RFP/ODI/03/2017 - Clarification

Questions and answers batch number 1

Question 1:

Requirements - content. It's mentioned content is to be prepared by supplier. What do you mean by that - please precise?

Answer 1:

The supplier will be expected to at the minimum upload and populate the app with content provided by ODIHR. Additionally the supplier will have to curate and review the content related to digital security.

Supplier may consider hiring external expert experienced in gender mainstreaming and human rights.

Question 2:

Requirements - desired functionalities. We understood it's basic functionality. Do you have other documents detailing those including high level architecture?

Answer 2:

At the moment there is no such a document, these functionalities should be developed in consultations with ODIHR and Human Rights Defenders.

Question 3:

Requirements - basic functionalities/AD5 Deliverables. It's mentioned Android and iOS platforms as client platforms. At the same time it's mentioned in that main deliverable is full stack front-back end, which is contradicting each other. We assume main deliverables are:

a) content management system

b) iOS/Android platforms working as CMS clients

Is that correct understanding?

Answer 3:

- a) Open source CMS platform for maintaining and updating the content
- b) iOS/Android mobile application (serving as a client to the CMS system, i.e. pulling the data)

Question 4:

Deliverables. Do you want to propose CMS system to be offered by suppliers and it's within scope of this RFP?

Answer 4:

There is no preference for specific CMS.

Yes the CMS will be shared between ODIHR and the supplier, there must be a clear understanding that the app will be owed and managed by the developer as this is a service contract. ODIHR will however have the rights to modify the app as it desires (the service owner).

Question 5:

Are there any systems owned by ODIHR and the system should be integrated to?

Answer 5:

There are no systems the application should be integrated to.

Question 6:

We'd like to propose a short meeting/call with the business owners which will help us better understanding RFP needs.

Answer 6:

The meeting with the potential Bidders is not foreseen during the proposal submission period.

Question 7:

TOR Ref.: 3.4 - Can you provide a list of the encrypted messaging services you're referring to?

Answer 7: Signal, WhatsApp and the like. All external tools will be featured as links, not embedded in the app.

Question 8:

TOR Ref.: 3.5 - What image, audio and video formats are expected to be supported in the final product?

Answer 8:

Popular image and video formats e.g. jpg. / mp3.

Question 9:

TOR Ref.: 3.6 - What existent tools are you referring to?

Answer 9:

To be provided by ODIHR (links /text) during the project start.

Question 10:

TOR Ref.: 3.8 - How do you envision this working on iOS which operates in a sandboxed manner? (Apps have a very limited access to reading data outside their own sandbox)

Answer 10:

To the extent possible, not compromising security.

Question 11:

TOR Ref.: 3.13 - iOS SDK is closed source and it's the only way to build apps for iOS - how do we overcome this to comply with this point?

Answer 11:

This only applies to CMS, not to the application.

Question 12:

TOR Ref.:3.28 - Could you please expand on 'unlimited capacity'? There isn't an infrastructure capable of satisfying this requirement.

Answer 12:

The server must be able to handle at least 5000 Users of application concurrently.

Question 13:

TOR REF.: 4.1 - We will need the feature plan and roadmap for the estimate upfront. Can you provide it?

Answer 13:

Feature plan and roadmap to be developed in co-operation with supplier.

Question 14:

TOR Ref.: 4.5 - We'll need to know what the standards are before quoting, can you send them over?

Answer 14:

ISO 27001 / OWASP / Application Security Verification Standard Level 1-3 (ASVS)

Question 15:

TOR Ref.: 5.12 - In order to provide an effort estimate we'll need to review the specs upfront. Can you send them to us?

Answer 15:

The specification to be agreed with the Supplier during the project start.

Question 16:

TOR Ref.: 6.2 - Do you already have a feature set that's required for the MVP that's due to launch in Feb?

Answer 16:

Feature set to be shared in project start.

Question 17:

TOR Ref.: 6.5 - Can you provide a list of what those features are? In order to provide an estimate we'll need to review it first

Answer 17:

All features except point 3.8 and MVP features will be discussed during project start.

Question 18:

TOR Ref.: 3.2 - Is there any more information on which parts of the app you'd like the app to be gamified? Would the aim be to reward users for any interaction on the app or only specific things?

Answer 18:

In learning modules.

