



LAO PEOPLE'S DEMOCRATIC REPUBLIC  
Peace Independence Democracy Unity Prosperity



Ministry of Public Works and Transport  
Department of Transport

No. 10200 /MPWT/DoT  
Vientiane Capital, date: 06/5/2022

**REQUEST FOR EXPRESS OF INTEREST  
(CONSULTING SERVICES – FIRMS SELECTION)**

**Country:** Lao PDR  
**Project:** Improvement of Driving License System in the Lao PDR.  
**Assignment title:** Consultancy services for improving the quality of the driving licensing system, undertaking and to provide technical assistance to Department of Transport, Ministry of Public Works and Transport.

The Department of Transport (DoT), Ministry of Public Works and Transport (MPWT) of the Lao PDR has received financial support from the United Nations Road Safety Fund (UNRSF), the project proposal was submitted by the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP). The objective is to improve the driving license issuing system, reduce traffic problems on the road, injuries and deaths in Lao PDR by improving road safety awareness and driver knowledge entirely, including introducing an online driving license issuing system, improve driving skills training safety education develop and deploy an online application system and online testing system for sub-national level, piloting in Savannakhet province, and will be extended throughout the country.

We are now looking for a national IT company and a driving school (Joint venture) to carry out services as detailed in the terms of reference (TOR).

The Department of Transport of Ministry of Public Works and Transport invites qualified joint venture to express their interest in providing services as detailed in the TOR and to provide relevant information that prove the necessary qualifications based on the selection criteria and relevant experience in implementing the project activities. The Joint Venture firms must be juristic legal entities and have jointly or separately experience as described in the ToR.

Further information can be obtained at the address below during office hours from 08:00 to 16:00 hrs, Monday to Friday. Expression of Interest must be delivered to the address below by 12:00 hrs (Local time of Vientiane Capital, Lao PDR, GMT+7) on 15 June 2022 (COB) and the bid opening on the same day at 14:00 pm (Electronic submission is acceptable). It is anticipated that the assignment will cover 6 months (180 days) with expected mobilization from June 2022. The detailed term of reference (ToR) for the assignment can be obtained at the address below:

- Mr. Phouthavishet PHOMMANIVONG
- Deputy Director of Division, Department of Transport, Ministry of Public Works and Transport
- MPWT, Lane Xang Avenue, Vientiane Capital, Lao PDR
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**Department of Transport  
Director General**



**Dr. Bounta ONNAVONG**



LAO PEOPLE'S DEMOCRATIC REPUBLIC  
Peace Independence Democracy Unity Prosperity



Ministry of Public Works and Transport  
Department of Transport

No. 09137 /MPWT/DoT  
Vientiane Capital, date: 25 April 2022

**Term of Reference: TOR  
(CONSULTING SERVICES – FIRMS SELECTION)**

**I. Project information and responsible agencies**

1. Project name: Improvement of Driving License System in Lao PDR.
2. Letter of Agreement (LoA) No. 2020-0034
3. Duration: with 6 months (180 days) from the date of signing the contract.
4. Name of Government Agency: Department of Transport, Ministry of Public Works and Transport Lao PDR.

**II. Background**

Department of Transportation, Ministry of Public Works and Transport, Lao PDR has approved and supported the Driver Licensing System Improvement Program under the proposal of the United Nations Road Safety Fund (UNRSF), and Project proposals filed by the United Nations ESCAP. The objective is to improve the driving license issuing system in Lao PDR, a contract was signed between UNESCAP and the Department of Transport, Lao PDR under the Letter of Agreement (LoA), which aims to jointly reduce traffic problems on the road, injuries and deaths in Lao PDR by improving road safety awareness and driver knowledge entirely, including introducing an online driving license issuing system, and has the purpose of cooperation to take advantage of the knowledge and experience from powerful countries good highway safety to improve driving skills training safety education develop and deploy an online application system and online testing system for Savannakhet province as a pilot project and results from the experimental use of the developed system summarize and continue to use throughout the country in Lao PDR. Therefore, the Department of Transport, Ministry of Public Works and Transport organize a project to improve and develop the driving license system in Lao PDR.

