

Be Healthy QC Web-Based Trail Map and Mobile Application – Questions and Answers

Updated 05/15/2015

Q1. Does the project timeline have any flexibility?

A1. *We will need to have a functioning web-based trails map and either responsive website or mobile app(s) (see Questions 9 and 47) by September 30, 2015.*

Q2. Is there a maximum budget we should work within?

A2. *We would like consultants to provide costs for all required and optional items in the RFP.*

Q3. Will the QCHI Be Healthy Marketing and Branding Committee execute the marketing strategy or will the selected consultant be involved?

A3. *The selected consultant will work in parallel with the Be Healthy QC Marketing and Branding Committee to provide a design for the website and mobile app that is cohesive with the branding strategy developed by the Be Healthy QC Marketing and Branding Committee. Marketing activities will be carried out by the Be Healthy QC Marketing and Branding Committee.*

Q4. Do you have a sitemap in mind for the website or an idea of the number of pages to be included?

A4. *This has not yet been determined. The site should be fairly simple to start and built to be scalable via a CMS with the ability to add/delete pages.*

Q5. Will the website and mobile app have essentially the same information, but displayed on different platforms or will the website serve another purpose?

A5. *The website and mobile app will have the same information.*

Q6. Can the CMS be proprietary?

A6. *We are open to a proprietary CMS and will discuss this with the selected vendor.*

Q7. Are you open to a fee for the CMS?

A7. *Yes.*

Q8. Are you open to a fee for hosting?

A8. *Yes.*

Q9. Are you open to a responsive website?

A9. *Yes.*

Q10. Approximately how many unique trails, trail networks, or suggested walks/bike rides currently exist in the focus area?

A10. *Please see the attached trail map.*

Q11. Would each one of these trails warrant a unique PDF map? Are there places where trails would logically be lumped together into for the purposes of custom map development?

A11. *Please see the attached map. We would like the maps for each "named" trail. Each map should be a legible scale, so they may need to be broken into several maps. The development of PDF maps are optional.*

Q12. Approximately how many trail managers and/or land owners are responsible for stewarding area trail systems?

A12. *We will develop partnerships with five cities in the region to maintain the trails data in the interactive website, in addition to Bi-State staff.*

Q13. How is the number of trail experiences expected to increase in one year? Five years?

A13. *As segments of the trail systems are improved and sections completed, the trail geography and maps will be updated by partners/Bi-State staff.*

Q14. Is it envisioned that trail managers will need to maintain their postings over time within the CMS, or will BSRC serve as a system moderator for all content updates? Or could it be a combination of the two with trail managers handling textual updates and BSRC handling spatial data updates?

A14. *Both the trail managers and Bi-State staff will be responsible for the spatial data updates as well as the text updates.*

Q15. "Tools to gather user data..." (page 4) and "Tools to capture and track user data..."(Page 5) suggest similar functionality specs. Can you clarify whether or not this element is Required or Optional, or if there is a different intention?

A15. *This feature represents the same functionality. It is preferred, if technology makes it possible, because it helps us track the performance of this tool, but we would like this listed as an optional feature.*

Q16. Please elaborate on the rationale for tying in the USGS National Grid System into the final application? (Optional Tasks)

A16. *Use of the USGS National Grid System (USNG) is optional at this time as a layer that could be turned on or off, and a user's USNG location could be identified via GPS capabilities on the user's mobile device and the USNG information within the website/app.*

Q17. How do you envision using QR Codes? (Optional Tasks)

A17. *Please waive this optional task. We will implement QR Codes if deemed desirable.*

Q18. Would it be permissible to deliver training and full documentation after the September 20, 2015 go live data for the final product?

A18. *Yes, because of the collapsed timeframe.*

Q19. Do we need to show realtime data of track time, distance, elevation, and average speed?

A19. *This is preferred, but optional for realtime.*

Q20. (Reports) Do we need any reports?

