

Terms of Reference

Consulting services for the design, development, configuration, and deployment of the mobile app for MCabinet

1. Background

The Government Citizen Portal called “MCabinet” (mcabinet.gov.md), launched in October 2020, aims to simplify citizens' access to state registers data and electronic services.

The MCabinet portal is intended to provide citizens with an efficient and modern mechanism for obtaining official information of public interest and information about themselves available in the registers and information systems of public institutions through a single access point in the form of a virtual cabinet.

The Citizen's Government Portal (MCabinet) contains several blocks of data that can be accessed by the citizen by logging in and provides information about the citizen, for example, valid identity documents, social contributions and benefits, property owned, information about the family doctor and medical institution where the person is registered, tax payments and other information related to the citizen-state relationship, as well as offers links to some specific actions, such as paying for an unpaid invoice or requesting an expiring document, whenever appropriate. This information is confidential and is not passed on to other third parties unless the holder of the data consents.

MCabinet users can also keep track of who has accessed their personal data and for what purpose.

2. Objective of the Assignment

The Client is looking for an ICT consulting company with demonstrated experience in the design and implementation of complex native mobile applications to develop the MConnect mobile app.

3. Scope of work and Development approach

The scope of work of this assignment is to design, develop, configure the mobile apps for Android and iOS mobile operating systems as a prototype product with basic functionalities in place, according to the specifications identified and defined by the Client. The main function of the mobile app is to serve as mobile user interface of the MCabinet information system.

4. Business requirements

4.1 Actors.

The following users will use and interact with the MConnect mobile app.

MCabinet user - citizen or resident of the Republic of Moldova with national electronic signature and national personal identification number.

4.2 Use Cases.

UC01: MCabinet app installation.

Any user of the mobile devices goes to the approved app stores and can download and install the MCabinet app to the mobile device.

UC02: Registering and/or Signing into the MCabinet app.

Any user with an installed MCabinet mobile app can register or sign into the app using MPass service. To authenticate, User accesses MCabinet app interface. From the proposed methods of signature selects available mobile electronic signature, follows the onscreen instructions, and access the MCabinet app user interface.

UC03: Information blocks customization.

After the first login user will be prompted by the app to select information blocks to be displayed from a list of all available blocks in the MCabinet web interface. User will be able to modify the list of displayed block at any time by accessing the Customization menu of the mobile App.

UC04: Display selected information blocks

After configuring the information blocks to be displayed, the app will show them (similar to the blocks on mconnect.gov.md) with a summary of most relevant info for each, with a possibility to click on the displayed blocks for additional details and smart links.

UC05: Display notifications

The app will implement the notification mechanism available on the web version of MCabinet, with possibility for push notifications

5. Technical Requirements

5.1 Documentation requirements

Technical documentation	The Consultant will prepare and deliver the following technical documentation: • System architecture documentation (including description of models in UML language, which will include a sufficient level of details of the system architecture) • Test strategy • Compilable and documented source code for applications, components and unit tests developed within the project All technical documentation will be provided in English.
API documentation	The Consultant will prepare and deliver: • API integration guide • Human and machine-readable description in a standard description language (e.g. WSDL or Swagger). All API documentation will be provided in English.

5.2 System Performance requirements

Application performance	Mobile applications shall respond immediately or provide progress indication for long operations (for example new block grid filling with data).
Response time	Response time for server-side calls shall be under 3 (three) second. The Consultant shall list the exceptions, if any, and discuss/agree them with the Client at analysis and design stages.

5.3 User Interface requirements

Multilanguage User Interface	The app shall support multilanguage user interface. This support includes data type specific formats (such as date, time, time spans, etc.). The system front-end interface will be delivered with at least Romanian, Russian, and English interfaces. The default language for User interface shall be Romanian.
User Interface accessibility	User interface shall conform at least to Level A of Web Content Accessibility Guidelines 2.0. https://www.w3.org/TR/WCAG20/
Responsive/Adaptive design	The app user interface shall automatically adapt to various display resolutions. Minimal display width is 480px.
Contextual help	User Interface elements shall include Tips and Hints for user interface elements.