

**Delaware Department of Transportation  
 QUESTIONS AND ANSWERS  
 Mobile Application Enhancement Services  
 1783 Request For Proposals  
 Wednesday, July 20, 2016**

Q #	Question	Answer
108	Our solution stack does not include asset management and some of the other needs labeled as "critical." Are you looking for one vendor for this entire bid, or can vendors bid on certain functions of this RFP?	DeIDOT is seeking one vendor for the entire bid. Bids on partial/certain requirements will not be considered. However, a vendor may hire a sub-contractor but DeIDOT will only communicate with primary vendor (ie. Vendor making the bid).
107	Section 2.3.5, Paragraph 5, Page 10 Does the application need to necessarily be a hybrid one or will a pure native app also work? Is there a preference for one over the other?	A pure native would also work.
106	Section 2.3.1, Paragraph 1, Page 10 Who will be providing the access required for interfacing with state and federal web services? What federal and state services in particular will need to be interfaced with?	Necessary information will be made available upon award.
105	Section 2.1, Paragraph 2, Page 9 Phase 1 is to be completed in late December. How many phases are envisioned so far? If yes, is there a break-down of what functionality needs to be achieved in each phase of this development effort?	Breakdowns are specified under Phase column in the requirements sections of RFP.
104	Section 1.5, Paragraph 1, Page 2 Will there be a face-to-face or teleconference to discuss in more detail the functional requirements with respect to the project?	Face-to-face or teleconference meeting will be held at the appropriate time after the responses are received.
103	Section 1.1, Paragraph 1, Page 1 Will the new app have the same features as the existing app or are there some new features to be added? Does revamp mean modifying the existing codebase or writing the app from scratch? If yes, what new features need to be added?	Features are detailed in the requirements. Modifying the existing codebase or creation from scratch will be determined by vendor preference and recommendation.
102	Section 7.4, Page 35 Is there an MBE (Minority Owned Enterprise) or WBE (Woman Owned Enterprise) preference?	Award is based on the evaluation criteria as represented in the RFP.
101	Section 7.4, Page 35 Is there a preference for local vendors versus out-of-state vendors?	Award is based on the evaluation criteria as represented in the RFP.
100	Section 6.4, Paragraph 1, Page 33 Is there a set budget for this project? Or a not-to-exceed amount?	Budget information is not available at this time.

Q #	Question	Answer
99	Section 3.5, Paragraph 1, Page 14 Can training be provided via webinar, or would onsite training be required?	On-site training is not required. DelDOT is open to other training options.
98	Section 3, Paragraph 1, Page 10 Can the work be performed offsite with some onsite meetings?	Yes but DelDOT reserves the right to dictate frequency of on-site meetings.
97	Section 1.14, Paragraph 1, Page 9 Is there a preference to be hosted on the cloud? Is there a hosting provider preference?	No. Vendor can use their preferred cloud hosting provider as long as it meets the terms and conditions stated in section 1.14 of the RFP.
96	Is DelDOT flexible in changing the number of requirements and/or timeline for each phase?	DelDOT acknowledges that some of post-phase 1 requirements may change. Phase 1 timelines are firm.
95	Does DelDOT desire the mobile app to be available for Windows users?	Yes.
94	Is DelDOT able to share the budget for this project?	No budget information will be shared with the vendor.
93	Section Appendix B, Paragraph B7, Page B7 How does DelDOT store and manage the lane restriction and road closure data currently? What is the process DelDOT uses to update road closure information / notifications currently?	<u>Please review JSON schemas and other info here: <a href="https://tmc.deldot.gov/json/">https://tmc.deldot.gov/json/</a></u>
92	Section Appendix B, Paragraph B7, Page B7 How does DelDOT store and manage the traffic condition data currently? How often are updates to the traffic condition data made and what process is used to make these updates?	<u>Please review JSON schemas and other info here: <a href="https://tmc.deldot.gov/json/">https://tmc.deldot.gov/json/</a></u>
91	Section Appendix B, Paragraph B13, Page B13 Currently over 84% of iOS devices are using iOS 9 based on Apple's statistics ( <a href="https://developer.apple.com/support/app-store/">https://developer.apple.com/support/app-store/</a> ). iOS 10 is set to be released in September. In order to provide DelDOT with the most consistent iOS platform for the majority of its potential users and being able to take advantage of the recent iOS SDK's (9 and 10) without having to limit app functionality to support iOS7 and 8, can DelDOT consider modifying the requirement to support only iOS9 and 10?	DelDOT is open to discussion on this matter.
90	Section Appendix B, Paragraph B13, Page B13 The look and feel cannot be the same on all platforms for a native app and comply with Apple iOS Human Guidelines and Android Design Guidelines. For an application this complicated, we do not recommend using a cross-platform framework. Can this requirement be modified to consider the differences in the published human guideline standards between iOS, Android, and Windows apps?	The intent is to get the platform as close as possible.

