

RFP/ODI/03/2017 - Clarification

Questions and answers batch number 2

Question 1:

For multilingual support is ODIHR/OSCE going to provide content and multimedia files in Russian language? It is assumed that there is no runtime document conversion (file type) needed.

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.

Working language of the application is English, translation into Russian to be provided by ODIHR.

Question 2:

Gamification need more clarity on what kind of game is planned, how many levels are considered, achievement type and reward points.

Answer 2:

The application to be gamified in learning modules.

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

The number of levels will be discussed with the supplier during the development period.

Question 3:

We are assuming that search by meta data is only available to search files not for inside content. Search would be achieved by listing web services response. Meta data to be provided by prospect please specify ODIHR/OSCE views on it.

Answer 3:

The search function should allow users to be able to search the available text based content of the App in English and Russian by using key words or short sentences.

Question 4:

For sharing what is considered to share outside app, is it image/video/audio or any form/checklist?

Answer 4:

Sharable content would be checklists, forms, and all printable content. Images and videos are optional which shall be further clarified during the development process.

Question 5:

What kind of forms and checklists are expected and what action is supposed after submission of them. Is ODIHR/OSCE going to provide such forms and checklist?

Answer 5:

The forms and checklists mentioned here are part of the content to be developed and will be tailored to the needs of the user group. Users can use these forms as guidance and to structure their work and share them within their organisations. Forms can be saved, filled in and shared. ODIHR will provide the content, the digital realisation will be provided by the supplier.

Question 6:

Need more clarification on downloading audio or video of a form or checklist.

Answer 6:

We did not foresee to integrate audio or video into downloadable checklists.

Question 7:

In text 'include existent tools, resources and forms provided by relevant organisations' we need specifications for what could be direct integration and links?

Answer 7:

Depending on the content these resources could either be integrated through links to the relevant websites or into the app when directly stored on our server. Both options are considered and will be further elaborated during the development process.

Question 8:

What action is expected on tap of push notifications? In ideal state push notification will open the app.

Answer 8:

Tap and push notifications shall be optional for the user. Depending on their purpose of the push notification, for example as a reminder, it should open the app and display the content relevant for the push notifications.

Question 9:

Annex 1

Need more details on 'Digital Security Review Mechanism' and expected user app settings.

Answer 9:

This will be further discussed during the development process.

Question 10:

Is ODIHR/OSCE looking for a system to search peers available (to be identify on map within given radius)?

Answer 10:

No.

Question 11:

iPhone, iPad, Android Phones, Android Tablets are assumed for portrait orientation. Is ODIHR/OSCE looking for anymore orientations?

Answer 11:

No

Question 12:

Need more details for disclosure policy.

Answer 12:

Any user data are not to be disclosed. The application should generally be guided by a 'do no harm' principle.

Question 13:

What is the Scope for MVP to test in Feb2018?

Answer 13:

Mandatory features except the security review mechanism.

Question 14:

Do we need to provide multiple login support? Do we need collaboration to be available over a group so that a group can make changes to same document?

Answer 14:

This will be further discussed during the development process.

Question 15:

Is ODIHR/OSCE aware of formalities and policy required to use encryption in iOS app? If no then potential supplier can assist ODIHR/OSCE to comply those policies.

Answer 15:

Assistance regarding encryption for iOS apps will be required.

Question 16:

Need more clarity for 'Digital Security Measures' ODIHR/OSCE looking for.

Answer 16:

Digital Security standards to be applied:

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 17:

TOR Ref. 3.3: What kind of data can be search on application?

Answer 17:

All texted based content of the App should be searchable through key words, subsections etc.

Question 18:

TOR Ref. 3.4: Cloud services inform of i.e. Dropbox or similar? Which cloud services should be available for sharing in application? What does "Encrypted messaging services" mean?

Answer 18:

At least Google drive, Dropbox, iCloud, OneDrive; common messaging services that offer end-to-end encryption, e.g. WhatsApp, Signal, telegram.

Question 19:

TOR Ref. 3.5: Will the forms and checklists be created dynamically and then exported to PDF and DOC? Or will they be static templates?

Answer 19:

The forms can be dynamic.

Question 20:

TOR 3.6: How many content providers will have to be integrated with the application? Is access to those services publicly available or will there be IT work on the provider's side as well?

Answer 20:

This will become clear at a later stage.

Question 21:

TOR 3.8: What exactly needs to be assessed? Conducting virus scans for example should rather be done by another application.

Answer 21:

This depends on technical feasibility and should be discussed during the project start. The aim is that users learn how to use their digital tools/smartphones as save as possible using inbuilt features and taking precaution measures by adjusting their user behaviour.

Question 22:

TOR 3.10: Is there any "friends" mechanisms planned for the application? How will the users find their "peers". Will the users only use their private accounts or should there also be organizational accounts (i.e. to indicate and find people working in OSCE).

Answer 22:

No

Question 23:

TOR 3.28: What is the target performance level for the final product? Please define expected number of answer.

rs of server's request in final product. The number of request/answers is always limited.
(point 3.28 of Requirements)

Answer 23:

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

Question 24:

TOR 5.3: What does "navigation schemes" mean? Could you explain point 5.3 of Deliverables?

Answer 24:

This refers to the user interface of the app which allows users to navigate through the app's content in an intuitive and easy way.

Question 25:

TOR 5.7: Does ODIHR/OSCE want to analyze the source code of application during the implementation process?

Answer 25:

This will be discussed at the project start.

Question 26:

Which languages should application support? Should final price contain costs of translations?

Answer 26:

The App should support English and Russian. ODIHR will provide translations into Russian.

Question 27:

The whole project assumes cooperation with OSCE for 3 years, from November 2017 to October 2020. Should total costs include full time work and support of our specialists for all service contracts (3 years) or only first year - to the end of summer 2018 and from autumn 2018 our work is only maintenance? When is planning the start to work with project?

Answer 27:

Yes 3 years and project start is as soon as possible.

Question 28:

When the final product should be completed - at the end of summer 2018 or in October 2020?

Answer 28:

A final product should be available for users at the end of summer 2018.

Question 29:

Will the OSCE provide a physical server for database and server-side application with internet connection ensuring expected performance? Is the Azure solutions is permitted?

Answer 29:

No, the server needs to be hosted and connected independently from the OSCE. Any solution needs to be in line with digital security standards and the do not harm principle.

Question 29:

How many users should the CMS support?

Answer 29:

About 10 Administrators.

Question 30:

To ensure proper performance It is recommended to create server-side (back-end) part of application using commercial tools (not open source). Can we use Microsoft technologies (Windows, SQL Server, IIS, WCF, MVC) in back-end and CMS?

Answer 30:

This will be further discussed on project start.

Question 31:

Is there possibility to get payment in parts/instalments periodically?

Answer 31:

Yes.