

RFP MyJordanRiver Mobile App Development Questions and Answers Consolidated

1. Website Replacement/Maintenance & Mobile App Relationship

- **Original Questions:**
 - "We notice your existing website's Google Maps implementation states it is for development purposes only and presents loading errors in various modules. Are you interested in maintaining the current site, or does the mobile application serve to be a full replacement? We can provide pricing addendums for existing site maintenance if it is of interest."
 - "What are the reasons you would like to move from a Web App to a Native Mobile App?"
 - "The current Web App can be replaced and improved significantly to work as good as Native Mobile Apps on mobile devices. (Unless certain features are needed that can only be achieved through the Mobile App and not in the Web App). Would you consider a totally redesigned Web App as an option or only a Native Mobile App?"
- **Consolidated Answer:** The mobile app will eventually replace the existing mobile site. The current mobile site has separate maintenance, and some of that is currently being deferred to reserve funds for the new app. The primary reason for moving to a native mobile app is the ability to function offline and improve overall convenience, functionality and performance. While open to discussion about a redesigned web app if it can address offline concerns and limitations, the focus is on developing a mobile app.

2. Content Management System (CMS) and Integration

- **Original Questions:**
 - "The RFP states developing a CMS is within the scope of the project, but we do notice it appears you already have some content submission/moderation/administrative module in place. Are you interested in fully replacing this, or are you just looking for integrations/enhancements to any existing systems?"
 - "Do you have any preferred tech stack for the development of the mobile app?"
 - "Regarding the request 'Develop a content management system (CMS) to allow JRC staff to update information easily,' is the Jordan River Commission (JRC) open to the use of an open-source content management system such as Drupal or WordPress?"
 - "If JRC is open to the use of an open-source CMS, is there a preference for a CMS platform, or any existing staff familiarity with a CMS platform?"
 - "What kind of backend/CMS and database system is being used currently?"
 - "Who will be responsible for managing content – will you use a CMS, or rely on crowd-sourced submissions?"
 - "Do you have any technology preference in the development?"
- **Consolidated Answer:** The JRC wants to retain and integrate existing content, migrating it to a new CMS if necessary. The mobile app should have an integrated CMS with the main JordanRiverCommission.gov website, which is being rebuilt on WordPress Elementor. The goal is a single database feeding both platforms. The new app and the commission website will be the only systems. Staff will manage content through the CMS, and vetted and curated crowdsourced submissions will also be integrated.

3. Real-time Navigation and Location Information

- **Original Questions:**
 - "As far as real-time navigation is concerned, are you interested in recording user tracts/segments or just an indication of the user's current location?"
 - "Regarding the request 'Implement an interactive GIS-based mapping system with real-time navigation capabilities,' can the JRC provide an example use case or user story for real-time navigation?"
 - "Should the app offer turn-by-turn navigation or just location pin display and direction?"
 - "What user activities should be tracked in-app (e.g., GPS route, steps, distance)?"
- **Consolidated Answer:** The primary use of real-time location is to enable users to report issues (e.g., flooded trails, fallen trees) with specific coordinates and timestamps. While not primarily for real-time navigation, the JRC is open to exploring this option depending on cost. A simple pin location feature is likely sufficient, allowing users to see their location on the Jordan River Parkway and trail, or tributary watershed, and receive notifications about additional information when approaching points of interest. Tracking GPS routes, steps, or distance is not an essential function, as these functions are readily available with other apps that we don't need to duplicate.

4. Multilingual Support

- **Original Questions:**
 - "Is any multi-lingual support (e.g., Spanish) expected?"
 - "Should users be able to subscribe to certain categories of alerts (e.g., weather vs. events), and will these be multilingual?"
 - "Will content be translated manually, or should the CMS support auto-translation?"
 - "What languages need to be supported initially?"
 - "Which languages will the app need to support?"
 - "Will translated content be provided, OR will the content need to be auto-translated?"
 - "Is multilingual support part of the initial development, OR will this be implemented in the future?"
 - "How many languages should the app support initially?"
 - "How will languages translation be handled via APIs or pre-localized manually within the app?"
- **Consolidated Answer:** Multilingual support is not initially expected but is of interest for future implementation. English is the only language required at launch, with community interest in adding Spanish. CMS auto-translation should be supported, utilizing APIs for dynamic content translation.

