Request for Proposals (RFP) No. ITS-002 23 Questions and Answers

No.	Question	Response
1	Can you please elaborate on what the two phases of the application's development entail, and what the timelines will be (i.e., will the two phases overlap?)?	Phase 1 will Include app design based on community and committee input. Phase 2 will include ap development. The entire project should be completed before May 31, 2023.
2	For Phase 1, what are the guidelines for what constitutes "community input" (e.g., number of people talked to, guidelines for engaging with community, etc.)?	The community input will include few surveys and BPHC facilitated community meeting. The vendor will be involved in creating surveys and will be involved in community meeting Q&A sessions.
3	Does BPHC use any existing channels for "community input"? If so, what are they?	Yes, Zoom meetings and Surveys.
4	What is the expected traffic and expected uptime of the mobile application?	BPHC and the vendor will discuss the expected traffic and uptime of the mobile application during BPHC Technical Committee discussions.
5	What is the user acquisition campaign and are there target download or usage metrics?	At this time BPHC does not have a user acquisition campaign or target download or usage metrics. However, BPHC will discuss this with the vendor for guidance and recommendations during Phase 1.
6	Would BPHC consider a hybrid resource model (mix of US based and offshore resources) to deliver the project where the primary project management and communication will be led by US based resources and offshore team would provide required development support is acceptable. Please confirm? a) Can the development work be executed remotely, please confirm?	BPHC would not prefer Hybrid resource model. BPHC typically prefer US based developers.
7	As per the RFP, for the execution of the project, BHPC has inclination towards waterfall model. Instead of waterfall model, is BHPC open to Hybrid (Agile) Model for the execution of the project? Please Confirm?	BPHC is only interested in the waterfall model.

8	As per the RFP, section scope of work #Page 6, it is stated that " the development team will quickly gather the functional requirements, subject matter resources (including branding materials and visual design elements).
	    a) Does the functional requirements includes BRD/FRD documentation as well? Please Confirm?
	    b) Please list all of the activities that is required by vendor to perform for branding and visual design elements.
		a) Yes, it includes both.
		b) Branding and Visual design elements will be based on Committee, community, and resident input. BPHC cannot provide upfront activities as it could change based on the feedback from the committee and community input.

9	As per the RFP, The first phase of this project is to Solicit Community Input, Identify Features and Functionality, Organize and Assemble Content involving meeting with potential end users of the mobile application. Can BHPC explain in details the process of solicitation and steps involved.
	   a) Will the features/functionality based upon the certain survey's conducted?
	   b) Who will conduct those surveys?
	   c) Does BPHC expect to conduct surveys or organize & assemble the information will be based on the requirement gathering sessions by the vendor?
		a) Yes, the features and functionality are based on surveys and feedback from Zoom meetings with the community/resident and committee.
		b) BPHC will facilitate the meeting and the Vendor will conduct the surveys and the feedback sessions.
		c) Yes.

10	Please confirm any implementation timeline BPHC has established for the first phase and second phase of the mobile project to launch the application.	Since the deadline to complete and launch the mobile app in the app store is on or before May 31, 2023. The vendor should provide BPHC with timelines for each phase to be completed.
11	HIPAA Compliance - We assume the audit for HIPPA compliance will be taken care of by BPHC. Please confirm. a) Will there be any training organized by BPHC for compliance?	The vendor should have knowledge of HIPAA compliance laws and must make sure that the application is developed with compliance in mind.
12	The budget is not clarified by the BPHC. Will the proposed budget is inclusive of designing of the mobile app for Android & iOS and providing Post implementation support or vendor need to provide additional cost for the same. Please suggest.	Yes, The vendor proposal should have two sections. The first section should include the design, development, launch of the app, and Admin portal. The section must include the annual post-implementation maintenance support cost.

13	As understood, BPHC is looking forward to UI/UX designing of the proposed mobile app from the vendor.
	   a) Can BPHC list in detail what all activities are required for e.g., wireframing, UX designing of the mobile app, user journey mapping, etc., and does BPHC have any preference of design tools such as Figma or Adobe XD, etc.?
	   b) Will there be different designs for Android vs iOS and Tablets vs. Phones?
		a) The vendor should include all the steps and activities based on their app development experience including wireframing, UX designing of the mobile app, user journey mapping, etc.
		b) The design should be the same for Android and IOS. However, the admin portal which will be a three-tier application will have a different design.