**III. Objectives**

- To study an existing type of driving skills training course and kit (test);
- To develop online applications and electronic driving test system to meet the requirements;
- To improve the training of drivers to have a better understanding of driving and using the vehicle in orderly roads and with traffic discipline;
- To bring information technology systems to support data management within the Department of Transport, Ministry of Public Works and Transport;
- To support the analysis, follow-up, evaluation and decision making of the management to be more efficient;
- To develop and modernize the system of government operations increase the efficiency of public sector operations and management;
- For convenience, speed and reduce the process and time of operation.

#### IV. Qualification of the Tenderer and Scope of Work

##### 4.1 Qualification of the Tenderer

- The tenderer must be the legal entity working legally in Lao PDR;
- The tenderer can be a joint venture or joint development between IT firm and course/content creator or driving school;
- The tenderer must have legal competence, not bankrupt and not in the process of liquidation in Lao PDR;
- The tenderer must not be a person who has been suspended from making a proposal, or contracting with a government, or private agency in Lao PDR;
- The tenderer must not be a legal entity named on the job abandonment list and notified as a job abandoner, of the public and private sectors in the Lao PDR;
- The tenderer must have qualifications and not have prohibited characteristics as prescribed by Department of Transport's procurement committee, Ministry of Public Works and Transport in Lao PDR;
- The tenderer must be a juristic legal entity and have experience as follows:
  - Development of information systems for government agencies, or state enterprises or private sectors in terms of online applications, Web Application format, Mobile Application format (IOS, Android and supporting future operation systems) for government agencies or state enterprises or a private agency, at least 2 works total value of not less than 100.000 USD;
  - Development of electronic driving test systems using electronic technology and equipment for government agencies or state enterprises or private sector, at least 2 works total value of not less than 100.000 USD;
  - Maintenance of the use of information systems for government agencies or state enterprises or private agencies in terms of online applications, Web Application format, Mobile Application format (IOS, Android and supporting future operation systems) for government agencies or state enterprises or a private sector, at least 2 works total value of not less than 20.000 USD;
  - Maintenance of the use of electronic driving test systems for government agencies or state enterprises or a private sector, at least 2 works total value of not less than 40.000 USD;
  - The tenderer must submit a copy of the work certificate or a copy of the employment contract or a copy of a purchase order from a government agency or state enterprise or a private agency be presented to the procurement committee of the Department of Transport considering the date of bidding
- The tenderer must have required personnel or teams with expertise and experience in road safety as follows:
  - The tenderer must have at least 10 years of direct experience and have been certified, or trained in at least 3 road safety courses or related courses from international organizations;
  - The tenderer must have experience in designing road safety courses;
  - The tenderer must have at least 10 years of experience in transferring knowledge, or being a lecturer on road safety;
  - Such personnel must be personnel of the company or agency submitting proposals for at least 3 years and must present reliable documentary evidence to the procurement committee for consideration on the date of bidding submission;
  - The tenderer must have the team with expertise and experience in project implementation is required, and must submit the names and related information in accordance with the scope of the project;

##### 4.2 Scope of Work

- The tenderer must complete the installation of all systems along with other software required to operate the system on the server at the Department of Transport is responsible for supplying;
- The tenderer must conduct training on the use of the system for users in various systems;
- Guarantee for free fixing of system defects due to development process for the first year after delivery of work;
- Tenderer Bids must be made including the cost of education, analysis, design and application development. Cost of materials and equipment involved in the use of electronic systems training fee for

using the system installation and testing costs including system maintenance costs during the warranty period and included in the quoted price. And the price quoted must be the price including tax.

