Terms of Reference

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

1. Background

The Governmental App called "MWallet" will be available to all citizens and residents from the Republic of Moldova. Registered users will be able to prove their identity and share electronic documents from their MWallets with the click of a button on their phone. They will be able to access online services with their national digital identification, which will be recognized by all governmental and private organizations throughout Moldova. Use of the Electronic Identity MWallet will always be at the choice of the user.

2. Objective of the Assignment

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

3. Scope of work and development approach

The scope of work of this assignment is to design, develop, configure the native 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.

4. Business requirements

4.1 Actors

The following users will use and interact with the MWallet mobile app.
MWallet user – citizen or resident of the Republic of Moldova with national electronic signature and national personal identification number.

4.2 Use Cases.

UC01: MWallet app installation.
Any user of the mobile devices accesses to the approved app stores or other trusted web resources and can download and install the MWallet app to the mobile device.

UC02: Registering and/or Signing into the MWallet app.
Any user with an installed MWallet mobile app can register or sign into the app using MPass service. To authenticate, User accesses MWallet app interface, from the proposed methods of signature selects available mobile electronic signature, follows the onscreen instructions and access the MWallet app user interface.

UC03: Generate electronic document.
User can generate an electronic document (personal ID, Passport, Driver's license, civil status certificates, criminal records, vaccination certificates etc.) by selecting a desired document type and it will be generated by the app based on the data received from state registries.

UC04: Share electronic document stored in the wallet

User can share the generated document or some part of it with the requesting party in a secure way, so that shared volume of information is clear to the user, is shared in a secure way and the authenticity of which can be verified by the receiving party. The exact technique to realize this shall be agreed during technical implementation.

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 immediatelyor 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 the 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.