14	What languages will be supported inside the app, please provide a list. Also, who will manage the translation of the content inside the app?	The app will support multiple languages such as English; Español (Spanish); Kreyòl ayisyen (Haitian Creole); 繁體中文 (Traditional Chinese); 简体中文 (Simplified Chinese); Tiếng Việt (Vietnamese);Русский (Russian); kriolu (Cape Verdean Creole);العربية (Arabic); Português (Brazilian Portuguese);Français (French). BPHC will manage the content inside the app.
15	If any subcontractor is used, it is mandatory for them to be Certified Minority Business	a) It is not mandatory for any contractor or sub-contractor to be a Certified Minority Business Enterprise/Women's Business Enterprise vendor.

	Enterprise/Women's Business Enterprise vendor or VOSB Certified as well? Please Confirm? a) If yes, is there any specific goal requirements to be met for any of the categories i.e. Minority Business Enterprise/Women's Business Enterprise vendor or VOSB.	
16	Are there specific devices that the application must be tested on? If yes, please provide details on the make/model of the devices.	BPHC does not specify any size devices to be tested. However, BPHC recommends that the vendor may test on Apple iPhone 4.7, 5.5, 6.1, and 6.5-inch sizes; Apple iPad 12.9, 11, and 10.9-inch sizes; Android Phone Devices: 5, 5.1, 5.5,5.7, 6.0, 6.3-inch sizes; Android Tablets: 5, 7, 9, 10, 13 size inches. BPHC does not have any choices on make and model.
17	Does BPHC already have the QA and Staging environments for API development?	BPHC does not have any QA and Staging environment for API development. However, BPHC will take vendor recommendations to build the environment.
18	Does BPHC expect vendor to provide L2 & L3 support? We are assuming the L1 support would be handled by City itself. Please confirm?	Yes, BPHC expects the vendor to provide L2 and L3 support. L1 support would be provided by BPHC.
19	We understand BPHC expects technical support during the business hours not 24X7? Please confirm.	BPHC is looking for 24/7 support.
20	Does BPHC wants to leverage any COTS based solution, for the development of the mobile application? Please Confirm? a) Or BPHC prefers custom app development for both Android & iOS?	a) BPHC will review both solutions - COTS-based or Custom based solutions before BPHC can make a determination.
21	Will BPHC provide the stock Images or videos (if/where applicable) or should this be considered as part of our proposal?	The vendor should provide stock images and or video and it should be part of the proposal.
22	Please specify the preferred mobile framework, if any for hybrid development (Ionic, React Native, Flutter))? Do you prefer the app to be developed in Flutter or using Native code?	BPHC does not have any preference. The vendor should provide recommendations to BPHC based on the pros and cons.
23	Will the mobile app support portrait/landscape orientations?	Both
24	In the RFP, app maintenance expectations are not mentioned. Please share what all activities, you are looking for in the app maintenance.	Emergency Maintenance: There could be an unexpected or emergency situation that reveals the nature of the problems—the issues or errors would be sudden, unpredictable, and unexpected. To deal with miss happenings, the vendor needs to provide an immediate solution to avoid any hassle and give a seamless experience. Perfective Maintenance: With the latest mobile app features and functionalities, the vendor will witness the changing users' requirements and needs. It would make sense to proactively accept user's feedback and take proper care of function updates in the source code, offering a

| | | perfect user experience.

Adaptive maintenance includes the tracking of required changes in the application to keep it updated as per the trend. The vendor may need to make adjustments in a working environment like a hardware, operating system or software environment that could leave an impact on the operation of the application.

Preventive maintenance implies the intervention or elimination of the occurrence of errors. The vendor should focus on reducing the complexity of the application and improving the maintainability factor through code restructuring, code optimization, and documentation updating.

Corrective Maintenance: The vendor will take care of the modifications, bugs, and defects in the functions of the application. The maintenance also includes errors related to application logic, design, and coding.

New Feature Updates: The vendor should constantly monitor and check out the improvement areas. As it is a great approach to implementing new features in the app.

User Interface (UI) Updated: As per the latest trends and user demand. the vendor must update the app with a unique user interface.