#### V. Scope of the project

The tenderer must study, analyze, design, develop and install information systems and related equipment. For the management of driver's licenses, including registration, learning, practicing theory tests, demonstration test, electronic practice test and must undertake training management workshop management and the aspect of organizing public awareness activities online of the Department of Transportat including 5 items that must be performed as follows:

- Item 1: Develop Online Application System: OAS, Web Application format, Mobile Application IOS format, and Mobile Application Android format, For 1 System;
- Item 2: Develop a practical driving test system for obtaining an electronic driving license: Electronics Driving (E-Driving), by installing hardware and system at 1 driving test field and installing in 1 car at pilot area/site in Savanakhet province;
- Item 3: Develop data link API between the newly developed information technology system in item 1 and item 2 and the system that Department of Transport already has "Vehicle Registration and Driving License System";
- Item 4: Develop driving course and workshop management train the trainers for driving facilitator and administrator;
- Item 5: Organizing workshops and public awareness activities via social and mass media.

The tenderer must study, analyze, design, develop and install the 5 above items specified in with details of each item as follows:

- Item 1 Develop Online Application System: OAS, Web Application format, Mobile Application IOS format, and Mobile Application Android format

**Online Application System consists of Project objectives and goals**, as follow:

The bidder must study, analyze, design and develop a driving license system. Learning to increase driving skills and techniques theory test practice and create awareness of relevant information, the objectives and goals of the project are as follows:

- 1) Increase the efficiency of driving license services;
- 2) Adding channels for driving license service anywhere, anytime;
- 3) More channels to learn driving skills and techniques;
- 4) Adding channels for acknowledging information about driving licenses and related matters;
- 5) Reduce steps and reduce errors in work;
- 6) You can check the information of the person making the transaction. and find information quickly.

#### **Execution conditions**

- 1) The tenderer must study and analyze the requirements of the system (Requirement Collection and Analysis).
- 2) The tenderer must analyze and design the system. By constructing a schematic diagram showing the relationship of various components of the system in accordance with the System Requirement Specification (SRS) consists of at least the following:
  - Work Flow Diagram
  - Design User Case Design and Use Case Description
  - Design of E-R Diagram and Data Dictionary database
  - User Interface Design (UI)
  - Design the report screen (Report Design)

- 3) Bidders must have personnel with expertise and experience in analyzing, designing, developing and installing an Online Application System by submitting details of experts with their names, surnames, educational backgrounds, fields of expertise and experience related along with showing evidence attached to the bid
- 4) The tenderer must maintain the system always in good working order within a period of not less than 1 year or within the thwarranty period stipulated in the contract.

**Scope of work and methods of implementation**

- The tenderer must design and develop an Online Application System to have a driving license application process as follows:
  - Citizens register for a test to obtain a driving license with a Mobile Application on their mobile phone;
  - Once registered people can access the information in the Mobile Application which will be available for use as follows:
    - (1) have knowledge content theoretical study technical lessons, driving test, and accessibility knowledge of using a car to use the road to be safe for people to learn.
    - (2) Practice for a theory test with answers and collect points. To prepare for the actual exam to make it easier to pass.
  - Private driving school for people who come to study download Mobile Application to use for studying for exams as well.
  - When people are ready to take the exam for a driver's license Make an appointment on the day of the exam by choosing the day according to the schedule that the Department of Transport's staff will manage the exam, There will be maximum of people to take exam in a day, it is full, the Mobile Application will automatically close the appointment.
  - When people complete the exam, Mobile Application will automatically notify the exam results and in the Mobile Application will have an electronic driving license displayed in this Mobile Application
  - If people fail the exam, they can make an appointment for the exam again with this Mobile Application.
  - Department of Transport's staff control of the exam will issue a driving license (Smart Card) to the people who pass the exam immediately on the day of the exam. In the event that the driver cannot get the Smart Card on the day, this Mobile Application can be used as evidence for obtaining a driver's license (Smart Card) later.
  - In the event that people do not have a smart phone that can use Mobile Application, people can follow the same steps by the officials of Department of Transport will be able to register and list information in the online website system for the public;
  - People can use this Mobile Application to receive knowledge and news from the Department of Transport including various status notifications of driving license.
- Design and develop software have the following features:
 

The tenderer must design an Online Application System to have an information technology system architecture (System Architecture) as follows:

