital certificates	<b>Completed</b>

## ANNEX 2

### Results achieved by eGov Project through the end of March 2011

Application Targets set with the Work plan for 2010	Targets achieved by the end of March 2011	Comments
<b>e-Procurement</b>		
100% of all contracting authorities (around 1,000) registered as users of the e-procurement system by the end of 2010.	<b>100% (mandatory)</b>	<b>Achieved</b> (all 1,099 contracting authorities registered)
100% of all contract notices (around 6,000) and 100% of notifications on awarded contracts or cancellations prepared and published through the e-procurement system in 2010.	<b>100% (mandatory)</b>	<b>Achieved</b> (9,268 contract notices and 12,141 contract award notifications published)
15% of all public procurement procedures carried out electronically by the end of 2010.	During this quarter <b>10.7%</b> of all procurements in RoM have been carried out electronically	229 electronic procedures out of the 2,146 contract notices published
30% of the estimated value of all public procurements awarded via e-auction by the end of 2010.	During this quarter <b>36%</b> of all contract notices published in RoM has been awarded via e-auction	<b>Achieved</b> (by the end of March 2011 out of the 2,146 contract notices published, 775 end up with e-auction?)
<b>Online Employment Registration</b>		
By the end of 2010, at least 15% of the total number of employments/terminations (128,922 M1/M2) submitted by the employers with 20 or more registrations in 2009 (1,444 companies) through the system.	<b>17.3%</b> (250) out of 1,444 companies registered to use ORE;  <b>21.6%</b> (27,856) out of the 128,922 M1/M2 processed via ORE	<b>Achieved</b>
<b>e-Tax services</b>		
At least 5% (around 3,500 companies) of all legal entities eligible to submit tax returns using the system by the end of 2010.	<b>12.8%</b> (or 7,500 companies)	<b>Achieved</b>
<b>EXIM</b>		
100% of import/export licenses processed and issued through EXIM in 2010.	<b>100%</b>	<b>Achieved</b>
By the end of 2010, 70% of all applications for import/export licenses submitted by companies electronically	<b>82%</b> ; during this quarter <b>95%</b> of the total number of export/import licenses were submitted electronically and directly by the companies	<b>Achieved</b> (80,444 out of the total 98,532 applications for import/export licenses have been submitted by the companies electronically)
<b>Digital Certificates</b>		
50% increase in the number of sold digital certificates compared to 2009 (1,159).	Around 3,500 certificates sold	<b>Achieved</b>