

Frequently Asked Questions

Request for Proposals for development of AIDSInfo Mobile Apps

Clarifications and Elaborations in the RFP

Q. Please elaborate on this phrase in the RFP: “Mobile Apps will ... allow UNAIDS partners to integrate the data into their website, and enhance and reach new users of the platform”. This is also referred to in Page No 5, Activity 3.

A. “Integrating the data into their website”, refers to the ability of the HTML5 based version of AIDSInfo Mobile App to be viewed on Mobile Devices, but also on a desktop browser.

The HTML5 based AIDSInfo Mobile App should allow it to be embedded in the UNAIDS and other websites, to eventually serve both the mobile devices and desktop browsers.

“Enhance and reach new users of the platform” refers to users of mobile devices who currently cannot access the factsheets, because it was not designed to run on mobile devices and the limitation of iPad with running flash-based websites.

Q. The Technical Specifications Document mentioned in section 1.3.1.6 and 2.7.3a&b is missing.

A. This document will not be shared as it should have been removed from the final RFP document. The document refers to the technical specifications of the web version of the Country FactSheets and it should not affect the specifications of the mobile apps.

Q. As per requirements, iPad application should work in offline mode. Could you please clarify whether mobile web application developed for other Mobile Devices should also work in offline mode (i.e. without internet connectivity)?

A. Users of the HTML5 based App would initially connect to a website hosting the app. Once loaded, the app would be cached on the Mobile Device, so even if the device is out of network range, the app would continue to work. Only when the app is cleared from cache or after a reboot of the device would the user have to reconnect to the website to reload the app.

Users of the iPad app downloaded from iTunes would work in offline mode after downloading and installing the app. The app and data would be stored in the Flash Memory and would not be cleared with reboots of the device.

Q. “The system must be deployable without requirement of third party libraries”. Is this restriction applied to open-source libraries (which is free of cost & license) as well?

A. Open-source libraries can be used. Only licensed libraries with attached fees are excluded.

- Q. “The interface of the AIDSInfo Mobile Apps (HTML5) must be integrated into the UNAIDS website, for use by mobile devices, such as Android OS pads, as well as embedding in other websites.” Is the browser based development specific to Android Mobile Devices or Tablet? Or both devices?**
- A. The HTML5 version of AIDSInfo Mobile Apps is optimized for tablet devices, such as iPad, Samsung Galaxy, and other tablet devices that support HTML5.
- Q. Please provide details of UNAIDS partners, their data & interface requirement?**
- A. The data and interface for the Mobile Device Apps are the same as the current country factsheets and bubble charts. You can find those at <http://aidsinfo.unaids.org>
- Q. Can the vendor assume the Country Fact Sheets functionality should be exactly the same as available under <http://www.unaids.org/en/dataanalysis/tools/aidsinfo/countryfactsheets/> The Mobile applications will need to display the similar graphs/charts and data without any change?**
- A. Yes, this is correct.
- Q. Can the vendor assume, the Regional Analysis requirement is exactly the same as described <http://www.unaids.org/en/dataanalysis/tools/aidsinfo/regionalanalysis/>. The Mobile applications will need to display the similar graphs/charts and data without any change.**
- A. Yes, this is correct.
- Q. As the part of the entire project the vendor will have to do the following 3 different applications:**
- a. an iPad application using native iphone environment
 - b. an HTML5 Application for Android tablets
 - c. Integrate the Country Fact Sheets and Regional Analysis apps into the AIDSInfo website. Is this correct?
- A. Yes, the first two are the required outputs of the contract. Integration into UNAIDS website and routine maintenance are required activities in the contract.
- Q. Under the ‘Output’ section it is mentioned “One application for other Mobile devices, released on a UNAIDS windows server” This ‘One application for other Mobile devices’ will be the HTML5 application?**
- A. Yes.

Logistics, Timelines, Legal and Finance

Q. Location criteria for bidders, performance of work and meetings.

A. Bidders can be from any country. The development work must be performed offsite, and it can be anywhere in the world. Meetings can be held online, with teleconferencing tools like Skype or WebEx. If the vendor chooses to come to UNAIDS for meetings, it will be at their own expense and UNAIDS will not provide assistance in travel arrangements.