People and civil servants will access with Mobile Application from mobile phone and Web Application from computer that connects to the internet network. The Online Application System that provides services will be installed on the server computer system that connects the data with the Vehicle Registration and Driving License System for providing public services and complete information management, cycle and fast.
- The tenderer must design an Online Application System to have a modern information technology architecture as follows:
  - Database is a data storage system in the form of a relational database system (Relationship Database);
  - Backend is the part that interfaces with the database and manages the data going in and out of the database;

- Frontend is the part that performs processing according to various conditions. defined in the system and is the part that receives information from the user and sends the information to the user through the GUI;
  - Mobile Application and Web Application are forms of Online Application that communicate with users;
  - Mobile Device (IOS and Android) and Web Browser are tools for users to use as a channel to use the service Online Application Systems, including mobile phones, tablet devices, and commonly used Web browser software such as Google Chrome, Microsoft Edge and Firefox etc;
  - API is used to exchange data between Online Application and Vehicle Registration and Driving License System
- The tenderer must design an Online Application System to have a use case design of an information technology system. The use case must be designed to consist of 3 main actor groups: people groups, Department of Transport's staff and Administrators and there are cases in total 15 Cases with details of each use case of the system as follows:
- U01 Apply for application: It is a subscription to create a worker account for using the application.
  - U02 Login: This is used to verify your identity for accessing the application with a password.
  - U03 Information management from Department of Transport: It is a use to manage information in the user group of the Department of Transportation.
  - U04 Online knowledge management: It is the management of various knowledge information. for people to learn online.
  - U05 Test management: It is a test data management for people that did practice test, and manage and analyse the test result.
  - U06 Manage driver's license information: It is the management of information of people who have registered for the test until the end driver's license application process.
  - U07 Access to all statistical reports: It is a report of various data of system in the form of both reports and statistical graphs.
  - U08 Manage user data and default data: This is to manage all user data and set the right permissions. and manage the initial data of the system.
  - U09 Information from Department of Public Work: is access to various information displays. from the Department of Transport wanting to people are aware of various information.
  - U10 Access knowledge online: It is access to knowledge online. that can learn to create new knowledge and understandings related to driving licenses and road safety.
  - U11 Practice test: It is a practice test to gain more knowledge. and the readiness to take the theory exam to get a real license.
  - U12 Driver's license registration: This is a registration to request a Exam in order to obtain a driver's license.
  - U13 Exam date appointment: It is an appointment with the staff to request a exam to get a driver's license.
  - U14 Get electronic driver's license: It is a electronic driving license display in the application.
  - U015 Driving License Alert: It is a notification of various statuses. about the driver's license automatically such as the expiration date to renew the driver's license, notification of suspension status or other status of driving license.
- The tenderer must design an Online Application System to have a System Work Flow design of an information technology system. by giving the design of the System Work Flow of the system in each step is as follows:
- Signup and Authentication with Online Application System
    - (1) People showing general information
    - (2) Fill in the application information and login.
    - (3) Select the desired applications, such as registration, obtaining Driving license, knowledge online. practice test theory session and exam date appointment.

- Authentication with Online Application System
  - (1) Applicants fill out personal information for applying for the Application.
  - (2) The system sends One Time Password: OTP to the registered mobile phone.
  - (3) Applicants fill in One Time Password: OTP in the application to verify identity.
  - (4) One Time Password verification system: OTP and registered successfully
- Using online knowledge with Online Application System
  - (1) Select the knowledge you want to learn.
  - (2) Learn from the videos Pictures Text system.
  - (3) Statistical data collection system for learning
- Practice for taking quizzes with the Online Application System.
  - (1) Select the type of driving license test that you want to practice.
  - (2) Practice testing as required with a randomized test system as specified by the system.
  - (3) The system for checking the results of the practice test and answering the Test.
  - (4) System for collecting scores of practice test results.
- Appointment for a exam to obtain a driving license with the Online Application System
  - (1) View your readiness from the accumulated practice test scores.
  - (2) Select an examination schedule that has not yet been filled with appointments.
  - (3) Make an appointment for exam.
- Receiving notification of exam results for obtaining a driving license electronically through the Online Application System.
  - (1) Theoretical and practical driving Exam If you do not pass a new exam appointment
  - (2) Notify the exam results automatically
  - (3) Receive automatic exam results
  - (4) Issuing a Smart Card driving license
  - (5) Get a Smart Card driving license
- Getting knowledge, news and driving license status notifications
  - (1) Provide driving knowledge and driving license system
  - (2) Acquire driving knowledge and driving distance system
  - (3) Provide relevant news and information
  - (4) Receive relevant information
  - (5) Driving license status notification
  - (6) Get driving license status notification

