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2011 Crystal Drive
Floor 10
Arlington, VA 22202

Tel: 202.350.6700
Fax: 202.350.6701
www.IFES.org

INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS

Questions and Answers for Libya local RFQ/17/011

Software Development

Question 1: What are the new deadlines for proposal submission and questions?

Answer: The new deadlines are as below:

Questions Due:	June 16, 2017, 5 PM Tripoli time
Answers from IFES:	June 21, 2017
RFQ Closes – Responses Due:	July 9, 2017, 5 PM Tripoli time

Question 2: Where is the solution supposed to be hosted? And should we propose a hosting as part of our proposal?

Answer: Interested bidders should propose a secure, reliable, and efficient hosting plan.

Question 3: Do we have the option to custom develop the mobile app backend solution using the technology of our choice?

Answer: Yes. Please note that it is strongly recommended that you use open-source technologies whenever possible.

Question 4: Do you have any preference on the open source ready solution that we should use and customize?

Answer: No, IFES does not have a preference.

Question 5: In the RFQ there is no mention for hosting and backend servers, will it be provided by IFES?

Answer: No, the hosting and backend servers must be provided by the company and included in the proposed budget. IFES will not provide hosting.

Question 6: *“Performance: The software response time should not exceed 5 seconds”*. This will depend on the server the client provides. The server must be with good configuration. Please confirm.

Answer: The hosting server must be selected, paid for and tested by the selected vendor, based on the technology used.

Question 7: *“IFES shall not be subject to any future additional costs related to the use, maintenance, or extension of the app and web platform”*. There will be some recurring costs such as Apple Developer Program fee, Website Hosting, etc. Will these annual charges be covered by the client?

Answer: No, the company should cover Apple Development Program, web hosting, and any other recurring payments for one year from the date of service completion. After that, the company will hand ownership over to IFES. The company should create new accounts, whenever relevant, and not use the company’s existing accounts in order to make the hand over process easy by giving the login credentials to IFES.

Question 8: *“There shall be no time or usage limitation on third party products or libraries the Vendor chooses to employ, IFES should not be subject to any license costs. Provision of licenses and sources codes must guarantee that the IFES is able to ensure independent”*. Will third Party services be purchased by client (for example: commercial push notification service)?

Answer: The company must implement the project completely, and cover the cost of all the needed services and subscriptions (including mobile app push notifications, if that requires additional cost).

Question 9: *“The Vendor will work closely with IFES on installing the primitive courses (democracy workouts)”*. Does this mean vendor will work on that onsite?

Answer: No. IFES will provide the vendor with the courses, and the vendor would deploy them to make sure the process is correct and bug-free for the primitive courses. Also, the vendor must train IFES team (and/or its partner) on how to deploy additional new courses and how to drop old ones, so that IFES can do this on its own in the future.

Question 10: *“The Vendor will work closely on producing promotional short videos that promote both products (the app and the web platform) that will be promoted through social media”*. How many videos are required? Will the vendor be responsible for the marketing?

Answer: One main promotional video is required. It should explain the process of registering, inviting friends, interacting with / benefiting from the app, how to redeem their score points, etc. The vendor is not responsible for the marketing.

Question 11: What is the duration of the election period that requires 24/7 support?

Answer: Please disregard the election period. We expect from the company to provide technical support to the app and the web platform for one year starting after the hand-over.

Question 12: What do you mean by offline back office system that is mentioned among the required capabilities of the system? Since it is a web based system then the back-office should also be web-based and online.

Answer: Please disregard the word “Offline”. The back office system refers to the web host with regards to data storage, and to the capability to generate reports on number of users, courses available, enrollment list per course, etc. IFES should also be able to define new reports.

Question 13: What will be the format of the courses? What are the required content and question types that need to be supported in courses?

Answer: Courses (AKA work-outs) would be Massive Open Online Courses (MOOCs), and they should accept text and video embedding. Typically, **from the front end**, each course would start with a Pre-course test, then the course slides (with « next » and « previous » buttons, and after the last slide, a Post-course test should be showing. Of course, the scores of the pre/post tests would be scored so that we can track each user’s progress. **From the back end**, the admin needs to have a courses management control panel, where he can drop courses, and create new courses. When creating a new course, the user should fill the name of the course, and other basic information, then develop the pre-course test (could be developed via Google Forms or a similar technology. Typically, tests are multiple choice questions), then the admin would start entering the course slides (formattable text, and the possibility of inserting images and embedding videos from YouTube links). After « building » the course slide after slide, the admin would finally enter the questions of the post-course test. Finally, the admin needs to set that course score credit (a number that determines how many score points users would earn upon completing this course), and set the course category (light, medium, or heavy workout. Finally, admin should be able to click « publish » and the course would go online. NOTE: Because the course creation process is usually long, and requires manual entry, the Admin needs to be able to save the course building progress after each slide.

Question 14: *“The Citizenship Express website will enable interaction between citizens and candidates, as well as among concerned citizens”*. Interaction will be using the New/Update section, will any other options be there?

Answer: The website should enable commenting feature, whereby users can engage in discussion. NOTE: The vendor has the option to use/develop any platform other DemTools, as long as it is open source, and provides the same functionality.

Question 15: Is it acceptable to use YouTube for storing uploaded video and audio content? Are there any restrictions?

Answer: Yes, it is acceptable as long as it is fully functional.

Question 16: What are the requirements of the "security framework" mentioned under the "Other requirements" section?