A20. *For the site administrators, reports with site/app statistics such as user device, location, time, and IP address will be useful (required). For the user, reports with user time, distance, elevation, and average speed on trails will be useful (optional).*

- Q21. (Other Technical Queries) Do we need to show the map be in 2D or 3D or both?**
A21. *2D maps are required at this time; 3D maps may be a future enhancement to the site.*
- Q22. List of validations, rules, etc. while uploading any content (photo, text).**
A22. *This will be developed at a later date.*
- Q23. What are the user roles that needs to be handled?**
A23. *We are open to suggestions from the consultant.*
- Q24. What are the authorization and authentication requirement?**
A24. *We suggest the website/app is built in a secure environment to accept member logins/accounts, since user data will be need to be in a secure environment.*
- Q25. What will be the format of incoming data for the mobile app (xml, json)?**
A25. *We suggest json.*
- Q26. Which iOS version needs to be supported?**
A26. *iOS8 or current mobile OS, but open to suggestions.*
- Q27. Which android version needs to be supported?**
A27. *Android 5 or current mobile OS, but open to suggestions.*
- Q28. What type of reporting and analytics on user data, devices, etc. needs to be collected?**
A28. *User device, location, time, and IP address. User time, distance, elevation, and average speed on trails.*
- Q29. Will there be any paid features? In app purchase needed? Any payment gateway to be added?**
A29. *None are anticipated at this time.*
- Q30. Does the mobile app need to access offline content?**
A30. *Yes, in order to mitigate the need for online access in remote areas.*
- Q31. Does the app need to be multilingual?**
A31. *No, English is the only required language at this time.*
- Q32. Technology to be used for web application.**
A32. *Please elaborate. We are open to suggestions.*
- Q33. (Staffing) Would you be okay if the vendor performs some portion of the project from offshore/offsite locations?**
A33. *Preference will be given to vendors performing all work in the United States or Canada.*
- Q34. (Requirements) Beyond this RFP, do you have any additional requirement documents that you can share?**
A34. *A map showing the trails is attached.*

Q35. (Support and Maintenance Requirements) Please specify the anticipated Post-Production Support and Maintenance timelines (e.g. 8x5 support for 6 months). Or would you maintain the website on your own?

A35. *We hope to work with the selected vendor to develop a support and maintenance plan and develop sustainability planning for the website.*

Q36. (UAT) How much time do you anticipate for conducting User Acceptance Testing (e.g. 4 weeks)?

A36. *Please see page 2 of the RFP, 5. Scope of Services for the project schedule.*

Q37. (Tools) Are there any specific tools for project management, defect management, and testing that BSRC already has, and would like the vendor to use while executing the project? e.g.: HP Quality Center, Bugzilla, JIRA, Asana, etc.

A37. *We do not have any project management tools in place.*

Q38. (Security) Please specific the Security Requirements for the new website. Would you be using a third party for conducting security testing before the new website goes live?

A38. *We are open to security testing suggestions.*

Q39. (Security) Would you require SSL certificates for your website? If yes, would the vendor be responsible for procuring them?

A39. *None are anticipated at this time.*

Q40. (Security) Would any of the data/content on the website be restricted by U.S. Export Control requirements (i.e. it can only be handled by U.S. citizens)? If yes, please provide some details.

A40. *None is anticipated at this time.*

Q41. (Performance Requirements) What kind of user base would be there for this application (numbers, locations, Hit-rate on site etc.), and what would be performance benchmarks/requirements, if any?

A41. *No requirements for a benchmark at this time.*

Q42. (Disaster Recovery and High Availability Requirements) Please elaborate if you have any specific DR and HA requirements.

A42. *We would expect 99.9% uptime and the site/app to be backed up.*

Q43. (ADA/508 compliance) Please elaborate if you have any specific 508/ADA requirements.

A43. *Adherence to Section 508/ADA requirements preferred, but not required.*

Q44. (Internationalization) Does new site need to be a multi-lingual one?

A44. *No, English is the only required language at this time.*

Q45. (E-mail Notifications) Do you require any e-mail notifications to be sent from the website? If yes, do you already have an SMTP provider that we can use, or would you like us to suggest and provision an alternate vendor (e.g. SendGrid)?