➤ **Installation and commissioning**

- 1) The tenderer must install the work list system at the host computer of Department of Transportation that is responsible for providing.
- 2) The tenderer must test the system (Validation and Testing) of the various work items, To be accurate and can be used well Both in the system (System test) and in the user (User Acceptance Test)

- Item 2: Design, analysis, development of driving test systems for electronic driving licenses: Electronics Driving (E-Driving), by installing 1 driving test field and installing in 1 car.

**Project objectives and goals**

- 1) The tenderer must design and develop an electronic system of practical driving test. Use technology and equipment electronics as a tool the objectives and goals of the project are as follows:
  - Improve work efficiency
  - Reduce steps and reduce errors in work
  - Check the transaction information and find information quickly
  - Link information in each work segment and reduce redundancy in work.
  - Prepare various statistical data to help decision-making by executives.

- 2) Develop an inspection system in the testing field to be able to work more efficiently.
- 3) Develop a software system and display data that can be displayed via Tablet.
- 4) Users of the electronic driving test system Make it easy to understand and take the exam more efficiently.

#### **Terms of operation**

- 1) The tenderer must study and analyze the requirements of the system (Requirement Collection and Analysis).
- 2) The tenderer must analyze and design the system. By constructing a schematic diagram showing the relationship of various components of the system in accordance with The System Requirement Specification (SRS) consists of at least the following:
  - o Work Flow Diagram
  - o Design User Case Design and Use Case Description
  - o Design of E-R Diagram and Data Dictionary database
  - o User Interface Design (UI)
  - o Design the report screen (Report Design)
  - o Design of installation and electronic equipment to control driving test (Installing and Electronic Equipment to Control Driving Test Deign)
- 3) Tenderers must have personnel with expertise and experience in the analysis, design, development and installation of Electronics Driving (E-Driving) systems in both software and hardware, including electronic control devices. by presenting details of experts with their names, surnames, educational qualifications, fields of expertise and experience related together with the evidence attached to the bid
- 4) The tenderer must maintain the electronic system for controlling the driving test, always in good working order within a period of not less than 1 year or within the warranty period stipulated in the contract.

#### **Scope of work and methods of operation**

The tenderer must undertake the design and development of related operating systems. Make an application ready to install computer Peripherals and installation of various equipment to enable the use of the electronic system in the driving test to be complete and ready to use conveniently and quickly able to measure the results of the driving test accurately according to the rules methods and measurements and able to work under the terms and conditions the details are as follows:

- 1) Install an E-Driving system in a driving test field designated by Department of Transport for 1 place;
- 2) Install an electronic device and a tablet or a device for contacting users in a personal vehicle provided by the Department of Transport for 1 vehicle
- 3) The installed E-Driving system must control and process a personal car driving test in accordance with the Personal Car Driving Test criteria of the Department of Transport and covers a total of 11 test postures as follows:
  - o Starting point (preparing to leave the car)
  - o Stop the vehicle at the stop line.
  - o Drive backwards to park at a 90-degree angle.
  - o Stop and take off on a steep slope.
  - o drive through a zigzag
  - o Driving through a curve
  - o Drive the vehicle backwards to park parallel to the edge of the road.
  - o Driving through a traffic light junction
  - o Driving through a traffic light junction
  - o Park the car on the edge of the road or park parallel to the edge of the road.
  - o Parking and termination of the examination
- 4) Install a host computer system or a Cloud Server system that can support the whole system very well.
- 5) Install at least 1 set of computer equipment for staff to use.
- 6) Develop and install a software system for the use of E-Driving systems with at least the following features:

