

Warmshowers.org Foundation

Request for Proposals

**iOS and Android Application Development and
Maintenance**

December, 2019

APPENDIX B OF THIS RFP MUST BE SIGNED AND RETURNED TO US FOR YOUR PROPOSAL TO BE CONSIDERED, THIS RFP CONTAINS 9 PAGES INCLUDING THE TITLE PAGE AND AN APPENDIX

A. PURPOSE OF THIS RFP

The purpose of this Request for Proposal (RFP) is to engage a software company to develop and maintain iOS and Android applications for a three year contract period (with the possibility for extension) to be linked to the Warmshowers Foundation.org (Warmshowers) website found at <https://www.warmshowers.org/>. It is expected that the iOS and Android applications will be functional within 120 days from the signing of the contract.

Since application technology solutions have advanced significantly since the creation of <https://www.warmshowers.org/>. We would be open to reviewing proposals that replace the functionality of the existing site by creating a progressive web application (PWA) or similar.

You may submit a proposal to create an iOS and an Android application that works in tandem with the existing website stated above AND/OR a proposal to develop the respective applications to replace the functionality of the existing website. Please be sure to clarify which type of proposal(s) you are submitting with the cost breakdown for each.

This RFP will open for a period of 10 days. All proposals must be received electronically via email at apptaskforce@warmshowers.org no later than **DECEMBER 20, 2019 - 12:00 AM** Midnight Mountain Daylight Time (MDT). Proposals received after that date and time will not be considered. Warmshowers assumes no responsibility for failure to receive any proposals.

B. INTRODUCTION

1. WHO WE ARE AND WHAT WE DO

Warmshowers provides a free reciprocal hospitality site for touring cyclists around the world. We currently have 138,000 site users, of whom, 72,000 have been active on the site in the last twelve months.

Our **MISSION** is to facilitate and promote safe and free reciprocal hospitality for the world-wide touring- bicycle community

Our long-term **VISION** is for a future where everyone, everywhere, views Warmshowers as THE community for touring cyclists and those who host them. We want to facilitate millions of meaningful and positive connections.

We are a community that **VALUES** inclusivity and diversity. We treat each other in a welcoming and respectful manner. We are passionate about cycling and supporting each other.

2. WHY YOUR PROPOSED SOLUTIONS ARE IMPORTANT TO US

Many of the people who access our data do so while they are on the travelling unsupported by bicycle on the road and do not have access to laptops. We have recently taken steps to change our website to make the mobile experience more friendly to users, however, we would like to invest in our community by building our mobile capabilities. We have assured our community of users that we will examine options to create better accessibility to our information in ways that makes the most sense to them.

3. OUR CURRENT WEBSITE

We currently operate a website developed by Warmshowers Foundation.org. It is maintained on our behalf by a contracted third-party software development firm. The website, which is coded in Drupal 7, has the following as its main features:

- Individual User Profiles
 - Profiles contain information detailing hospitality offered to touring cyclist, contact information such as address, phone number, and email address, and ability to indicate hosting status which is self-determined by the user.
- Internal Mailing System
 - Mail system allows each site user to email other site users within the system to exchange messages, including determining host availability.
 - Metrics of email exchanges are recorded and displayed in order to showcase response rate within the last 12 months.
- Host/Cyclist Feedback
 - Feedback capability allows users to provision narrative feedback by host and guest, each feedback comment being characterized as positive, neutral or negative.
- Geo-Tagged Map
 - User addresses entered into site are geo-tagged within a google maps module.
 - Users can be searched by location or by name
 - Each geo-pin within the map feature allows for a click through to a user profile.
- Donation Support
 - Donations can be made to the organization through Paypal and Stripe connections
- FAQs and accessibility
 - Page displays information of questions and answers
 - Site allows for multi-language translation capability

4. WHAT WE NEED YOUR PROPOSED SOLUTION TO DO

Your proposed solution should provide the basic functionality of our website including some additional app specific features highlighted in **BOLD**.

If you are submitting a proposal to create an iOS and Android application that links back to <https://www.warmshowers.org/>, please ensure all of the following features in SECTION A are included. If you are submitting a proposal to create a new application or PWA to replace the functionality of the website, please ensure all of the following features in SECTION B are included.