A45. *Not required at this time.*

- Q46. (Data/Content Migration) Is there any pre-existing site data that would entail a migration effort to the new website/app?**
- A46. *No.*
- Q47. (Mobile Design) Do you want a separate mobile version of the site with limited/specific content or should the whole site be mobile responsive?**
- A47. *It is up to the consultant to suggest the best solution for the best end result given the timeframe. We are open to different scenarios for completing the scope of the project.*
- Q48. (Mobile Design) How much of the website functionality must be mirrored on the mobile app?"**
- A48. *Please see Q47.*
- Q49. (Mobile Design) What would be the differences in user experience between the website and the mobile app?**
- A49. *Please see Q47.*
- Q50. (Mobile Design) Is there a specific requirement to build the mobile apps natively via iOS (Objective C) and/or Android (Java)? Or would it be advisable to build a "build once, compile many" app via Titanium framework or PhoneGap?**
- A50. *Please see Q47.*
- Q51. (Drupal 8) Is future migration to Drupal 8 a concern?**
- A51. *If using open source CMS we would like the site to be designed using the latest version platform of the suggested CMS.*
- Q52. (Search) Will ApacheSolr be a contender for the search technology component?**
- A52. *We are open to suggestions; please provide examples and rationale, if applicable.*
- Q53. (Data Storage) Is the ultimate data store going to be a relational database via MySQL, PostGresSQL, etc?**
- A53. *We are open to suggestions; please provide examples and rationale, if applicable.*
- Q54. (General) Do we have access to technical documentation outlining specific RESTful actions that are to be exposed to the Mobile app?**
- A54. *We are open to determining this with the selected consultant.*
- Q55. (General) Will there exist a multi-site architecture that will call for multiple applications to use the same codebase, but point to separate individual databases?**
- A55. *Unsure at this time.*
- Q56. (Authentication) How would the internal users authenticate into the new website (e.g. via Active Directory)?**
- A56. *This will depend on the final solution for the website architecture. We are open to suggestions.*

- Q57. (Social Media) Aside from the social share aspects, are there any other third party APIs that will need to be incorporated?**
A57. *We are open to suggestions; please provide examples and rationale, if applicable.*
- Q58. Are there any specific encryption requirement for the data to be stored on the device?**
A58. *No requirements at this time. We are open to suggestions.*
- Q59. What range of smart phones is intended to be used by the app – only high-end smart phones, mid or low-end smart phones? If possible, please provide list of devices.**
A59. *The app should be designed for mid to high end smartphones. We expect the vendor to conduct proper research for suggested devices.*
- Q60. We assume that few of the modules would require direct web access meaning a web page would be shown inside the app, would it be possible to list down these modules?**
A60. *Direct web access should not be assumed. We are open to the possibility of integrating content via download/update. Access to offline content is a consideration (see Question #30).*
- Q61. What kind of authentication mechanism would be used by the mobile app?**
A61. *We would like the vendor to offer suggestions.*
- Q62. Are there any requirements to develop Bluetooth integration with fitness devices i.e. fit bit, Nike fuel band etc.?**
A62. *Bluetooth integration with exercise devices would be preferred. This can also be considered a future enhancement.*
- Q63. Are there any modules or functionalities that should work in offline mode? If yes, please provide the list of such modules.**
A63. *See Questions 30 and 61.*
- Q64. We assume, all activities performed on mobile app would be synced with website. Is our assumption correct?**
A64. *Please do not assume that ALL activities will be synced. This will be discussed further with vendor.*
- Q65. We assume that optional requirements would not be considered in the first phase of development. Is our assumption true?**
A65. *Optional requirements may be considered in the first phase.*
- Q66. Are there any requirements to use a mobile analytic framework to track application usages?**
A66. *We would like to track the usage of the application. We are open to discussion with the vendor on the best way to achieve this.*
- Q67. It states in the RFP that you would like 5 hard copies, do they need to be to you by May 18 or post marked by May 18th.**
A67. *An electronic version of your proposal should be submitted to: Lisa J. Miller, Data/GIS Director, via e-mail, lmiller@bistateonline.org by 4:30 p.m. CST, May 18, 2015. Five (5) hard copies and*

one (1) electronic copy (CD or DVD) should be submitted to our office by 4:30 p.m. CST, May 19, 2015.