- Develop a smart system in the form of a Web-Based Application that users can work through a Web Browser for automated assessment of driving behavior with a scoring system and results based on pre-defined testing criteria
  - Develop a system in the form of Mobile Application or Web application for Tablet devices
  - The software system is able to connect and work with electronic equipment in the test field and in the car.
  - A photo can be taken to verify the identity of the person taking the driving test by taking a photo.
  - Use image processing algorithms for the recognition of road features to accurately assess the applicant's reactions and decisions.
  - Able to register for taking the test.
  - Linking information with the Application Online System very well.
  - GIS-based integrated platform that automates the applicant's assignment to tests, assigns examiners/supervisors runs the live tests, monitors the tests and the applicant's performance with live audio/video, and evaluates the results of the tests.
  - Store all test results data. Ready to display in the form of a statistical report and Dashboard, important statistics of the system.
  - The system displays the applicant's score and test result with Pass/Fail status supported by video evidence of the applicant's errors for future use and verification purposes.
  - Support multi-user operation at the same time
  - Has interactive dashboard showing both real-time and historical data and KPIs, indicating number of tests, results, applicants' characteristics, common mistakes, geographical distribution and test duration
  - Has fully automated system for monitoring and verifying tests result designed to be used by the examiner who accompanies the applicant in the vehicle
  - There is a database management system of the entire system.
  - Can prevent unauthorized people from accessing the program by using a password.
  - Password retention It is encrypted to prevent reading password information directly from the database.
  - Able to define user groups.
  - Able to assign access rights to the program to a group of users.
- Item 3: Developing a link between the newly developed information technology system and the Vehicle Registration and Driving system, License System for efficient data management.  
The tenderer must develop a link between the new system in item 1: Online Application System and item 2: E-Driving linked to the existing Vehicle Registration and Driving License System of the Department of Transport for management. The information is real-time, accurate and provide information resulting from public transactions in both new systems are sent to store and process the system Vehicle Registration and Driving License System and when finished processing send back to the system, two new systems serve people quickly and up-to-date And provide government agencies that supervise the Vehicle Registration and Driving License System with statistical data that can be analyzed and processed in real-time.
  - Item 4: Develop driving course and workshop management Train the Trainers for Driving Facilitator and Administrator  
Tenderers are required to develop driving courses and provide training workshops. The courses developed are preferred to be Interactive format, with immersive learning with 360 VRs and gamification, for ease of understanding and be attractive for end users. Train the Trainers for Driving Facilitator and Administrator for project participants of the Department of Transport to be able to use the courses and systems developed in a single province is a pilot project and enforced at the provincial level and proceed according to the development measures of the Department of Transport.

## Principle and Rationale

An important approach to solving the problem of obtaining a driver's license for people in Lao PDR is to encourage people to have a better understanding, be able to use the service of driving safely, conveniently, quickly, access to information technology and online driving license services success and key factors in solving the above problem. Namely, courses, lecturers, trainers, administrators and all operators of the Provincial of Department of Public Works and Transport and related stakeholders. They must have knowledge, understanding, competence, technique, skills, and mentality to provide efficient service to people, including the aspects of system maintenance and system use, and there must be a driving course in learning, teaching and examination that corresponds to the correct driving of the vehicle according to the characteristics of the vehicle and covering all types of vehicles in the Lao PDR. In this regard, it is necessary to prepare "Driving Course Development and Train the Trainer for Driving Facilitator and Administrator Project" has to be created, focusing on the development of driving courses, instructors, teachers and system administrators.

### Objectives

- To provide a curriculum for teaching and examining corresponding to the correct and safe driving of vehicles according to vehicle characteristics, covering all types of vehicles in Lao PDR;
- To enhance and develop skills to be knowledgeable and competent in the principles of correct service with professionalism;
- To enhance the quality of public service in terms of driving licenses of the Provincial of Department of Public Works and Transport.

