

# Update of business applications and development of mobile app

## (ID:Coop\_HR\_2023)

### 1 Letter of Invitation

Berlin, 6<sup>th</sup> December 2022

Dear Madam or Sir,

the project “New tools for Cooperation of Citizens and Administration in environmental matters in Croatia” by the Independent Institute for Environmental Issues (UfU e.V.) and Zelena Akcija is dedicated to the digitalisation of civil society’s participation in environmental issues and the strengthening of cooperation between civil society and administration. This project is funded by the German Federal Environment Ministry’s Advisory Assistance Programme (AAP) for environmental protection in the countries of Central and Eastern Europe, the Caucasus and Central Asia and other countries neighbouring the European Union. It is supervised by the German Environment Agency (UBA).

The participation of civil society in environmental decisions of the administration can contribute to more environmental protection. In this context, access to environmental information and good cooperation with the administration are of decisive importance. Zelena Akcija's Green Phone project has been supporting citizens and civil society organizations in Croatia since 1992 by providing telephone advice. Together with volunteers and in cooperation with authorities, environmental problems are identified and solutions found. In this project, the tools used by the Green Phone service are to be updated and complemented by a mobile app. The aim is to build a digital platform where citizens can report environmental problems easily and stay informed. At the same time, this platform must be integrated into the existing work processes of the Green Phone.

The Green Phone of Zelena Akcija and the Green Phone Network currently use two versions of the business application Effektivita connected to two different databases to manage and process reports from civil society. The business application Effektivita has to be migrated from current version of Ruby and Ruby On Rails language to a newer one. Those applications also need to be moved to the new server.

In addition, a mobile application for reporting environmental problems is to be created. For a mobile application, an API needs to be created to allow communication and data exchange between the mobile and business applications.

UfU hereby invites potential service providers to submit a proposal for the following research:

**Update of the business applications used by the Green Phone and the Green Phone Network and development of a mobile app complementing the existing Green Phone service.**

1. This Request for Proposal (RFP) includes the following documents:

Section 1 – This Letter of Invitation

Section 2 – Instructions to Proposers

Section 3 – Terms of Reference (TOR)

Section 4 – Technical Proposal Form

Section 5 – Financial Proposal Form (as separate attachment)

2. Your offer comprising of a Technical and Financial Proposal (see templates in sections 4 and 5) should be submitted in accordance with the instructions to proposers.

Proposed methodology and approach should meet all the requirements of the Terms of Reference including project costing. The project plan should be linked to the implementation phase requirements. A detailed methodology approach is developed in line with implementation phase requirements and expected outcomes and deliverables.

3. You are kindly requested to submit an acknowledgement letter and the proposal to UfU via the following e-mail [Franziska.Sperfeld@ufu.de](mailto:Franziska.Sperfeld@ufu.de) with reference to the title and ID of this RFP in the subject line of your email.

**Deadline for submission:** 10 January 2023

Should you need further clarification, kindly communicate with [Franziska.Sperfeld@ufu.de](mailto:Franziska.Sperfeld@ufu.de) duly assigned to handle all queries for this RFP.

We look forward to your proposal and thank you in advance for your interest in our project and a cooperation with us.

Yours sincerely,

**Dr. Michael Zschiesche**

Director UfU

## 2 Instructions to Proposers

### 2.1 Contents of proposal

Bidders are required to complete, sign and submit the following documents (one or several pdfs + an excel sheet):

1. Technical proposal, including references about the bidding institution qualifications of the project team assigned to this project (persons in your project team & list or references, max. 3 pages long)
2. Financial proposal

### 2.2 Clarifications and amendments to proposal

Bidders may request a clarification of any of the RFP documents no later than 3 working days before the proposal submission date. Please note that UfU is closed between 20-31 December 2022. Questions should be clarified in advance. Any request for clarification must be sent in writing or by electronic means to the email address [Franziska.Sperfeld@ufu.de](mailto:Franziska.Sperfeld@ufu.de).

At any time prior to the deadline for submission of proposals, UfU may for any reason, such as in response to a clarification requested by a proposer, modify the RFP in the form of supplemental information to the RFP. All proposers who have provided confirmation of their intention to submit a proposal will be notified in writing of all amendments to the RFP with reasonable time to consider the amendments to the RFP.

