

South Arts/NEDCC Online Tool Development RFP – Vendor Questions and Responses Updated 1/4/18

Q: How large is your user base? And existing data integration?

A: We have done some projections based on our current users, in the first year we are expecting around 2,500 users, growing to around 6,000 over five years. We are not totally sure what your question about data integration is asking, but at this point neither of the tools share data with each other or with any other applications or services.

Q: What user research has already been conducted to determine the requirements for the new website? Is this research we can have access to?

A: The design documents are based on focus group events, including a two-day in-person workshop and a follow up webinar, a brief survey, and many many conversations with the project partners (who bring significant expertise in this subject area to the table). There is some further documentation of this, but not in a format that we can share at this point.

Q: Will all geolocation mapping be provided by the APIs?

A: We do not know whether all the geolocation mapping will be provided by the APIs (and we do think we understand what you mean, but we may be misinterpreting), but at that level of detail we expect the developers to have thoughts on the feasibility and desirability of specific approaches. The design documents are intended as strong guidelines, not necessarily a recipe to follow.

Q: What research has been conducted on the importance of the App to your users?

A: The same process described above, along with some casual conversations with current users.

Q: Since there's no direct instructions related to the budget portion, are we free to deliver it as a complete sum, or would it be preferable for the selection committee to have a breakdown?

A: As long as you work within the guidelines of the RFP, you can submit the budget however you think is best. If you would prefer to submit more than one type of estimate, that would be fine, as well.

Q: We intend to provide very discrete technology specifications. Is this alright given the following:

Q: Is there any expectation to confidentiality? Every proposal/estimate we deliver contains a simple statement of confidentiality - is this reasonable?

A: Your proposal can include whatever level of detail you think is appropriate so that we can use the stated evaluation framework in the RFP.

and

A: We don't have an official confidentiality statement, but we do not expect to share any proposal beyond the group that is evaluating the proposals and the project funder.

Q: You are not sharing the budget for this project, but we want to ensure we are not wasting our time on an under-resourced project.

A: We assure that we understand this is a six-figure project, not a five-figure project.

Q: How many companies have been invited to the RFP process?

A: This is an open call, not by invitation.

Q: What's your proposed budget for this?

A: Our policy is to not share budget figures at this point in the process. Once proposals are received, we will reach out to qualified vendors to discuss proposals and budget parameters more in depth.

Q: How many stakeholders do you have for this project?

A: Our primary stakeholders are:

- The Mellon Foundation, funders of this project
- Partners in the Performing Arts Readiness Project
- The Board and executives of NEDCC and South Arts
- Current users of ArtsReady and dPlan

Q: Who developed the current user stories?

A: These were developed through a user-centered design process, which included the software firm contracted for Phase I

Q: Are there more user stories other than the Example ones?

A: Please see the RFP

Q: And what is your historical relationship with them?

A: Phase I was the first time either South Arts or NEDCC worked with this firm; they were selected through an open RFP process identical to this one.

Q: Why are they not delivering this?

A: Both phases were conceived as open bid processes.

Q: Have these user stories been validated against real users?

A: The design process involved approximately 20 users

Q: Is there anything driving the proposed August launch?

A: There are three major performing arts conferences scheduled in September at which we plan to present and market the new tool. The attendees are a large segment of our potential market.

Q: Will being based in The UK work against us?

A: Not necessarily. We just need to work within regular business hours.

Q: Will you share a list of everyone's questions?

A: Yes, on the calls and we will also post them on the webpage.

Q: South Arts and its institutional partners will provide - "Documentation of UX/UI design (Phase 1), including wireframes" When do we get to see these wireframes?

A: We will append these to the RFP and post by December 12 COB.

Q: "The web application will be the main user interface where users can operate all the provided functionality."

- o To confirm, are you seeing this as being a web app?
- o Or are you saying on web & native mobile?

A: Both

Q: 3.1.11 - Are the reports defined?

A: Not yet

Q: Were you happy with the firm used for Phase I?

A: The firm used for the Phase I design provided our deliverables to our satisfaction.

Q: Re: the requirement for a mobile app – are you looking for iOS or Android or both?

A: The app requirements should become more clear when we append the wireframes to the RFP tomorrow; both platforms would be our goal.

Q: Are you actually seeking a development and design firm, rather than strictly a development firm? What does the collaboration look like once you've selected a firm?

A: Both ArtsReady and dPlan have strong brand recognition within their discrete service communities. We anticipate that there will be two GUIs, one for each brand, but the users will be working within one tool and database.

Response: You could build a single user interface with different logos or colors, but works the same way.

A: That could be one of a few satisfactory solutions.

Q: In the RFP it says PAR Team and development team will conduct weekly conference calls. What would those be for?

A: Since we're all from different shops, it's really just a fixed time to check in and do updates. We started these before the first firm was engaged, and we want to continue that.

Q: With the tool expected to launch August 1 – is there a plan for maintenance and development following that?

A: We would have the contract run for a few months following launch to allow for fixes.