Q. Is there any specific launch dates for the mobile apps?

A. A limited version of the mobile apps is to be launch June 1, 2011. The full version of the Mobile Apps will be launched December 1, 2011.

Q. What are the first sets of features expected for both iPad and HTML5 developments?

A. For the June 1, 2011 delivery, both iPad and HTML5 version of the apps should be ready with at least the “Epidemiology Facts”, “Infants, Mothers & Families”, and “Treatment and Care” themes. For December 1, 2011, all remaining themes should be completed.

Q. In 2.7.2, under 1.3, audited financial statements for the past three years are requested. How do we provide this?

A. If your financial statements qualify with your country’s national legislature, then you qualify for bidding. If your national legislature does not require audited financial statements, then you do not need to provide any audited financial statements.

Q. Can you provide us with any information on your budget for this project?

A. No. We are looking for competitive bids, at market rates. The best technically and financially competitive bid will be selected.

Q. Will there be a confirmation that the proposal has been received by UNAIDS, when sent by email or by regular postal mail?

A. Yes, there will be a confirmation of receipt of your bids, and you will also be notified of the outcome of the selection process.

Q. What is Response Monitoring & Analysis (RMA) focal point?

A. The RMA focal point will be the project manager on the UNAIDS side, who will server to communicate the requirements of the project to the vendor, set metrics for monitoring the performance of the project, alert management in case of risks or delays, and signoff on the deliverables.

Q. “It is expected to the HTML5 system must be deployable without requirement of third party libraries”. Are we correct in understanding that NO extra third party software (e.g. databases, runtime environment) can be installed on UNIADS window server as a part of the deployment? However the application

can use redistributable third party libraries that will be packaged along with the assembly.

- A. The use of specific technologies is not a limitation for this project. This requirement is to prevent vendors using third party libraries and databases that have an associated license with a recurring fee from being used.
- Q. “The AIDSInfo Mobile App for iPad must be registered and available on iTunes for download and it will be the bidder’s responsibility to pursue this registration on UNAIDS behalf?” Can the application be available on iTunes in the vendor’s name? Does the application have to be registered and available on iTunes under the name of UNAIDS? If the application has to be available on iTunes as a part of UNAIDS then the vendor expects UNAIDS to support the vendor and provide information asked by Apple as the part of registration.**
- A. The App on iTunes should be registered under the name UNAIDS. Necessary information will be provided to assist the vendor in pursuing registration.

Technical Questions

- Q. With regards to using HTML 5, would UNAIDS provide the required web services or would the contractor have to develop and integrate them?**
- A. If the vendor’s proposed solution for the HTML5 based Mobile App is to use web services, then the vendor would develop the web-services, and provide the support to integrate them into the UNAIDS web environment.
- Q. Will you provide access to design document, flow diagrams etc. to the website?**
- A. There are no design documents or flow diagrams. The current factsheet and bubble chart are single page HTML files, with an embedded Flash component, and javascripts for interactivity.
- Q. Will API's be provided or does the vendor create the API's?**
- A. If the vendor’s proposed solution is to use API’s, then the vendor will create the API’s. UNAIDS does not have any API’s to provide.
- Q. What is the current website technology?**
- A. The country factsheets and bubble charts are made with HTML, Flash, and Javascript only.
- Q. Are there specific business layer technology preferences for implementing the Mobile Web application with HTML 5, JavaScript in presentation layer?**
- A. No.

Q. Should the Apps be developed in Java or does it have to be in C# or PHP similar?

A. There is no specific requirement on what programming language to be used, as long as the final product runs on HTML5 supported Mobile Devices, like iPad and Samsung Galaxy Tab, and other tablet/pad devices supporting HTML5.

Q. Is the app supposed to download factsheets?

A. No.

Q. What mobile devices need to be supported?

A. The iPad App, to be released on iTune, will serve the iPad 1 devices. The HTML5 based App, should run on any HTML5 compatible device, such as iPad, Samsung Galaxy Tab and other devices supporting HTML5. The operating system of the Mobile Device should not be a limitation, as long as it supports HTML5. As iPad and Samsung Galaxy are the two devices that are “most” compliant with the HTML5 standard, at the time of bidding, it would be sufficient if the HTML5 App was tested and working on these devices. In all cases, the Mobile Apps being developed are to be optimized for tablet mobile devices, with larger screens, like Samsung Galaxy Tab and iPad, and not smart-phones like iPhone or Blackberry Rim.