### 2.3 Language of proposal

The proposal, as well as all related correspondence submitted by the bidder and UfU, shall be written in English or Croatian language.

### 2.4 Technical and financial proposal

The bidder shall submit the proposal submission forms furnished in section 4 and 5 of the RFP.

The financial proposal shall be prepared using the attached standard form. It shall list all major cost components associated with the activities (including all taxes). All outputs and activities described in the Technical Proposal must be priced separately. Any output and activity described in the technical proposal but not priced in the financial proposal shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

The costs must be stated in Euro net prices (no local VAT applicable if bidder resides outside Germany).

The bidder indicates in the covering letter that he will abide by the proposal for eight weeks.

## 2.5 Joint venture, consortium or association

If the bidder is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to UfU for the fulfilment of the provisions of the contract and shall designate one party to act as a leader with authority to legally bind the joint venture, consortium or association. The leader or lead entity, and/or the composition or the constitution of the joint venture, consortium or association shall not be altered without the prior consent of UfU.

The description of the organization of the joint venture, consortium or association must be clearly defined in the course of establishing the eligibility of the proposer, by defining the expected role of each of its components/member firms in the course of performing the research defined in the ToR.

## 3 Terms of References

The Terms of References (ToR) describe the tasks and contributions as contractor in the project “**New tools for Cooperation of Citizens and Administration in environmental matters in Croatia**”. These Terms of Reference form the basis for a service contract to be concluded with the Independent Institute for Environmental Issues e.V. (UfU) as a project partner.

### 3.1 Background, project description and objectives

The well-established telephone-based service of the Green Phone, through which citizens can report environmental problems and search for solutions together with volunteers and authorities, will be modernized. The creation of a mobile app is intended to expand the service of the Green Phone, enable new possibilities and address new and younger target groups. This mobile extension is called “Pametni Zeleni Telefon”.

The focus of the new mobile app is on, among other things, the reporting of environmental damage on site, the use of GPS data, the inclusion of photos as evidence, the systematization by category of the environmental issue and the possibility to receive updates on the status of the problem.

The **objective** of the task therefore includes the migration of the business applications (Effektiva) from current version of Ruby and Ruby On Rails language to a newer one. Those applications also need to be moved to the new server. This is a necessary first step for the creation of a mobile app with which the business application communicates. The business application also needs to be upgraded to accept GPS coordinates and images. Furthermore, it needs to allow acceptance of incoming problem reports by admins. In order to connect the business application with the mobile application an API must be created. The functionalities of the API should include:

report problem, automated communication about the reported problem, notifications about changes in the status of the reported problem, management of user accounts, search and presentation of information about all reported problems.

The mobile app could be a hybrid mobile. Its handling should be simple and intuitive and engage users. It should contain three aspects:

- **Reporting an environmental problem and related communication.** This is the main functionality. It is about simply reporting environmental problems, and also getting feedback on the case.

- **Embedding individual reports into broader context.** To put individual reports into a broader context and use the data Zelena Akcija has gathered over the years, historical reports should be presented in the application as well. In order to create this function, Zelena Akcija has to make a revision of their historic data and add GPS data to them.

- **Activism and educational content.** Based on the aktivisam.hr portal and the work of the ZA activists, information on educational and activist activities should be communicated through the mobile application. This adds a new dimension to the application and encourages people to get involved in solving environmental problems. The source of this data needs to be defined, i.e. decide whether it is automatically pulled from the aktivisam.hr portal, for example, or whether it is additionally processed and entered into the business application.

It is intended that the new app can be used in other places and contexts by other Green Phone groups. Therefore, the aim is to make the program data available as open source.

## 3.2 Process

### 1. Update business applications

New version of RoR and move to a new server.

Note: These are two identical applications, one for the Green Phone and the other for the Green Phone Network.

### 2. Modifications of business applications

Upgrade to add functionalities to enter geolocation information and photos.

Note: Zelena Akcija should plan what else is needed here, e.g. an inbox for handling new messages that can be accepted or rejected, sending automatic notifications depending on the progress of the case, etc. The business application should allow system administrators to manage cases and user accounts.