SECTION A: Requirements for iOS and Android application linked to <https://www.warmshowers.org/>

- User Login
 - Login to access full site functionality (**available offline**)
 - **LINK TO** <https://www.warmshowers.org/> for recovery password
 - **LINK TO** <https://www.warmshowers.org/> to create new Account Creation
- App Payment
 - Collect one-time fee for app download
- Individual User Profiles
 - Display/Edit User profiles
 - Displays Response Rate
 - Displays User Feedback
 - Displays addresses of users with Maps App (Google Maps, Apple Maps, etc.) of User's choice (**available offline**)
 - **LINK TO** <https://www.warmshowers.org/> to add new location to Map
 - **LINK TO** <https://www.warmshowers.org/> to select Hosting Status
- Internal Mailing System
 - Display Inbox
 - Draft New Message (**available offline**)
 - **LINK TO** <https://www.warmshowers.org/> to send New Message
 - **LINK TO** <https://www.warmshowers.org/> to reply to Existing Message
 - Review Past Message(s)
 - **LINK TO** <https://www.warmshowers.org/> to Archive/Delete Message
 - **LINK TO** <https://www.warmshowers.org/> to Capture Metrics of email exchanges to record/display response rate within last 12 months period
- Host/Cyclist Feedback
 - Display User Feedback
 - **LINK TO** <https://www.warmshowers.org/> to Provide Feedback
- Favorites
 - **LINK TO** <https://www.warmshowers.org/> to Mark User as Favorite
 - Display Favorites (**available offline**)

- Search
 - LINK TO <https://www.warmshowers.org/> to search by user or location
 - Display map of geotagged
 - Display/ Select / Click through users on geotagged maps
- Donate
 - LINK TO <https://www.warmshowers.org/> to allow donations to the organization through Paypal and Strip connections
- FAQs and accessibility
 - Display Page information of questions and answers
 - LINK TO <https://www.warmshowers.org/> to allow for multi-language translation capability (second release only)

SECTION B: Requirements for PWA or similar application, must be compatible with iOS and Android application store.

- User Login
 - Login to access full site functionality (**available offline**)
 - Ability to recovery password
 - Create new Account Creation
- Individual User Profiles
 - Display/Edit User profiles
 - Displays Response Rate
 - Displays User Feedback
 - Displays addresses of users with Maps App (Google Maps, Apple Maps, etc.) of User's choice (**available offline**)
 - Ability to Add new location to Map
 - Ability to Select Hosting Status
- Internal Mailing System
 - Display Inbox
 - Draft New Message (**available offline**)
 - Send New Message
 - Reply to Existing Message
 - Review Past Message(s)
 - Archive/Delete Message
 - Capture Metrics of email exchanges to record/display response rate within last 12 months period
- Host/Cyclist Feedback
 - Display User Feedback
 - Ability to Provide Feedback
- Favorites
 - Ability to Mark User as Favorite
 - Display Favorites (**available offline**)

- Search
 - Ability to search by user or location
 - Display map of geotagged
 - Display/ Select / Click through users on geotagged maps
- Donate
 - Allow donations to the organization through Paypal and other payment services
- FAQs and accessibility
 - Display Page information of questions and answers
 - Allow for multi-language translation capability (second release only)

C. The RFP PROCESS

The vendor selection process will have several stages as follows:

1. Proponents will provide cost breakdowns in 3 areas:
 - a. App Development, the quote for the initial development of an iOS and Android app, **OR** for the development of PWA respectively. Indicate which solution you are proposing
 - b. Maintenance- the forecasted monthly maintenance cost, including server hosting costs, security updates such as patch installations, push notifications, and detailed analytics
 - c. Ad Hoc Work- an hourly rate at which Warmshowers will be charged for any work that may be done outside the scope of this RFP, and not yet known or contemplated over the term of the contract.

For the purposes of analyzing and comparing prices Warmshowers has developed a consistent methodology to combine these cost components to allow for consistent comparison.

