



## Ministry of Health

### Requirement Analysis and Development of Virtual Counter Application Service at

## Ministry of Health

### Terms of Reference

**A. BACKGROUND:** Ministry of Health (MoH)'s Virtual Counter application is about the various health-related activities and services. It is used as distribution tool for providing access to MoH application for virtual counter service.

**B. OBJECTIVES:** The objectives of the assignment are to design, develop and implement a clearly structured, responsive, professional looking for virtual counter application of Ministry for Health.

### C. SCOPE

All pages of the Virtual Counter Application should be in both Dhivehi and English language.

### In general Requirement (Virtual Counter Application) shall;

- 1- The development stack must contain the following programming Languages;
  - Backend: PHP8 or later (preferably Laravel framework)
  - Front end (choice of developer)
  - MySql or MSSQL (choice of developer)
- 2- Dockerization configurations must be included in the project (for when it is needed)
- 3- Detailed Technical documentation must be submitted including but not limited to;
  - Deployment environment setup (without docker)
  - Dependencies included
  - Step by step deployment guide
  - Environment variable setup
  - Deployment guide with docked
- 4- Ministry will provide SSO Server,
- 5- The portal should be integrated to E-faas.
- 6- All services must be added with the required payment amount and required documents.



- 7- Payment options differ from service to service. Hence, the administrator must be able to modify as given in administrator requirement.
- 8- Application forms should be filled online.
- 9- The portal should be integrated to the payment portal of Ministry of Finance ([www.bandeyripay.finance.gov.mv](http://www.bandeyripay.finance.gov.mv)).
- 10- Dates should be visible for each action (For example, application submission date, document acceptance date, document routed date, document completed date.)
- 11- All documents except pictures should be submitted in one PDF form and pictures must be in JPG/PNG format.
- 12- Applicants should receive a confirmation via SMS as soon as they submit the documents.
- 13- Document status bars must be adjustable for different services.
- 14- Mobile application must be developed.
- 15- Developer must study the existing portal and consult with the users before starting the development of the virtual counter application software.
- 16- Free service and maintenance must be given for 6 months starting from the date of usage.
- 17- Developer must be providing the training to IT Staff, Administrators and Users before starting to use the software.
- 18- All aspects and content of the software of virtual counter application should be managed through a Content of Management System without code operation.
- 19- Application should have a dashboard where all the updates can be seen.

#### **4. The Following Features are Required an Application for Virtual Counter;**

##### **User Requirement**

##### **User 1: Administrator.**

- a) Administrator should be able to create give roles for Users
- b) Administrator should be able to view all applications and supporting documents
- c) Administrator should be able to create and update online forms.
- d) Administrator should be able to add new services to the portal and also update the existing services.
- e) Administrator should be able to add or update the fees of the services. In some cases, Fee is taken before starting to process the applicant's requests. Some services require



taking payment after completing the document and before handing the document to clients.

- f)** Fee for some of the service is identified after inspection.
- g)** Clients do not require paying for some services. Therefore, administrator should be able to make modification to fees of the services based on the requirement.
- h)** Administrator should be able to set the virtual counter application opening and closing hours and days for clients.
- i)** Staff must be able to login 24 hours.
- j)** Administrator must be able to update staff and customer details as well.
- k)** Administrator must be able to remove access from other staff accounts in case the staff leaves the organization.
- l)** Administrator must be able to view the payment details of the applicants.
- m)** Administrator must be able to assign staffs to departments
- n)** Administrator must be able to generate reports of the application for a selected period of time.
- o)** Administrator must be able to update the SMS template for each service separately.
- p)** A separate message option should be given to each service.
- q)** Administrator must be able to identify the history of the case starting from application submission to document approval by entering the document number or ID card number. (Dates and staff who handled the case)
- r)** Some Department/Division heads may require overseeing two departments/divisions; in this case Administrator must be able to give role of two or multiple departments to one user.

## User 2: Customer

- a)** Customer should be able to login via Efaas.
- b)** Customer should be able to fill the forms online and upload the required documents to the portal.
- c)** Customer should be able to upload additional documents if requested by office.
- d)** Customers should be able to download the relevant forms via virtual counter portal.
- e)** For each document, the application form, submitted documents and the status of the document should be visible to the customer.



- f) The Payment status of each application shall be updated to virtual counter.
- g) The customers should be able to search and filter their documents by using the department name or the document number.
- h) If a document is rejected, the customer should be able to view the reject reason from the portal.
- i) Customers should be able to view the total amount which they need to pay in order to get their documents processed.
- j) Customers should be able to view the payment receipts once the payments are done.
- k) Customer should get a text message if the document is completed or rejected.

### **User 3: Counter Staffs**

- a) Counter Staff should be able to login via Efaas.
- b) Counter Staff should be able to view / accept /Reject the documents of all the departments
- c) Counter staffs should be able to route a document to departments.
- d) Counter Staff should be able to search and filter the documents based on document number/ department name, Clients Name, ID Card Number/Passport Number.
- e) Counter staff should be able to view the document status and the name of the staff handling the document.
- f) Counter Staff should be able to view the payment status of the document.
- g) Counter Staff should be able to view the customer contact details for each document.
- h) Counter staffs must be able to view the payment receipts once the payments are done.

### **User 4: Department/Division Staffs**

- a) Department/Division Staff should be able to login via Efaas.
- b) Department/Division Staff should be able to view the documents uploaded to the assigned department.
- c) Department/Division Staff should be able to accept and reject the documents along with a reject reason.
- d) Department/Division Staff should be able to view the customer's name and contact details since the department staff may have to contact to the customer directly regarding the document.
- e) Department/Division Staff should be able to update the status of the document.



