SCOPE OF WORK

Main tasks:

**Development of the Terms of Reference for the development of the electronic document flow system and the “e-Cabinet” portal,** its development, implementation and integration with the current software of operation accounting in the institution (hereinafter referred to as software), including refinement of the website.

Creation of portal, so called, "e-Cabinet" based on the system of electronic document flow, integrated with the existing software and sites, will allow to fully automating the process of interaction with clients[[1]](#footnote-1). It will improve the process of implementation of housing programs, increase the efficiency of execution of functions by the State Youth Fund and simplify the provision of administrative services provided by the State Youth Fund to citizens.

**The main functional requirements for the development of the portal "e-Cabinet":**

The objectives of the project

* providing an opportunity for client and SYF agent to access the system through the web interface;
* minimizing corruption risks in tracking and systematizing the document processing;
* increasing the reliability and relevance of information through the modernization of the automated accounting system;
* improving operational efficiency through the implementation of transparent system of document movement and execution;
* optimizing the control processes of the use of state and local budgets for housing programs;
* reducing and streamlining of document flow;
* providing an information about the person in the systematized form;
* providing an access into the cabinet through the official web-sites of the of regional offices of the State Youth Fund and the State Youth Fund;
* ensuring submission of an electronic application form;
* establishing e-cabinet as an integral component of the system of electronic document flow of the State Youth Fund;
* information created / uploaded via the cabinet - is a database integrated into the current software;[[2]](#footnote-2)
* registration, data entry, receipt of extracts in the e-Cabinet should be done with the confirmation of the password which will be sent by SMS as well as with the use of Bank ID, Mobile ID[[3]](#footnote-3), e-signature services - multi-factor authentication of the person[[4]](#footnote-4);
* transfer of information about the client to the “e-Cabinet”. The key information should include:

1. Individual data;

2. Queue management for applicant;

3. Conclusion and management of a contract;

5. Audit and monitoring of contract performance;

6. Ability to view, print and export the main documents and their attachments as a PDF document;

List of application programming interfaces (API) and their characteristics (both internal API for interaction between software components and external API for external interaction);

Main functional requirements for the “e-Cabinet” portal:

Portal should be implemented as a web-based cabinet system for each client, be optimized for users with visual impairments and have the following features:

* ability to register a new client in the e-Cabinet. The customer's registration form is filled in person;
* customer verification as an indicator of use of fiscal number or the series and passport number[[5]](#footnote-5);
* provide an access for an employee of the State Youth Fund to enter, register, etc. into the e-cabinet with the consent and at the request of the client;
* provide the possibility of online communication between the client and the authorized person of the State Youth Fund;
* carry out automatic screening of the application for completeness and compliance with the requirements of filling[[6]](#footnote-6);
* automatic tracking of duplicate between the main claimants and relatives[[7]](#footnote-7) - appear in the section “Applications for verification”;
* automatic tracking of the duplication of the applicant's participation in different programs (for example by the ID code the participation in another program is identified) - appear in the section “Applications for verification”;
* automatic tracking of duplication of re-participation in the same program - drop down in the section "Applications for verification";
* automatic duplicate tracking (submission of multiple application forms) in different regions of Ukraine (in different regional offices) - appear in the section “Applications for verification”;
* ability to retrieve / visualize at the individual and also at the household level - required for all sectors (options) of data, as well as the extraction of complete information by the ID code of the candidate / recipient;
* determination of the solvency of the candidate and automation of the calculation;
* have electronic cabinet options, namely: “e-Cabinet” - for individuals - candidates for state support or candidates for borrowers, or candidates for participation in other state housing programs.

Monitoring:

• Automatic informing of the candidate by sending SMS, Viber, e-mail on promotion in queue, submission of original documents;

• Receipt of funds into the account and informing the candidate of the need to submit the original documents;

• Informing the candidate about the expiry of the deadline for submission of documents;

• Keeping a candidate's activity journal (for example, how many times the candidate refused, or whether the candidate did not appear with set of documents, or whether there were changes in the family composition) and sending SMS reminders;

The e-cabinet should provide for multiple roles with different privileges, for example:

* administrator, a user account that administrates the components and creates user account;
* moderator, a user account that views information, consults, and requests changes to the data submitted through the Web application;
* user (customers and beneficiaries), an authorized user account that views information, submits and modifies own records through the Web application.