Q #	Question	Answer
89	Section 2, Paragraph 2.3, Page 10 Based on past experiences using hybrid mobile applications / technologies and delivering native mobile solutions and DelDOT's complex multi-phase requirements, we highly recommends the development of native mobile applications using the native iOS and Android SDK's (for Phase 1). Will DelDOT accept a proposal of a native mobile application solution rather than delivering a hybrid / cross-platform solution?	A pure native would also work.
88	Section 2, Paragraph 2.1, Page 9 With the anticipated award being 9/30 and an anticipated contract being on or around 10/20 and a requested Phase 1 "assessment" phase (per the Project Goals in 2.2) needing to occur, it is unlikely that the Phase 1 as detailed in the RFP could be complete by December 2016 (would leave less than a month of development time). Would proposing a more realistic phase 1 completion date be acceptable?	Phase 1 timelines are firm.
87	Section 5.11, Paragraph X.1, Page 31 Question: If we are proposing as a Prime vendor, are we required to have sub-consultants of at least 20%?	No, this section is simply stating the definition of a subconsultant is a separate corporate entity comprising 20% or greater of the total labor cost of the proposed contract.
86	Section 3.7.1, Pg 15: Do you have any preference on the kind of support coverage required (e.g. 18x5, 24x5, 24x7)?	Please refer to section 3.7.5 in the RFP.
85	Do you have an overall budget for this project? If yes, kindly provide a ballpark estimate.	Budget information is not available at this time.
84	Is the training required to be imparted in-person or can it be done through online meetings or webex sessions?	On-site training is not required. DelDOT is open to other training options.
83	How much time do you anticipate for conducting User Acceptance Testing (e.g. 8 weeks)?	Necessary information will be made available upon award.
82	Are there any specific tools for project management, defect management, and testing that you already have, and would like the vendor to use while executing the project? E.g. HP Quality Center, Bugzilla, JIRA, Asana, etc.	DelDOT recommends use of a test tool but does not mandate type. Vendor can use their own tool provided test results are shared with the department.
81	What is the tentative start date of the project? Is there a defined time frame by which the college wants to complete the revamp/redesign?	Tentative start date can be mid to late october. DelDOT expects the Phase 1 revamp/design to be completed by December 2016.
80	Section 3.3, Pg 11: Are there any Report or Dashboard requirements in the new website?	We are not clear on the intended meaning of website in the context of this question and therefore cannot provide an answer.

Q #	Question	Answer
79	Section 3.3, Pg 11: Would any of the data/content on the website be restricted by US Export Control requirements (i.e. it can only be handled by US citizens)? If yes, please provide some details.	Please refer to section 4.1 in reference to states IT standards.
78	Section 3.1, Pg 10: It looks like the vendor would be responsible for hosting the solution, is this a valid assumption? a. Would you require SSL certificates for the new app? If yes, would the vendor be responsible for procuring them?	We are open to internal and external hosting options. Other necessary information will be made available upon award.
77	Section 2.3, Pg 10: Please provide the current tech stack for mobile app and backend system a. Are there any preferences in terms of Maps API? Like Google Maps, Bing, etc? b. It looks like Admin would also be using this app, could you please clarify the role / usage parameters of Admin?	Necessary information will be made available upon award.
76	Section 2.2, Pg10: Is there requirement for Multilingual content separation within the app? If yes, please list the languages	Please refer to the requirements section.
75	Is DelDOT flexible in changing the number of requirements and/or timeline for each phase	DelDOT acknowledges that some of post-phase 1 requirements may change. Phase 1 timelines are firm.
74	Should the mobile app be also available for Windows phone users	Yes.
73	PSH.MIGRATA.OIT Do you mean the existing DelDOT mobile app where it states "application"? If not, can you please identify the application(s) referenced?	Yes
72	PSH.ICON.OIT Does this refer to the icon that brands the app itself, or icons that brand items within the app?	Both.
71	SHO.TRKPARK.OIT Will information about truck parking spaces be available via an existing feed?	Necessary information will be made available upon award.
70	INC.WATCHOS.OIT Will this requirement also apply to Android smart watches (i.e. Samsung)?	Yes.
69	SHO.PARARTT.DTC Please clarify the HIPPA considerations related to Para Transit services.	Necessary information will be made available upon award.
68	PSH.CONFIRM.DTC What criteria is being used to define a DelDOT customer (anyone driving in Delaware, only those with Delaware license, etc.)?	Necessary information will be made available upon award.
67	SET.PUBPRIV.TMC / PSH.PLATPREF.OIT Will DelDOT want a username and password established for some users, all users, or another means of authentication?	Necessary information will be made available upon award.
66	PSH.ARCHITECT.OIT Can DelDOT please further explain your definition of open architecture?	Necessary information will be made available upon award.