2. After considering proponents price estimates we will also consider insurance, references, and work plan information as required in this RFP.
3. It is our intention to sign a three-year contract with the proponent who best demonstrates a clear understanding of our needs and can offer a competitive price as we are donation based organization.. The contract will contain at a minimum the provisions as outlined in this RFP. The contract may be cancellable by either party during the Maintenance stage within 60 days written notice by either party.

D. WHAT WE NEED TO KNOW TO DETERMINE IF YOU ARE THE IDEAL CANDIDATE TO PROVIDE OUR APP SOLUTION

Please ensure your proposal addresses all of the following items:

1. We need to know your experience in developing websites and mobile apps. You are required to provide two or three examples of **your past completed work** with a preference given to either app or PWA development. For each example tell us :
 - i. Who the client was you did the work for, the scope of the work, and what technologies you employed
 - ii. Reference and contact information for each of the examples you have provided. You agree by proving these references that we may contact these people and that they know that we may be in touch with them.
- b. We need to know the background and experience of each of the people you will assign to work on our project.
- c. We also require you to have Errors and Omissions Insurance in a minimum amount of 10 times the amount of the price you have indicated for the development of our initial apps. We will require a copy of your proof of Insurance prior to signing a contract with you.
- d. We need a proposed **detailed work schedule** from you showing milestone completion by your expected date showing your expected completion date for Kickoff, Design, Build, Testing and Final Deployment including our sign-off within 120 days.
- e. An acknowledgement by you that you will not subcontract any work without our express written consent
- f. An acknowledgment by you that you will abide by all Federal, Provincial, State and local laws and regulations where you are domiciled, and where the work will be performed as well as the State of Colorado and the United States in the commission of your work.
- g. An acknowledgment by you that we are not required to select your proposal, or indeed any proposal and that we are not liable for any costs or time that you may have incurred in the preparation of your proposal.

E. COMPENSATION SCHEDULE

Payments will be made after certain milestones have been achieved.

1. Upon contract signing and after an initial meeting with selected company representatives, 30% of the price of your outlined proposal for the initial development work will be paid
2. Sitemap and wireframing completion and sign-off by Warmshowers, an additional 15% of the price proposed will be distributed
3. Content coding completed with initialization of operation of updated apps- an additional 15% of the price proposed will be distributed
4. Testing and review of apps completed, an additional 15% of the price proposed will be distributed.

5. Final Project sign-off by Warmshowers, the final 20% of price proposed will be distributed

All payments will be made by us within 10 business days of agreement by both of us that a milestone accomplishment has been completed to our mutual satisfaction. At each progression payment an amount of 15% of the payment will be held back. The total 15% holdback will be released 90 calendar days after the final project sign-off by us subject to satisfactory operation of the applications as determined in our sole discretion.

APPENDIX A
SIGN-OFF SHEET

Indicate if you are proposing an app solution or a PWA solution or both. If you are offering both solutions please fill in a sign-off sheet for each

- Three price points :
 - Price for initial apps or PWA development \$ _____(total)
 - Maintenance Cost per month \$ _____(per month)
 - Hourly Charge Rate to Us for Extra Work \$ _____ (per hour)

- References and electronic pointers are included in the proposals for prior examples of work performed by your firm. You acknowledge we will check your references and are giving us permission to do so.

- An attached detailed work plan showing at a minimum the milestones outlined in this RFP.

By signing this Appendix A, you acknowledge that all the information you have supplied in support of this response for this Request for Proposals is fully truthful to the best of your knowledge. You acknowledge you have Errors and Omission Insurance in the amount as required in the RFP and will supply sufficient information of same prior to a contract being signed. You further acknowledge you will not subcontract any of the work outlined in this Proposal without the express written permission of Warmshowers. You will abide by all Federal, Provincial, State and local laws and regulations where you are domiciled, and where the work will be performed as well as the State of Colorado and the United States of America in the commission of your work.

You acknowledge Warmshowers is not required to select your proposal, or indeed any proposal and that we are not liable for any costs or time that you may have incurred in the preparation of your proposal.

I have authority to bind the Corporation

Name and Position

Date and Location