Monitoring Performance: Performance is the key! The vendor should monitor the performance of the app and remove any responsiveness issues or bugs if they occur. Issues like slow loading speed and less responsiveness may degrade the app's performance which leads to fewer user engagements. |
|---|---|---|
| 25 | Are there documentation requirements that must be met for the application, processes, and/or technical requirements? | The vendor should provide design and technical app development documentation at the end of the project. |
| 26 | Do you have preferred tools for managing the software development process?
   a) Jira? Microsoft TFS? Git? | a) The vendor should provide recommendations and also discuss them with the BPHC technical team before selecting the tool. |
| 27 | In addition to being downloadable as an iOS and android app from their respective stores i.e apple store and play store, is there an expectation that the front-end user will be able to access as a web app? | BPHC will not be offering the web app for front-end users. |
| 28 | Is there any preference for a push notification service? For ex- One-Signal, Firebase. | No Preference. The vendor should recommend the push notification service to the BPHC Technical Team. |
| 29 | For the end-users, the same features shall be available as a webapp? or only a mobile app? | Mobile app. |

30	Is the Web View for Admin only or other authorized roles as well?	The Admin Portal which will include Authorized roles will have a web view version
31	Please provide more details on the expectations about deployment platforms, including vendor responsibilities related to publishing and final deployment.	BPHC expects the vendors to have experience in the public sector, especially in healthcare for mobile application deployment.
32	What specific content is expected to be captured and stored and served by the backend? (Like articles, directory, etc.)	This will be discussed with the vendor after community and committee input.
33	Is there any technology preference for the front-end mobile application? Native? Or flutter?	Native
34	Does the proposed App include any Interactive Map functionality? If yes, a) What kind of interaction do you want inside the MAP? b) Is there any preference for the Map, for example, Google Map, TomTom, ArcGIS, Mapbox, Bing? c) What is meant by proximity? Please mention more details on the destination from which the map will be linked.	a) Search nearest Covid-19 vaccination/testing sites and driving directions based on zip code and or user's home address. b) BPHC does not have a preference. However, the vendor should provide map features recommendations to BPHC technical committee based on ArcGIS, Good Map, and TomTom. c) BPHC will discuss the proximity during the phase 1 technical committee discussion.
35	Is there a preferred framework for the backend/admin and CMS? (Wordpress? .net core?)	BPHC does not have a preference. However, would be interested in .net core.
36	Apart from the backend (CMS) the vendor is proposing, do you have any additional content sources from which the mobile application should display content links to?	At this time, BPHC does not have additional content sources from the mobile application. However, the content source will be provided to the vendor after BPHC technical committee discussion and recommendations.
37	Internationalization: Do you want multilanguage support for the Admins and Users? Is multi-language support expected in the backend CMS as well for admin users, or is it just for frontend mobile app.	No multi-language support need for the Admin portal. Multi-language support is only needed for front-end users.
38	Is multi-language support expected for frontend form inputs as well?	Yes
39	How many/which languages are expected? Is this for admin pages as well?	Answer provided in question 14.
40	What features would be available in offline mode?	Will be based on community and committee discussion and feedback.
41	What all google/apple analytics services does BPHC wants to leverage? Also, is BPHC open to alternative analytics platforms such as (e.g. firebase)? Please Confirm.	BPHC will be open to any analytics platform based on technical committee discussions.
42	Is the May 31, 2023, deadline for Phase 1 and Phase 2 both, or just for the Phase 1 Requirements? Please Confirm.	The entire project needs to be completed on or before May 31 with any pending issues to be resolved before June 15th, 2023.
43	Is there any available requirement specifications document that outlines the detailed functional requirements (BRD/FRD) of the application?	Not Available.

44	is there an existing application that would be emulated? (Existing examples?)	Yes, similar to MyDataHelps app for Say Yes to COVID-19 Test App - https://apps.apple.com/us/app/mydatahelps/id1286789190
45	What type of alert do you want in the application? a) Will it be a simple push notification (Text Notification) to the user? b) If not, then please provide what type/kind of notification will be pushed to the user? c) How will these alerts be pushed to the users, will there be any interface for the same on the web?	a) The end user should be able to choose their notification preference such as text notification, push notification, and email. b) N/A c) The Vendor should provide a solution for alerts to be pushed from the Admin portal and also the end-user should be able to choose notifications preferences based on mobile app settings.
46	On the frontend, gathering input: how is the system expecting to respond to that information?	To be discussed with the vendor during technical committee discussions.
47	Is there an existing style guide to be leveraged for the initial design?	BPHC will discuss the design with the vendor based on phase 1 feedback.
48	Are the form questions to be displayed on the mobile application curated? is the form pre-defined (fixed) or will the admin determine form pathways? How often will these paths be changed?	BPHC will discuss the design and technical requirements with the vendor based on phase 1 feedback.
49	Should the questions respond dynamically based on inputs?	Yes
50	What level of ADA compliance is required for the proposed app?	The vendor must comply with all requirements of WCAG 2.0 for mobile apps.
51	Do you have any existing database from which the mobile application is expected to pull data from?	No. The vendor must design and develop the database in the BPHC Azure cloud environment for this project.
52	Would you need help with hosting the backend on your Azure platform? or will your IT department be responsible for this?	The vendor will develop an deploy the backend on the BPHC Azure platform.
53	Will your IT department provide the Development, Staging, UAT servers on Azure for the backend platform?	BPHC can provide Development, Staging, UAT servers on Azure.
54	On the Front-End Interface, once a form gather input from residents regarding covid-19 symptoms - what is the expected workflow after that? what resulting screen should be shown to the frontend user and how should the backend process the form information?	BPHC will discuss the design and technical requirements with the vendor based on phase 1 feedback.
55	Can you elaborate on "Real-time information on testing and vaccine information."? what is the system expected to display?	The Real-time information on testing and vaccine information means locations, and time information for special Covid-19 sites will be provided by the BPHC staff to the mobile app through the Admin web portal.
56	Can you elaborate on "Real-time information on treatment protocols."? what is the system expected to display?	Real-time information on various treatment protocols for Covid-19. e.g. Covid-19 vaccinations, and oral medications for Covid-19.
57	How many admin user roles are expected to be there? Can you please briefly name them and their privileges?	BPHC will provide this information to the vendor based on the Phase 1 technical committee discussion.