Q #	Question	Answer
65	PSH.ARCHITECT.OIT Does DeIDOT mean an open architecture as opposed to using open source?	Yes
64	PSH.LOCALSKED.DTC How frequently will the schedule be updated?	Generally service changes occur bi-annually, but lesser ad-hoc changes may also be needed periodically throughout the year.
63	PSH.LOCALSKED.DTC How far in advance will the schedule have to be available offline (days, weeks, etc.)?	Necessary information will be made available upon award.
62	INC.TRIPLAN.DTC Is the DART trip planner functionality available as a web service?	Yes. <a href="http://www.dartfirststate.com/">http://www.dartfirststate.com/</a>
61	SHO.FRTRTT.DTC Is this data currently collected by DeIDOT or DART?	Yes.
60	SHO.INSPLANE.DMV If not, please clarify the source of this data.	This question is not clear. However, additional information on data source will be provided upon award.
59	SHO.INSPLANE.DMV Is this data provided in the “DMV Cams” JSON public feed?	Necessary information will be made available upon award.
58	SHO.TRAFCAM.TMC Is the selected vendor responsible to install a dedicated circuit for any of the services?	Necessary information will be made available upon award.
57	SHO.TRAFCAM.TMC Is the selected vendor responsible for hosting any video services?	No. DeIDOT currently hosts the video services.
56	SHO.TRAFSPEED.TMC, SHO.VARMSG.TMC, SHO.VARSPEED.TMC, SHO.REDLTENF.TMC, SHO.WOODFRY.TMC, SHO.WRKSHPS.TMC, SHO.SNOPLO.TMC Would DeIDOT provide a list other relevant APIs and data feeds available from DeIDOT or from other third party data suppliers?	Necessary information will be made available upon award.
55	SHO.TRAFSPEED.TMC, SHO.VARMSG.TMC, SHO.VARSPEED.TMC, SHO.REDLTENF.TMC, SHO.WOODFRY.TMC, SHO.WRKSHPS.TMC, SHO.SNOPLO.TMC Does DeIDOT have all of this data available via an API, or only through the JSON public feeds?	Necessary information will be made available upon award.
54	INC.DIALING.TMC Does a chat methodology/infrastructure exist already or would this be completely new?	Necessary information will be made available upon award.
53	INC.DIALING.TMC Will chatting be done via SMS or is there another preferred technology?	Necessary information will be made available upon award.
52	INC.PARAPHONE.DTC What are the APIs/connection methods to access the paratransit reservation services?	Necessary information will be made available upon award.

Q #	Question	Answer
51	INC.PARAPHONE.DTC Please provide more clarity on your definition of PTT. For instance, does this imply an immediate voice connection without initiating a phone call, or a phone call/text message?	Necessary information will be made available upon award.
50	SHO.CONTLANG.TMC Is DeIDOT open to having separate apps for English and Spanish?	DeIDOT would like a single app for English and Spanish with language selection option upon download along with language setting in the settings tab to change the language preference if the user requires to do so in future.
49	SHO.CONTLANG.TMC Will DeIDOT provide all information in both languages, or is the vendor responsible for translation services?	Vendor is responsible for translation services.
48	PSH.SOCMEDIN.TMC Does the current app provide links to the sites or does it use a custom imported feed?	Necessary information will be made available upon award.
47	SHO.CLOSECAL.TMC If the updates are made using DeIDOT internal systems, can you please identify the software and the type of authentication/access method that is used?	Necessary information will be made available upon award.
46	SHO.CLOSECAL.TMC How do you currently update the calendar on the app?	Necessary information will be made available upon award.
45	SHO.LAYERS1.TMC For all data sources currently supplied by DeIDOT, does the vendor need to provide hardware or other systems to access this data, or can the selected vendor simply use the existing methods of access?	Necessary information will be made available upon award.
44	SHO.XGRAFS.TMC Does this indicate that the graphics should be responsive, or some is some other criteria being used?	They should be responsive wherever they can.
43	SET.TRAVTIME.TMC Does this mean travel times should be taking into account the number of people that have selected a given route? For instance, should the system make travel time longer if 100 or 500 people have selected to know about the same route?	Necessary information will be made available upon award.
42	SHO.FAVNOTE.TMC Are favorite notifications the types of alerts (i.e. construction, incidents, weather) that the user selects?	Yes.
41	PSH.DMVLOC.DMV Should users be able to change this map layer view as a setting?	User should be able to change the map layer within the map.
40	PSH.DMVLOC.DMV Does this mean that DMV locations should be a default layer on the webmap?	Yes.
39	SET.FAVROUT.TMC How many favorite routes should be allowed?	As many as user would like to add.
38	SHO.FAVROAD.TMC Will any predetermined routes be obtained via a list provided by DeIDOT?	Necessary information will be made available upon award.