- f) Department/Division Staff should be able to upload the completed documents to the portal if necessary.
- g) Department/Division Staffs should be able to generate daily reports on the received documents/approved documents/rejected documents for the day, week or month (for a selected period of time).
- h) Department/Division Staff should be able to route documents to other departments if it is not relevant to the department.
- i) Department/Division Staff should be able to search filter the the documents related to his/her own department based on the service/document number, Clients Name, ID card Number/Passport Number.
- j) If necessary, department/division Staff should be able to add fees like fines to the total amount which the customer needs to pay.
- k) Department/Division staffs must be able to view the payment receipts once the payments are done.

**5. Home Screen shall contain, be linked, but is not limited to;**

- a) User friendly navigation bar
- b) Contacts for MoH and related information
- c) Attractive banner
- e) Publications and standards
- f) Countdown timer
- h) Laws and regulations

**Modules Breakdown**

Administrative Dashboard

**Users Management**

1. Administrative user must be able to list all users registered (logged in via SSO server)
2. Administrative user must be able to update user current address, contact and email.
3. Basic user information (name, id card number, permanent address) cannot be edited.
4. Administrative user must be able to update basic user information (by fetching information from SSO server)
5. Administrative user must be able to filter users.
6. Administrative user must be able to search user on name, id card number, contact, email



## Applications Management

1. List all incoming applications
2. View details of all incoming applications
3. Update incoming applications
4. Change status of application
5. Trigger payment notification (where applicable)

## Application Status

**Pending:** application submitted and no action taken by office

**Incomplete:** Details of application is incomplete or required document is missing (Administrative user must provide a comment on the application before rejecting, which is available for applicant)

**Accepted:** Application documents and details verified and accepted for processing.

**Rejected:** Application cannot be processed and hence rejected.

**Awaiting Payment:** Application can be accepted and processed. User needs to pay administrative fees.

**Processed:** Application processing complete and no further action needed.

## Upon Changing application Status

When application is accepted, an application queue token must be assigned to the application showing number of applications ahead of the application in the assigned department.

## Applications configuration

1. Administrative user must be able to fix administrative fees for each application separately
2. Update detail of application along with the list of supporting documents and process.
3. Update a workflow of application processing process which contains details of supporting documents as well



## **Customer Dashboard**

### **Application Submission**

- See available services
- Search through services
- Apply for a service
- List Services previously applied
- View details of applied service
- View status of applied client
- Take action on the applied service
- Attach a note (comment) to the applied application to be visible to administrative user

### **Applied Application detail**

- Withdraw application
- Comment on the application and view comments by administrative users from MoH
- Application Processing Que number including number of applications ahead and expected completion date

### **Available service**

- Must include a small detail of what the service is and what are the required documents for the given service (to be configured by administrative user)
- Workflow of given application must be available.

## **User Feature**

### **Update profile**

- All users should be able to update current address of the user.
- All users should be able to view details of profile available

## **D. DELIVERABLES**

1. The developer is expected to do a thorough requirement analyzing an application for virtual counter and provide a work plan for its development within 15 days from



- contract signing. The completed Virtual Counter Application should be handed over to MoH within 65 days
2. The developer is expected to provide a Virtual Counter Application template within 20 days from the signing of contract, and obtain approval from MoH before proceeding
  3. On approval of design ‘Virtual Counter Application’ template by MoH, development shall commence immediately;
  4. Weekly progress meetings shall be conducted with the focal point appointed by MoH after commencement of development.
  5. User testing shall be carried out in collaboration with the focal point appointed by MoH after development.
  6. The developer shall conduct a training session for selected users.
  7. The developer shall provide bug fixing support for a period of six (6) months from the time the “Virtual Counter Application” software is handed over to MoH.
  8. Developer should develop “Stand Operating Procedure” SOP document for the application.

## **CLIENT’S RESPONSIBILITIES**

1. MoH shall provide editable content in both Dhivehi and English language at the time the Design ‘Virtual Counter Application’ template is approved.
2. MoH shall provide access to the hosting space to the developer at the time the Design ‘Virtual Counter Application’ template is approved.

## **ELIGIBILITY**

The following are considered to be as eligibility criteria with documented proof for this project;

- Minimum academic qualification of Level 5 standard approved by Maldives Qualifications Authority in the field of Information Technology, Software Engineering, Computer Sciences’ or relevant field.
- Developer or firm should have delivered at least two software development projects.

## **Added Advantage**

- Framework would be an added advantage;





- Technical knowledge on emerging internet technology and trends would be an added advantage;
- Working knowledge of security technologies would be an added advantage;
- Ability to deliver results based on agreed deadlines

### **Marking Criteria**

1. Price – 60% (Quotation with the lowest price will be awarded the highest point and for the rest, points would be awarded by (ratio))
2. Qualification in relevant field – Total 20% marks includes: -
  - Diploma –5%,
  - Degree – 10%,
  - Masters – 20%
3. Experience – 20% ‘Experience in software development’ (Each experience letter would be counted as 5%)

**(Please assure that if the below documents are not submitted the bid will be disqualified)**

### **Required Documents for (Individual)**

1. ID copy
2. Qualifications (Certificates)
3. Curriculum Vita (CV) of the Developer
4. Experience Letter
5. Quotation

### **4-Firm**

1. CV
2. Qualification (certificates)
3. Commitment letter of the Developer /Developers
4. Experience letters
5. ID card copy
6. Company registration copy
5. GST registration copy (if registered)
6. SME registration copy
7. Tax clearance report (3 months from the date of submission)
8. Quotation