58	When you say, "Administrators should be able to edit or update app features and front-end interface." - is the expectation that the backend drives content or even the feature set? Can you give some examples of the expectation so that we have clarity?	Administrator will not be required to edit or update app features and front-end interface. However, vendor input and recommendations will be welcomed.
59	"The developers will be responsible for creating several back-end functions to support the front-end and administrative users noted above." - is there any specific set of features identified for this project as of now? If so, can you please name those features?	At this time there is no specific set of features identified for this project. This will be discussed during the phase 1 discussion.
60	Is any data passing back and forth from frontend to backend (or even data at rest) sensitive? if there any encryption requirement for the data?	Yes, end-user personal information data will be passed back and forth from the front-end to the back-end and all data transmission needs to be encrypted.
61	For the proposed app, is there any data related or area wise restrictions or one application for whole city for the end users and application shall be accessible for the US Only region?	The app should have area restrictions to the City of Boston limits. BPHC will provide City map, neighborhoods and zip code data to the vendor.
62	How many times can the end users can check the data on the app? a) Are there any limitations/ restrictions? If yes, then up to how many times? b) What would be the result if the limit of checking/validation gets exhausted?	a) There are no limitations. b) There are no limitations.
63	Is the administrator allowed to check the data whole data of the end-users (including the details like there name, address, and report results) or the administrator/authorized roles are only able to check the number of positive and negative cases within a range?	Yes, the administrators are allowed to check the entire data of the end-users. However, there should be two or three roles-based permission accounts as well.
64	Are we publishing the data publicly or one-on - one (personal to every individual)	No data will be published publicly. However, there should be one analytical dashboard for BPHC use only.
65	Do any emergency medical authorities will have the access to the app data for the purpose of treatment and safety regulations?	No
66	Are there any medical tele-assistance provided to the Covid -19 positive or symptomatic patient through the application?	No
67	For the end users to ask questions, will there any pre-defined set of questions (like FAQ's) or live-chat assistance (Through a chatbot). Please Confirm?	FAQ only
68	The proposed app shall be compatible with which version of Android and iOS? And what would be minimum OS Version for Android & iOS app to work on?	BPHC will consider vendor recommendations regarding app compatibility for the Android and IOS versions.
69	What would be the end-user login flow to the mobile application? Please Clarify.	The end-user would need to create an app login using the registration process on the app. The in-depth details will be

		shared during the phase 1 discussion. In addition, The end-user will use the email address as their login information. In addition, there should be MFA security for login. Once login is created. The end-user should be able to navigate the app and provide personal information in the profile section of the app.
70	For how many users should we consider the training to be provided?	Approximately 10 staff members.
71	Do you have any specific expectations in training like video tutorials, remote training sessions before UAT / launch, developer training, etc.?	No specific expectations yet. However, BPHC will be able to discuss this with the vendor during the phase 1 discussion.
72	Do you prefer onsite training or virtual training? Should vendors include anticipated travel costs in our budgets?	Virtual Training and maybe a couple of on-prem training.
73	We would like to request to allow the proposal to be submitted on email as the primary option and sealed submission as secondary.	BPHC cannot change RFP guidelines. The vendor must follow the RFP guidelines regarding submission of bid.