Q #	Question	Answer
37	SHO.FAVROAD.TMC Will these be routes from predefined areas or should it accommodate any arbitrary address?	It should accommodate both predefined and any arbitrary address.
36	Section 5.11.IV.11 Will DeIDOT provide any information on the demographic composition of its constituents, which can be used to assist in the creation of the figures for the "user willingness" categories?	No.
35	Section 5.11.IV.11 Is the vendor expected to create dollar figures associated with one (or more) of the "user willingness" categories for the economic analysis?	Any Dollar figures provided will aid in evaluation of proposals and overall value provided.
34	Section 5.11.IV.11 There are a few third party components that could be used as part of the solution, and would help control costs. However, source escrow for these would not be feasible. Is DeIDOT open to using third party services as part of the design?	DeIDOT is open to third party services as long as it meets the requirements stated in the RFP. Any solution/service that compromises the requirements or terms and conditions of RFP may be rejected by DeIDOT at its sole discretion.
33	Section 5.7 Is it required that the data generated by the devices attached to the system also be owned by DeIDOT exclusively?	Yes.
32	Section 4.4.8 Is it required that the VMware image of the active system be placed on digital media, or can the image be made available for download by DeIDOT?	DeIDOT would like the image be placed on digital media as specified in section 4.4.8 on pg 22.
31	Section 3.3.7 SHO.LOOKFEEL.OIT Please confirm that the Windows phone compatibility needs to be for Windows 10+.	Necessary information will be made available upon award.
30	Is there a budget for this project?	Budget information is not available at this time.
29	Will DeIDOT provide a list of companies that have submitted an intention to bid on this RFP?	No listing of intent to bid will be posted.
28	Are favorites intended to be map layers or text listings? If it is something else, please clarify.	Necessary information will be made available upon award.
27	Will integration with Google Maps be an acceptable solution to fulfill requirements related to navigation services?	Yes, as long as all requirements can be delivered.

Q #	Question	Answer
26	If SaaS is acceptable for components of this solution, would system documentation requirements such as 4.4.6 and 5.11 IV 3 still be required for the SaaS components?	Yes.
25	Is software as a service (SaaS) acceptable for components of this solution?	Yes.
24	Section 3, Paragraph 3.3.7 and 3.5.2, Page 12 and 14 On page 12 in paragraph 3.3.7, the RFP states that the vendor will support the application in production. On page 14 in paragraph 3.5.2 the RFP states that the State may support the application. Which one is correct? Paragraph 3.7.1 also states that the vendor will support the production application.	Our intent is that the vendor supports the application but internal staff will also need to be trained to ensure continuity should the engagement end and provide for duplication of knowledge.
23	Section 3.3, Paragraph 3.3.1, Page 11 Please provide all the documentation that is available on the current application. The estimate of the workload to deliver the requested assessment of the current application can vary greatly, directly impacting the overall cost of the proposal. The more information we have about the current application, the better our cost estimate will be.	Necessary information will be made available upon award.
22	Section 2, Paragraph 2.1, Page 9 What is the definition of “Phase 1”? What does DelDOT want completed as part of Phase 1?	Please refer to Appendix B in the RFP. Requirements labelled as "1" under phase column are part of Phase 1.
21	Section 1, Paragraph 1.2, Page 1 Is there a vendor currently providing these services? If so, what is the name of the company? If not, how big is the internal team currently providing support for the existing mobile application? Has DelDOT seen any demonstrations of possible solutions before the issuance of the RFP? If yes, have there been any solutions that met all the requirements of the RFP?	No. Currently internal team is comprised of approx 7 members. Yes, but in a limited manner. No.
20	Section 1, Paragraph 1.13, Page 4 – 8 Can a respondent take exceptions to the Delaware DOT’s Insurance requirements or Terms and Conditions?	Insurance requirements are firm.
19	Appendix C, Page C1 Does Appendix C need to be completed and submitted with our response?	Yes.
18	Section 1, Paragraph 1.11, Page 3 Will Delaware DOT consider extending the due date of this RFP in order to allow sufficient time to best respond?	The due date remains as stated in the RFP at this time.