Answer: Different administrators would have different authority. The Website Administrator (one account) would be able to edit the scoring points, and add or remove admins and course designers. Course Designer can add/drop courses (but will not have access to the scoring points). Course designer can be assigned by an admin and has complete control over a course or course(s) assigned to him/her, including the ability to add/modify/delete any online materials.

Question 17: *"Security framework allowing system administrator to control the level of access that various users have on the data"*. Can you explain this? As we have single user in app, how do you want to provide access of data to user? What will be the criteria?

Answer: This is from the back-end control panel only, and not for the regular app front-end users. From the bank-end, different admins would have different authority. The Website Administrator (one account) would be able to edit the scoring points, and add or remove admins and course designers. Course Designer can add/drop courses (but will not have access to the scoring points). Course designer can be assigned by an admin and has complete control over a course or course(s) assigned to him/her, including ability to add/modify/delete any online materials.

Question 18: What are the different levels of access the system administrator needs to assign to users on data?

Answer: Please see the answer to # 17 above.

Question 19: Since we are using a ready-made platform, why is there a phase named "Database Development"?

Answer: This refers to the time needed to build the database of users, their score points, the matrix of scoring points (action/score credit), user-referral, etc.

Question 20: What types of data are meant by "All data needs to be editable by system administrators"?

Answer: Website Administrator must have the ability to access and edit users' score points, ban users, etc. Of course, this is in addition to the ability to edit/manage the online courses.

Question 21: In case we use <https://www.dem.tools/issues>, the features they need are exactly what this platform uses or are there any features to be added?

Answer: No additional features. However, the platform will need to be branded according to our program name and visual identification.

Question 22: What are the features of the appearance that the system administrator needs to manage without any coding effort? Is it possible to give full access to these changes?

Answer: Please disregard « appearance ». This line means that admins need to be able to control and administer content, without having to have coding knowledge.

Question 23: Are there any external systems that need to be integrated into the platform?

Answer: The app and the web platform should share the same database of users and their login info. Users should be able to log into the mobile app, and the web platform with the same login credentials.

Question 24: Shall the staff training take place onsite or it can be done online?

Answer: Online training is permissible.

Question 25: Can you provide us with complete feature listings (point by point functions of express web and matters application) please? Or do you want us to gather it in the initiating phase while we are defining the scope?

Answer: The required list of features was included in the RFQ. The vendor should indicate how they will implement the features listed.

Question 26: Why can the user change his scoring by profile editing? What does it mean by “Each user will be able to access their profiles on the app, and will be able to change their picture, usernames, privacy settings, and point scores”?

Answer: The user should be able to access and change all profile information but should only be allowed to view point scores.

Question 27: Does the 12-month support include any addition on the system features?

Answer: No.

Question 28: Can you kindly give us a further explanation about this point “The Vendor will work closely with IFES on installing the primitive courses (democracy workouts)”?

Answer: At the time of launch, a number of courses will be available for inclusion on the platform. The company should be prepared to assist with load these courses and will also teach a contact at IFES how to load and customize courses at this time.

Question 29: For the Citizenship Matters Mobile App, you mentioned: " Citizenship Matters will enable users to set their own civic Engagement goals, track their progress, and share their results on social media." This is for the courses they take? Or will they set a goal separately and add an update to it and mark it as complete?

Answer: It is desirable to allow users to set goals in addition to the available courses and to mark completion of individual goals. IFES may decide to award points for completion of other activities that will be announced via the forum.

Question 30: Do you need the app in Native or Hybrid build?

Answer: The app must work in offline mode, so this precludes any Hybrid approach that is based on a web-interface.

Question 31: Do you need a cloud based solution?

Answer: Yes. IFES does not have servers and webhosts available to host this ourselves. The vendor should provide for hosting for the one year required by the RFQ.

Question 32: Do you have readily available design or we need to work on it?

Answer: We do not have the design, only the basic functionality listed in the RFQ.

Question 33: It is mentioned that we have to integrate and use DemTools. Is there any other third party API that we need to integrate? If yes, please specify it.

Answer: There is not third party API required. DemTools Issues was listed as a possible base platform, but the vendor is not required to use this platform. Any platform used as a basis should be available for IFES to customize and use as long as needed without paying additional fees.

Question 34: Can you give us access for DemTools?

Answer: DemTools Issues is freely available open source software.

Question 35: Do you have project wireframes or mock ups ready?

Answer: No.

Question 36: Do you want the app supported by iPad and Tabs as well?

Answer: Yes, but it does not have to be as a separate iPad and Tab app, as long as the iPhone and Android apps have no obstacles to running on a tablet.

Question 37: How are you planning to host such a huge database?

Answer: The database will not be unusually large for any web host that provides business hosting solutions. The company should provide for hosting for the one year required in the RFQ.

Question 38: Do you have any platform preferences for back-end?

Answer: No, but the database cannot be a commercial database that requires any licensing fees outside of those included in the one-time payment to the vendor.

Question 39: Would it be just audio and slides or will be there a training videos as well?

Answer: One promotional video is required to explain the process of registering, inviting friends, interacting with / benefitting from the app, how to redeem their score points, etc.

Question 40: It is mentioned in the schedule of events that the RFQ Closes – Responses Due July 9, 2017, 5 PM Tripoli time, did you change the project start dates as well?

Answer: The timeline is an “estimated timeline”. It will be adjusted at the time of the award to reflect the date the contract is issued.