Q. For the mobile web app to be developed for non iPad and Android platforms, should the vendor target support for other mobile platforms such as WebOS, Windows Phone, and Blackberry in future. Are there specific mobile web browsers which need to be supported?

A. The HTML5 based App should work on all browsers and devices that support this standard. The iPad 1 and Samsung Galaxy with Android are examples of platforms to be targeted.

Q. In order to plan the deployment strategy will you please provide the Deployment details (eg. Web farm/clustering) about existing solution?

A. The HTML5 app will be deployed on a Windows 2003 server with IIS6.0; there is no web-farm or clustering. The iPad app will be distributed thru iTunes.

Q. Can you please provide the software specification UNAIDS windows server, which web-server will be used to for hosting the HTML5 application.

A. Windows 2003 Server with IIS6.0;

Q. Please clarify if the browser based development is for Android OS or Blackberry OS? Or both the operating systems?

A. The HTML5 version of the AIDSInfo Mobile Apps is positioned for Mobile Devices that support HTML5. The operating system of the Mobile Device should not be a

limitation in supporting HTML5. Examples of Devices that support HTML5 are Samsung Galaxy Tab with Android OS, and the iPad.

Q. On iPad, will all web links open in web browser?

A. Yes.

Q. On Android, will push notification be supported?

A. No.

Q. On android, will native UI components need to be used?

A. If there is a need to use native UI components to build the factsheets in HTML5 to run an Android OS Mobile Device, it can be used.

Q. The iPad application has to work offline – are there any requirements as to its update?

A. The HTML5 version of the Apps should be updatable on the server where they are hosted. The iPad App released on iTunes can be updated on iTunes. In both cases, the update happens when the user is connected online.

Q. The application for Android devices – does your requirement actually sum up to a mobi site - browser version?

A. Mobi sites are geared for use on smartphone/smallscreen devices. The AIDSInfo Mobile Device apps are positioned for iPad and other tablets/pads with larger screen space.

Q. Will the user download data via iPad application one or multiple times while connected to the internet and view the fact sheets & regional analysis in non internet mode/offline?

A. The users will download the data and App once, for both the iPad-only and HTML5 based version of the Mobile Device apps.

Q. Does the web service development form a part of the project scope?

A. Deployment of the app on the web is in the project scope. If web-services are used in the design of the apps, their deployment would be in the scope of the project.

Q. Can the flash components used in the current country factsheets website be reusable for HTML5 solution? If so will UNAIDS provide these components to the selected Vendor?

A. No. The flash components cannot be re-used, as they are not supported on iPad, and we want to move away from flash based solutions.

Design Questions

Q. Can the vendor change the layout of the graphical representation in both Country Factsheets and Regional Analysis for Mobile Devices?

A. Yes, the vendor can propose a new design to better fit the screen of Mobile Devices. The changes should be kept to a minimum to allow existing users of AIDSInfo tools easily transition to the new system.

Q. Since the User Interface in iOS and Android are slightly different, there would be slight difference in the UI of the replicas of the AIDSInfo tools (Country Factsheet and Regional Analysis) based on the different operating systems. Would this be allowed?

A. Yes, differences between the iPad App and the HTML5 App should be kept to a minimum.

Q. How different will the app for the other mobile devices be from the iPad App. Would they have very similar features/scope?

A. The iPad App, and the HTML5 App should have the same features and scope. Only differences would be those introduced because of the operating system or browser.

Q. Do we only have to use Bubble Charts or can other charts formats be developed?

A. For the Regional Analysis, only bubble charts should be developed. For the country factsheets other chart formats are to be developed. To see the charts that need to be developed visit <http://aidsinfo.unaids.org>

Q. Does the server side application already exists which will support the iPhone and Android apps with Web Services?

A. No.

Q. Are there any specific security aspects to the app?

A. The data and content should be secured from tampering by end users.

Q. We need more details on number and type of tables and graphs, maps layout, 11 different themes mentioned, interactive nature of the application, and UI design.