### Responsible agencies/target groups

Lecturers, trainers, staff, administrators, and operators from all relevant of the Provincial of Department of Public Works and Transport and private driving schools related to the project

### Activities and processing time


- 1) Prepare an action plan for curriculum development and training projects
- 2) Implement a project to coordinate project participants and related parties
- 3) Determine the date, time and place Prepare equipment and supporting documents
- 4) Evaluate the project performance

### Methods and activities of course development and training

#### 1) Curriculum development

- Big motorcycles Engine more than 125 cc
- Cargo trucks with gross weight from 3,500 to 7,500 kg.
- Cargo trucks with gross weight ranging from 7,500 to 15,000 kg.
- Cargo trucks with a total weight of 15,000 kg or more
- Passenger transport vehicles of 4 wheels or more, not more than 15 seats
- Passenger transport vehicles with 36 seats or more
- Category vehicle, car, freight car and passenger transport vehicle with a towbar with a total weight not exceeding 750 kg.

#### 2) Training

- Registration for driving license via Online Application System (administrator, staff).
- Learning driving theory and driving exam techniques to access knowledge about safe road use Online Application System (teachers, administrators, staff).
- Practicing for the theory test and checking the test results via the Online Application System (teachers, administrators, staff).
- Development and installation of practical electronic driving test system: E-Driving (administrator, , teacher, staff).

- Development of information technology systems with emphasis on online services to the public (officials, system administrators, teachers)
  - Data linking between relevant information technology systems (administrators, teachers, staff).
- **Item 5: Scope of action for organizing workshops and online public awareness activities**

Tenderers must hold workshops and public awareness events via social and mass media. To report the results of the project to the sponsoring agencies and those involved in the project implementation as well as creating awareness and public relations for the people who are the target groups who are directly involved the operation is divided into 2 activities: namely Activity 1: Organizing a Workshop for ESCAP, AITD, MIROS, Department of Transport and Stakeholders) and Activity 2: Organizing Public Awareness Activities for Citizens and Stakeholders. The relevant details are as follows:

#### **Principle and rational**

According to the Department of Transport, Ministry of Public Works and Transport, Lao PDR, has received budget support for the Project to improve and develop driving license system in Lao PDR from the United Nations Road Safety Fund. (UNRSF) and project proposals filed by the United Nations ESCAP. To improve the driving license issuing system in Lao PDR and improve driving skills training safety education develop and implement an online application system and online testing system for Suwannakhet province as a pilot and bring experience and results from the use of the developed system summarize and continue to use throughout the country in Lao PDR.

In this regard, report the results of the project to the sponsoring agencies and related parties. including creating awareness among the people who are the target groups who are directly involved the operation is divided into 2 activities as follows:

- Activity 1: Workshop management (ESCAP, AITD, MIROS, Department of Transportation, Stakeholders)
- Activity 2: Public awareness activities (new rules/new online system/social/mass media)

#### **Objectives**

- To organize a workshop: report on the results of the study of the individual consultant and report on the results of Department of Transport, Ministry of Public Works and Transport as well as discuss and receive suggestions on relevant matters.
- To organize public awareness activities: the use of driving license services through the Online Application System and the E-Driving system and the awareness of driving-related information. including notification of the age of the driver's license.
- To reduce accidents, road traffic problems, injuries and deaths in Lao PDR.

#### **Responsible agencies/target groups**

- Target group activity 1: ESCAP, AITD, MIROS, Department of Transport, Stakeholders.
- Target group activity 2: People across the country and related persons.

#### **Duration, place of operation**

- One day workshop management.
- Organizing public awareness activities online.

#### **Operation methods/operation activities**

##### **Activity 1: Workshop management (ESCAP, AITD, MIROS, Department of Transport, Stakeholders)**

- View the booth showing the performance and register.
- Conduct 1-day meeting.
- Details of the meeting.
  - Visit the booth showing the performance
  - Special lecture by the chairman of the meeting

- Background, objectives, project operations and activities and results
- Road safety with online driving license system Online Application System: OAS system
- Attendees have the opportunity to ask questions and express their opinions as well as write questions and comments to propose to the meeting.
- Discuss and brainstorm on project implementation and activities
- Dividing into subgroups, operating details of the project