Panel “History”:

* the panel history (“Recent Activities”) should contain information about all client’s actions, changes in information or status of submissions.
* depending on the tab selected, the panel should display information related to that tab. In the “Client data” tab, the panel can display all user actions. The panel should provide feedback to the State Youth Fund.

All data received by the System from the client must be signed using the services of Bank ID, Mobile ID, e-signature, and after their moderation / verification and approval shall be signed by e-signature of the authorized person of the State Youth Fund.

The portal must be built using the latest technologies and free-to-use server software that does not require additional licensing. Licensing of the system of electronic document flow and module of crypto libraries is allowed.

The architecture of the cabinet should be built on the principle of modularity (scalability), with the possibility of adding new functional modules (not provided in advance) without further changes to the core of the system.

The software should include diagnostic tools and mechanisms for documenting accidents or errors. In the event of an accident or error in the operation of the software, the error should be recorded in the appropriate electronic journal, and the person concerned should receive a message indicating the type of error. In this case, the possibility of obtaining technical help information with different level of detail, to eliminate accidents or to correct an error should be realized.

Availability of an effective mechanism for restoring system performance in force majeure situations and others.

**Requirements for the design of the technical task:**

The document shall be developed in accordance with the requirements of the State Standard of Ukraine ISO / IEC / IEEE 15288: 2016 (ISO/IEC/IEEE 15288: 2015) “Systems Engineering and Software. Systems Life Cycle Processes" and the State Standard of Ukraine ISO/IEC/IEEE 26531:2015 "Systems and Software Development. Content management to document the lifecycle management of products, users and services."

All documents for “e-Cabinet” will be processed in Ukrainian language.

**Qualification requirements for implementers:**

An individual or legal entity with proven positive experience in designing automated information systems for at least three similar projects as references. Availability of an ISO certification will be an advantage.

Participants must provide a guarantee letter as part of their proposal that they are responsible for the content of their tender proposals and comply with the provisions of current Ukrainian legislation.

**Terms of works:**

Final product should be prepared in 150 days.

**The order of works:**

The process of developing automation tools for data processing consists of sequential execution of the following steps:

* Obtaining and analyzing general information from the Customer.
* Development of the Terms of Reference and approval by the Customer.
* Development of architecture and logic of data processing automation tools.
* Creating data processing automation tools.
* Creation of the final software product and approval by the Customer.
* Training of the Customer's personnel to work with the developed software product.
* Technical support within 1 year from the moment of signing the acts of handing over and receiving of the provided services.

**To participate in the** expression of interest**, you must submit an application in an arbitrary form, which must include:**

* Applicant information, contact details;
* A description of similar initiatives implemented;
* Summary of experts involved in the task;
* Estimation of works;
* Timeframes within which the applicant is obliged to provide services;
* No financial information are requested at this stage.

1. Submission and processing of applications, maintenance of contract execution. [↑](#footnote-ref-1)
2. This will ensure correspondence with open electronic queue options, which are published on the web-sites of regional offices of the State Youth Fund. [↑](#footnote-ref-2)
3. Mobile and Bank ID, a personal electronic identification. [↑](#footnote-ref-3)
4. Using secure public key infrastructure (PKI) technology and storing bank generated certificates on the SIM card, Mobile Bank ID enables users to login and conduct transactions using only their mobile phone and a secure PIN code of their choice, without the need for a traditional code calculator. [↑](#footnote-ref-4)
5. According to the passport mark (in the case of absence of the fiscal number by religious belief). [↑](#footnote-ref-5)
6. In case of non-compliance - application is not registered but is sent to the basket. The applicant is automatically informed on refusal of registration by the sender's address. [↑](#footnote-ref-6)
7. For example, husband and wife have provided two separate applications for registration. [↑](#footnote-ref-7)