A. Please visit <http://aidsinfo.unaids.org> to see the existing factsheets and regional analysis (bubble-charts). Click on the e-training modules 1 and 2, to get an overview of the interactivity. Then try the web applications yourself by clicking the link to "Country Factsheets" and "Regional Analysis". The Mobile Apps will replicate these online factsheets.

Q. Do we need to design the User Interface (UI) or will the UI for the same will be shared by UNAIDS?

A. You will design the User Interface for the Mobile Apps, using the existing web apps as a guide.

Q. Will Apps only support Landscape mode as the reports are best seen in that mode?

A. The apps can be optimized for landscape mode, but there is no restriction to view them in different size or formatted screens.

Q. Navigation world map to allow drill down to country factsheets. Will UNAIDS provide the maps of countries along with regional partitions?

A. The world map, with the 192 member states, will be provided to the chosen vendor in xml format or as ESRI Shape files.

Q. Which version of iOS and Android needs to be supported?

A. The latest version of iOS for iPad 1, should be supported for the iPad App. For Android, the important criteria is not the version of the operating system, but that HTML5 should be supported.

Data related questions

Q. How would the vendor be linked to the database of AIDSInfo?

A. Currently the Factsheets and Bubble-Charts use the SDMX exports (XML files) of the DevInfo database as their data source. The vendor will be provided a backup of the DevInfo database (Access file) to be able to produce these extracts on their own, or if they choose, they will be provided with the SDMX exports.

Q. Please provide details of data used for the application, which needs to be stored on iPad.

A. The data is the same as data currently found AIDSInfo (Reference: <http://aidsinfo.unaids.org>).
The country factsheets and bubble-charts use an SDMX extract (XML files) from the DevInfo database (Reference: www.devinfo.org) as their data source. The Vendor will be given a backup of the DevInfo database (Access file) to be able to produce the SDMX extracts, or if they choose, they will be provided with the SDMX exports.

Q. In order to have the iPad app run without internet connection, all data needed to support it must be downloaded from iTunes along with the app during initial installation. If user wants to update the app (data), they need to be able to connect to iTunes and download the update from there. Is this assumption correct?

A. Yes, this is one possible working solution to updating the data on the iPad App.

Q. What is the anticipated database size for Country Factsheets and Regional analysis (bubble charts)?

A. The current data files, in SDMX (XML) format, are 11.5 Megabytes. This is expected to remain the same for the Mobile Device Apps.

Q. Are all data required for Country factsheets and Regional Analysis in DI6 database is in the form of statistical data or it contains ready to use images as well?

A. The Chart and Graph images are generated dynamically with Flash. Only the country thumbnail in the "Country Overview" panel of the factsheets, and the larger HIV prevalence map, reached by clicking the thumbnail, are picture files.

Q. Will the contractor have to use the same DevInfo which is being used in current deployment?

A. Yes. Although, DevInfo is only used to produce the data extracts in SDMX (XML), which are the data source for the country factsheets and bubble charts. But the contractor should use DevInfo 6.0, so that the Mobile Apps data source, and our other projects have a consistency in data standards.

Q. Does the contractor have to get data only from Dev info? If not then please specify the interfacing requirements for additional data/application sources in detail.

A. Yes. DevInfo will be used to produce the data, in SDMX (XML) format. Those XML files can then be used as the source of the data for the Mobile Device factsheets/bubble-charts.

Q. Could we have more information on how is the raw data provided, which shows in the graphs etc?

A. The data in the graphs comes from SDMX (XML) files generated by DevInfo 6.0. You can find more information on this data format at www.DevInfo.org.

Q. Which version of DevInfo is being used in current deployment?

A. DevInfo 6.

Q. For the iPad version, is the data updated when internet connection is available, and if so how?

A. Yes, for the iPad version the data should be updatable. The best way the data is updated can be discussed at the design phase with UNAIDS after the vendor is chosen.