Q #	Question	Answer
17	<p>Section 3, Paragraph 3.4.6, Page 13</p> <p>Will Delaware DOT mandate any particular tools for bug tracking and test management?</p>	<p>DelDOT recommends use of a test tool but does not mandate type. Vendor can use their own tool provided test results are shared with the department.</p>
16	<p>Section 3, Paragraph 3.4.5, Page 13</p> <p>The online demonstration and production testing is requested to take place prior to the commencement of the thirty day testing and acceptance period. If the department is involved in this phase of testing, how long does it allocate for this phase?</p>	<p>Thirty days.</p>
15	<p>Section 3.3, Paragraph 3.3.4. C, Page 11-12</p> <p>The DDOT stated IT system testing shall be conducted for the Test System and Production environments. Is the intent that the entire set of system tests is to be duplicated in production or is it a subset of the testing done in the Test System?</p>	<p>Necessary information will be made available upon award.</p>
14	<p>Appendix B, Requirement Reference SHO.MULTI.TMC, Page B4</p> <p>Can you further explain your requirements for multi-mode routing (car to rail to walk) and if walking paths are expected to be included in full navigation paths?</p>	<p>If the user wants to go from point A to B and requires different modes of transport, then the application shall provide the user with all possible modes of transport. Yes, walking paths shall be included in full navigation paths.</p>
13	<p>Section 3, Paragraph Number 3.3.1, Page 11</p> <p>When the award is given, is the expectation that access to all existing code, and all existing data connections will be available for review immediately (October 1)?</p>	<p>Yes.</p>
12	<p>Section 3, Paragraph 3.4.6, Page 13</p> <p>We are assuming that the test phase will begin after the delivery of the Phase 1 app requirements in December 2016. Is this correct?</p>	<p>DelDOT expects phase one to be tested and launched to production by the end of December.</p>
11	<p>Section 3, Paragraph 3.1, Page 10</p> <p>Will the vendor have availability to a dedicated product owner for the DDOT, for prioritization and requirements decisions?</p>	<p>Yes.</p>
10	<p>We would like to know if our teaming partner/sub-contractor have similar past experience required in the RFP, will that work for the evaluation purpose?</p>	<p>Evaluation will be conducted based on the experience specified in the response.</p>
9	<p>How often do you perform Disaster Recovery Testing?</p>	<p>Necessary information will be made available upon award.</p>

Q #	Question	Answer
8	Is the assumption that the application will use existing State of Delaware infrastructure to support disaster recovery?	The answer depends on hosting. Existing state of DE infrastructure would not be used for cloud based recoveries.
7	Do you have available licenses for SQL Server or Oracle that can be leveraged or should costs of licenses be included?	Oracle licenses are available but vendor can the cost of licensing in their proposal.
6	How many existing State and Federal systems will the application be required to interface with and what is the purpose of each system?	Federal - None. State - Application will be required to consume JSON feed from different system.
5	How many users are there on the current mobile application?	There are approximately 30,000 iOS and 20,000 android mobile application user.
4	Can we submit the proposals via email?	Proposal responses must be submitted per the instructions found in Section 5.6 of the RFP 1783.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	The successful bidder is not to perform any tasks required for this project utilizing offshore resources (resources located outside the United States or its territories) while under contract with the State of Delaware's Department of Transportation.
2	Do we need to come over there for meetings?	Per Section 1.11 of the RFP, DelDOT will hold Presentations/Demonstrations during the week of 08/15/16 for which selected bidders will be expected to attend.
1	Can companies from outside USA can apply for this? (like,from India or Canada)	This contract is eligible for bid to any firm that can perform the work, however, it should be noted that you must be licensed to do business in State of Delaware.