### 3. Create an API interface for communication between mobile and business applications.

Functionality: reporting, automated communication on the issue, notification of changes to the issue, management of user accounts, display of information on all issues.

### 4. Design, development and publication of a hybrid mobile app (iOS and Android).

- Creating a user account

- Management of personal data, user profile. (Pay attention to data protection regulation on the EU and national level in Croatia, anonymity option of the app).
- Problem report (description, geolocation, photos, categorization). It should be planned that some reports are created after the fact and not from the location for which the report is created. This should allow for corrections and changes to the problem report, i.e. entering the location.
- Users should have an overview of the report and the related communication, i.e. the status of the case. This is a log of messages that are automatically sent from the business application to the mobile app when the status of the registration has been changed.
- Historical and cumulative overview of all (or a large number of) reports. Searchable, display on map and as list, categorized, statistics. Case status published and documentation related to the case published where appropriate.
- Notifications about educational and activist events. This can be a separate segment of the app or can go through in-app messages, depending on the amount of content.

### **5. Graphic design (optional):**

- Use of the existing graphic design and elements of corporate design of the Pametni Zeleni Telefon and development of corresponding graphic extension for the new app.

## **3.3 Workplan**

The work plan should include but not necessarily be limited to the following activities:

- Kick-off meeting with project team
- Update of business applications (new version of RoR, migration to new server, upgrade with new functionalities)
- Creation API
- Design concept, wireframing, graphical + UX + UI design including consultation with graphic designer and submitting need for graphic design components to project team (if not included in proposal)
- Test phase
- Feedback loops and revision of the new app (at least 2 feedback loops with the project team)
- Bugfixing
- Draft of guidebook for further use and administration

### 3.4 Duration of the work and expected outputs

Expected milestones and outcomes:

- **End of January 2023:** Contract signed
- **Beginning of February:** Kick-off Meeting and coordination with the project team
- **20<sup>th</sup> February 2023:** Refined work plan and Product requirements document
- **Beginning of April 2023:** Test application

### 3.5 Expertise required

The proposed work shall be conducted by one or a team of experts, who should have the following profiles:

- at least 3 years of experience in programming of business applications
- profound knowledge of the Green Phones Services and the network structures
- at least 3 successfully implemented projects in a comparable scale

### 3.6 Copyright and right of use

In the contract to be signed following the acceptance of an offer it is set out that the Contractor will grant UfU and Zelena Akcija the non-exclusive but unrestricted right of use of his/her own work results (including application, program, data, photographs, illustrations and graphs). The right of use particularly includes the types of use mentioned in § 15 of the German Copyright Act (UrhG) and in Article 21 of the Croatian Copyright Act (Zakon o autorskom pravu i srodnim pravima (NN 111/21)) and also processing and redesigning.

## 4 Technical Proposal Form

### Evaluation criterion 1: Expertise of Firm/Organization

- i. A brief description of bidder as an Entity: Provide a brief description of the organization/firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, research fields and/or types of activities, and approximate annual budget.
- ii. Track Record and Experiences: Provide the following information regarding research/corporate experience for at least three references which are related or relevant to those required for this Contract.

Name of project	Client	Period of activity/status	Types of activities undertaken	References Contact details

### **Evaluation criterion 2: Approach and Implementation Plan**

This section should show the proposer's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential steps proposed, and demonstrating how the proposed technical and process related suggestions meets or exceed the specifications.

- i. Approach to the work required: Please provide a detailed description of the approach for how the organization will achieve the ToR.
- ii. Time schedule: Provide a clear time schedule that reflects the activities according to the work plan and expected outputs.
- iii. Subcontracting: Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

### **Evaluation criterion 3: Personnel**

- i. Provide the CV(s) (each one no more than two page) for key personnel that will be provided to support the service. CVs should demonstrate qualifications in areas relevant to the scope of the work.

### **Evaluation criterion 4: Knowledge of Green Phone processes**

- i. Display whether your organization is already familiar with the work of the Green Phone and your understanding of the target group using an app service for reporting environmental harm to NGOs and administration.

The quality is given a weighting of 60% in the evaluation, the price is given a weighting of 40%.