5. Notifications and Alerts

- **Original Questions:**
 - "Would you like real-time alerts for closures, etc., to be presented as push notifications, in-app displays, or both?"
 - "What sources will provide real-time trail conditions, weather, or alerts? Are APIs available for those data feeds, or will these be manually entered?"

- "Should maps display real-time conditions like trail closures or weather alerts?"
- "What types of push notifications should the app support — scheduled, geo-fenced, or event-triggered?"
- "Which systems will provide real-time alerts for safety concerns, trail closures, or weather events?"
- **Consolidated Answer:** The JRC has not identified a preferred method for notifications (push or in-app displays). We do not expect to include real-time weather data or alerts due to the lack of a centralized database across jurisdictions. However, we plan to manually add updates for planned trail closures, maintenance, or utility work. We desire the capability to send scheduled, geo-fenced, and event-triggered notifications, which will be manually provided by staff.

6. Budget and Pricing

- **Original Questions:**
 - "Can you share an indicative budget for the duration of the contract?"
 - "Is a time and material model acceptable for the financial proposal?"
 - "What is the allocated (preferred and maximum) budget for this project, for development and for ongoing maintenance?"
 - "While the RFP emphasizes cost as a primary consideration, a specific budget range was not mentioned. Could you provide an indication of the allocated budget for this project?"
- **Consolidated Answer:** The overall project is funded by a state/federal Recreation Trails Program (RTP) grant through the Utah Division of Outdoor Recreation, and other matching funds. These funds should cover the costs for app development, as well as content creation, GIS/mapping, and other anticipated staff support. We have not established a specific budget for the app development portion of the project and encourage competitive proposals. While the app development is a primary component of the overall project, we hope to reserve sufficient funds for the other aspects of the project, and a portion for the first year of maintenance. If proposals exceed the funds available, we may work with one or more of the lowest cost proposers to explore ways to adjust the project scope to match the most important project goals with available funds. A time and material model is acceptable for the financial proposal but will require a maximum, not-to-exceed limit.

7. Offline Functionality

- **Original Questions:**
 - "Should the map and content be accessible offline (e.g., downloaded maps or trails)?"
 - "Will the application support the offline map functionality? If so, which features need to work without connectivity?"
- **Consolidated Answer:** Yes, a general goal of the mobile app is to have full offline functionality for maps and content. This is a key advantage over the current mobile site.

8. Mapping Platform and Data

- **Original Questions:**

- "Is there a GIS or mapping platform that should be used?"
 - "Will the Jordan River Commission provide shapefiles or layers for trails and amenities?"
 - "What format is the existing GIS data currently in? Understanding this will help us in planning the migration and integration process."
 - "Which map provider will be utilized (e.g., Google Maps, Mapbox, custom)?"
 - "Are existing datasets available for mapping natural features such as waterways, trails, parks, and access points?"
 - "Will activity location data (e.g., hiking trails, fishing spots) be static or dynamically fetched via APIs?"
 - "Are there specific data sources or databases the app must integrate with?"
- **Consolidated Answer:** The JRC currently uses Google Maps as its base map for the mobile website and anticipates continuing with this map platform, but we are open to exploring alternatives. We will provide existing GIS material (shapefiles and layers) for trails and amenities. We anticipate contracting with a GIS/mapping specialist for further data needed as part of the overall project. If this is a service you offer or you have a trusted partner, please indicate this in your proposal, though you do not need to provide cost information at this time as those services will be contracted separately. Existing datasets for natural features are available. Activity location data will most likely be static via API. The app will need to integrate GIS and Google Map sources, migrating or recreating data if incompatibilities exist.

9. User-Generated Content (Submissions, Reviews, Moderation)

- **Original Questions:**
 - "Will visitor-uploaded photos and reviews be moderated before being publicly visible?"
 - "Should there be a report-abuse or flagging feature for visitor-uploaded content?"
 - "Regarding the crowd-sourced content, will this data primarily originate from users within the new mobile app, is there pre-existing crowd-sourced data to be integrated, or will it be collected from other sources?"
- **Consolidated Answer:** Visitor-uploaded content, such as photos, stories, experiences and reviews, will be moderated before being publicly visible so we may not need a report-abuse or flagging feature for such content. It is a goal to migrate all existing crowd-sourced data from the existing site to the new app. In addition to crowd-sourced content from app users, we also anticipate curating materials with a growing number of education partners, including content related to geography and hydrology, wildlife, environment and ecology, human and natural history, active transportation and transit, and other themes.