Reword to users – only for set of specific actions integrated into a learning module.

Question 19:

TOR Ref.: 3.4 & 3.5 - Should forms be interactive with the app or simply available for download?

Answer 19:

Both options should be available.

Question 20:

Annex 1

Do you have an idea of budget for the project over 3 years?

Answer 20:

As per General Rules and Procedures information on project budget is not reviled.

Question 21:

Would we be expected to create any new content or would it all be provided by OSCE?

Answer 21:

Please refer to answer to Question 1.

Question 22:

TOR Ref.: 4.6 - How long would we need to maintain the app for if, after the 3 year contract is up, we can't find another source of funding?

Answer 22:

As per TOR ODIHR will support the application for 3 years. If no sources of funding for further maintenance is found the product will be transferred to ODIHR. Applicants will need to prove that efforts to fundraise for such costs have been made and all such efforts will be supported by ODIHR as well.

Question 23:

TOR Ref.: 7.2 and 7.7 - there's a requirement for an employee with experience in gender mainstreaming and another for an employee with experience in the intersection of human rights and technology. Could you provide more detail on what experience is required and how to evidence this?

Answer 23:

CV with the relevant experience, proving the involvement in at least one gender mainstreaming /human rights project (internship is not taken into consideration).

Question 24:

Do you have an application currently that stores all the potential app users from OSCE? If yes, will the CMS for the app the supplier will build expected to integrate with that application?

Answer 24:

No

Question 25:

Annex 1

Should the app have an authorization mechanism? If yes, Do you want the user registration to happen via the app or the admin to set up the user in CMS?

Answer 25:

Yes, e.g. log-in via application.

Question 26:

Should there be Access control for the content? The access control can be based on region, role, assignment of the HRD, etc.,

Answer 26:

No, access control is not being required.

Question 27:

How are the peers of a HRD identified? Is it that each and every HRD is a peer to the all the other HRDs in the system? Or should the peers be identified & grouped based on parameters such as a region/role?

Answer 27:

n/a, see above

Question 28:

Will there be any workflows as part of the system? Example, if the HRD upload filled forms, checklists or mark and share dangerous locations, should the information be sent for approval?

Answer 28:

No.

Question 29:

Should there be a mechanism to set expiry time for files downloaded from the server into the app?

Answer 29:

No, data refresher only.

Question 29:

What are the different scenarios in which reminders, notification would be sent to the user?

Answer 29:

Scenarios have not been developed yet; to be agreed during development process.

Question 30:

Will ODIHR/OSCE be providing media / text content in English and other languages (as required) for the app?

Answer 30:

Please refer to answer to question 1; working language of the application is English, translation into Russian to be provided by ODIHR.

Question 31:

Are the user devices on which the app would be installed provided by OSCE or is it the user's can use their own device? If it is OSCE's devices, do they already have any additional security layer on it?

Answer 31:

Users will use their own devices.

Question 32:

Is there a prescribed standard for digital security that OSCE would like the suppliers to adhere to? Are the suppliers free to adopt any global standards specification like ISO 27001?

Answer 32:

ISO/IEC 27001 and 27002 - an information security standard

ISO/IEC 12207 - international standard for software lifecycle process

ISO 9000-3 – quality management for software development

 OWASP / Application Security Verification Standard Level 1-3 (ASVS)

Question 33:

Section 3.19 (page 8 of the TOR document) relating to disclosure policy to uphold high levels of digital security - Does this involve the proposed app mandating the user to accept an existing set of terms and conditions that outline the Digital Security policy or does it refer to something else. Please clarify.

Answer 33:

The disclosure policy refers to the supplier. The supplier will have access to some very sensitive user data about human rights defenders working in adverse conditions. The supplier will be bound to protect all such in line with existing privacy legislation and the contract with ODIHR. Failure to do so or attempt to transfer any data to third parties may attract civil liability and potentially criminal prosecution in line with applicable legislation.

Question 34:

What is referred as digital security standards as each country could have its own security standards or is there any specific digital security standards available for OSCE? Would you prefer to use an MDM in order to do a digital security review?

Answer 34:

ISO/IEC 27001 and 27002 - an information security standard

ISO/IEC 12207 – an international standard for software lifecycle process

ISO 9000-3 – a quality management for software development