Q. Should all data be local? Is there a sync concept? Is there an API to collect data?

A. All data for the iPad App should be local, so that the user does not need an internet connection to view their graphs. Synchronization and updating of data can be discussed at design time, between the chosen vendor and UNAIDS. There

is no existing API to collect data. All data is generated from DevInfo 6 in SDMX (XML) format.

Q. It appears that all the data on the current site is exported from a database into individual XML files. It is possible to use that same system/infrastructure to inform our mobile applications?

A. Yes. It is recommended that the same individual XML files be used to inform the Mobile device apps.

Q. Does the app need regular sync, if so what is the timeframe?

A. The updating of data is irregular and infrequent. The details of how best to update the data can be discussed during the design phase with the chosen vendor.

Q. Is the data for charts rendering static or live?

A. The data is coming from XML files stored on the server. They are updated occasionally and irregularly, as data is corrected or changed.

Q. iPad storage is limited & it comes with 3 variants (16GB, 32GB, and 64GB). If the proposed application stores all the data (For Ex: 192 Country * 13 Sub section [as seen in web]) for offline data display there is the possibility for low storage errors. Will UNAIDS add any external hardware like 'HyperDrive' and is the proposed application required to support that?

A. The entire dataset for the factsheets and regional analysis (bubble-charts) occupies 11.5 megabytes. The large size maps of countries take an additional 56 megabytes. So the mobile apps would not require an external drive and should easily fit on a 16GB device.

Q. Will the application access data from the AIDSInfo database that is hosted on-line? E.g. <http://www.aidsinfoonline.org>

A. The data for the Mobile apps will come from SDMX (XML) files that will be generated once from DevInfo. The data should be packaged with the App and cached on the client machine after the first access, so that the user will not need a dedicated internet connection.

Q. The requirement expects iPad app to run without internet connection. Does this mean the Country Factsheet and its data for all the countries and Bubble Charts data for the ten strategy areas, EPI indicators, and Financial Indicators be cached and stored on the device? So that the application can be used in an off-line mode?

A. Yes.

Other questions

Q. Should multi-lingual support be provided only for labels and static content or data should be also displayed in multiple languages? If yes, whether DevInfo database provides such support.

A. Most of the data is numeric and does not need any translation. Only some data with nominal values ('yes/no', 'agree/disagree/na') have non-numeric data, which can be translated with lookup tables. The vendor needs to provide a simple solution to change the language on the Apps, by updating the labels and text on the website, and the nominal data values.

Q. In order to determine re-usability & backend interface will you please share the technical details like Architecture doc of existing solution?

A. There is no architecture document or backend interface. AIDSInfo factsheets and bubble-charts are each a single page HTML with a flash component, and javascript to provide some interactivity. The output of this project is to replicate the factsheets and bubble-charts for mobile devices. You can watch a short video describing the features at <http://aidsinfo.unaids.org> under the e-training 2 & 3 links.

Q. The web site seems to have problems while running "jquery". At times it hangs & nothing comes up for several minutes. Please provide the list of the bugs / issues in the current web site.

A. The flash components take some time to load the first time, but after they are used once, and cached, their loading time decreases significantly. The applications are completely client based (HTML, Flash, Javascript), so any other performance issues due to the client machine and browser. There are no known bugs with the system currently.

Q. What are the current performance and usability issues faced by end users?

A. There are no known usability issues faced by end users. Performance is dependent on the internet connection speed of the end user.

Q. What are current performance, stability or other challenges faces by existing service provider?

A. The system is highly stable, and performance does not degrade with number of users, since the application is completely client based (HTML/Flash/Javascript).

Q. For supporting French, Spanish and Russian languages, will UNAIDS provide translated text in specific languages?

A. Yes. The vendor needs to only provide the mechanism to import the translated content, refresh, and apply the language content. UNAIDS will provide the language content in the four official languages.

Q. Can we see an example of a Country Fact Sheet?

A. Please visit <http://aidsinfo.unaids.org> and click on the country factsheets link.

Q. Does UNAIDS recommend any third party software for the graphical components?

A. No. We are looking for vendors who have strong experience with developing data visualization apps for mobile devices and are familiar with available technologies.