**Activity 2: Public awareness activities (new rules/new online system/social media)**

- Organize a booth showing the performance
- Public relations in all media
- Online Service System Online Application System
- Details of the activities
- Organize a booth showing the performance in the area of the Provincial of the Public Works and Transport and the private driving school for people to use the services.
- Public relations media such as printed media (pamphlets / public relations leaflets / public relations signs), electronic media (Website, Facebook, Line, etc.) and advertising media for the public to access the media
- Methods and procedures for driving license services to apply for a driving license Including knowledge, news and information on all types of vehicles online. Allowing people to use driving license services to apply for a driver's license Online System Online Application System: OAS system anytime, including
- Registration for a driver's license
- Learn to drive theory with correct driving techniques safely
- Theoretical driving test practice (preparing for the real exam)
- Schedule a driving test for a driver's license
- Practical driving test with electronic system (E-Driving)

**VI. Training and training manuals**

Organize training and prepare training manuals as follows:

- Online Application System: OAS system
- Practical electronic driving test system: E-Driving
- Developed courses

**VII. Project acquisition method**

Project acquisition method as follows:

- Electronic bidding method (e-bidding)
- Specific method
- Select
- Other (please specify)

**VIII. Terms of delivery and payment terms**

**Terms of delivery**

The tenderer must complete the work and deliver the work within 6 months (180 days) from the date of signing the contract. together with documents / prototype work (Prototype) divided into 4 installments of delivery and payment as follows:

✚ The 1<sup>st</sup> installment: The bidder must deliver the work within 1 months (30 days) from the date of signing the employment contract, consisting of 16

- 1) Documents and reports, 5 volumes, details as follows:
  - Inception Report
  - Project management methods Action plan and schedule
- 2) Documents and reports that can be read and used with MS-Word and Acrobat Reader are to be submitted.

- ✚ The 2<sup>nd</sup> installment: The bidder must deliver the work within 3 months (90 days) from the date of signing the contract consisting of
  - 1) Report on the results of analysis and design of the work system, 5 sets, details as follows
    - demand analysis report (Requirements Analysis)
    - Report of analysis and design of the work system as required
  - 2) Documents and reports that can be read and used with MS-Word or Acrobat Reader are to be submitted.
- ✚ The 3<sup>rd</sup> installment: The bidder must deliver the work within 5 months (150 days) from the date of signing the employment contract, consisting of documents/work 5 volumes, details as follows:
  - 1) 5 sets of documents and system reports, details as follows:
    - System development report
    - System installation report
    - System test lan document
  - 2) Documents and reports on the development of driving courses and the Train the Trainer project
  - 3) Documents and reports on the implementation of the workshop project and public awareness activities online
  - 4) Documents and reports readable and usable with MS-Word and Acrobat Reader are to be submitted. Documents and reports Readable and usable with MS-Word and Acrobat Reader are to be submitted.
- ✚ The 4<sup>th</sup> installment: The bidder must deliver the work within 6 months (180 days) from the date of signing the employment contract, consisting of 5 sets of documents/work as follows:
  - 1) Final Report
    - System Documentation 5 volumes
    - Program Documentation 5 volumes
    - User's manual and installation (Installation and User Manual) 5 volumes
    - Operational Documentation 5 volumes
    - Action plans and manuals for maintenance of work systems and databases, 5 volumes
    - System test report
  - 2) Report the components of the work system.
  - 3) All the platform will be installed and transfer to the government's cloud servers or servers for future safekeeping or upgrading.
  - 4) All manuals are contained in the form of a folder. that can be read and used with Microsoft Word and Acrobat Reader are to be submitted.

**Payment terms**

- The 1<sup>st</sup> installment pays 10 percents of the total wages. After receiving the 1st installment of work that is correct and complete.
- The 2<sup>nd</sup> installment pays 20 percents of the total wages. After receiving the 2nd installment of work that is correct and complete.
- The 3<sup>rd</sup> installment pays 50 percents of the total wages. After receiving the 3rd installment of work that is correct and complete.
- The 4<sup>th</sup> installment pays 20 percents of the total wages. After receiving the 4th installment of work that is correct and complete

**Department of Transport  
Director General**



**Dr. Bounta ONNAVONG**