Feedback180: Department of Land Transport Form App 1.0

Request For Proposal (RFP)

by
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11/18/2014

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Special Instructions

- 1 week after receiving this RFP, a questions & answers session will be made via Skype with FB180 staff.
- Additional information for further addendum to this RFP, it will be submitted via Amendment.

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Form App Project

The purpose of this project is to better service DLT's customers by providing fillable DLT's forms via mobile app. This project comprises 3 components:

1. Mobile App. The app provides a quick way for DLT's customers to fill-up required forms before arriving at DLT's office. Users can select available form, complete the form and email a pdf copy to their email address. Users will then print and bring this form to DLT's office to be processed. Structurally, mobile app is a hybrid app using PhoneGap technology where form htmls are hosted in the cloud (web servers). Form htmls are served via mobile optimized platform such as Jquery Mobile, AngularJs or other suitable technology. Pdf generator application maps form information with DLT's template form. This mobile app require to run in 3 platforms: iOS, Android & Windows Phone.

2. Backend Administration website. DLT's admin staff can add, remove, & edit forms via backend administration site. The admin site is for DLT's authorized personnel only.

3. Services Components. This component provide services such as Pdf conversion & Emailing.

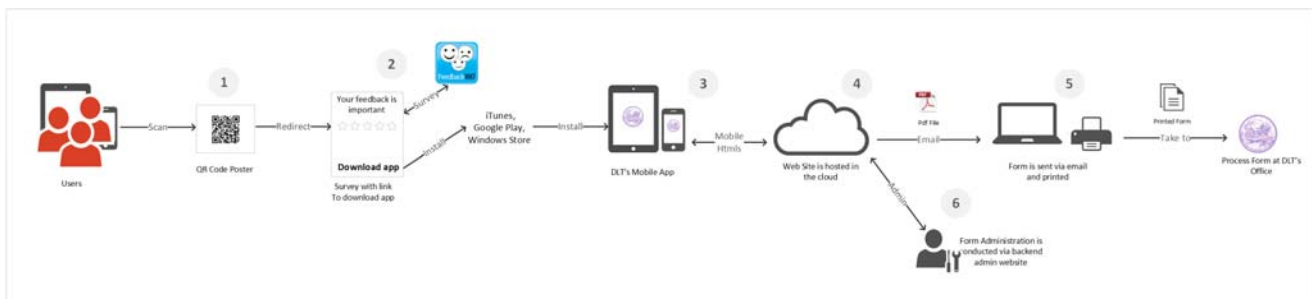The following is general overview of how the app will be used:

Figure 1: How the app will be used.

1. Users who will use the mobile app scan QR code posted on DLT's poster. Users can use widely available QR code scanner app from their mobile devices and QR code will redirect to Taxi Survey form with link to download DLT's Form App posted in iTunes, Google Play or Windows Phone Store.

2. User will be redirected to a Taxi survey form (survey from Feedback180). On this page, there are options to download DLT's Form App from various app stores.

3. Once Form App is installed, the app browses form html site on hosted on the web.

4. User's entered information is then converted into pdf document using DLT's legal formats and wordings (note. pdf document is a legal binding document, therefore clarity and accuracy is very important).

5. Users print pdf document and bring document to DLT's office to be processed.

6. DLT's admin can edit, add & remove forms from secured backend administration site.
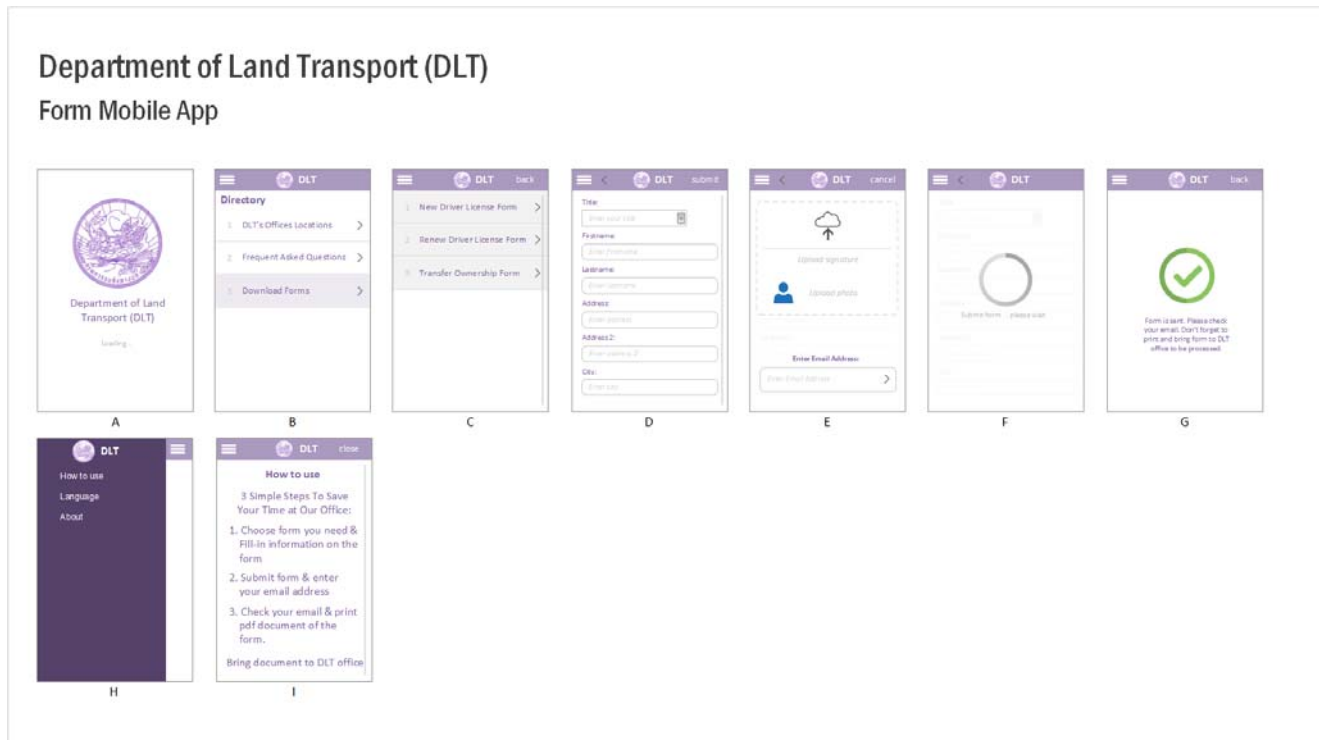
A. Mobile App

Figure 2: Mobile App pages.

A. At first, the app displays splash screen while the app is preparing & loading necessary form files.

B. List of DLT's Directory Services (this information comes from current DLT's directory booklet – 30 pages booklet). All information from this booklet are static information (non-database generated). Download Forms option links to list of available forms.

C. A list of available forms is listed with each row clickable to view detail form view.

D. After entering-in form info & user click the 'submit' button to proceed to entering Signature & Photo images.

E. For some forms, Signature & Photo may be required. Note, Signature & Photo requirement is an option that can be disabled from backend admin site. Users upload signature picture as well as photograph to the server. Entered email address is first validated which then form content is submitted to the server.

F. A progress sign is displayed while uploading content to server.

G. Submit form confirmation is displayed.

H. Several settable settings available for the app:

    a. How to use: It is a help instruction screen (see H).

    b. Language: Mobile app supports multi-language; in this version, it supports both Thai & English.

    c. About: It contains brief info about app version & DLT's contact information.
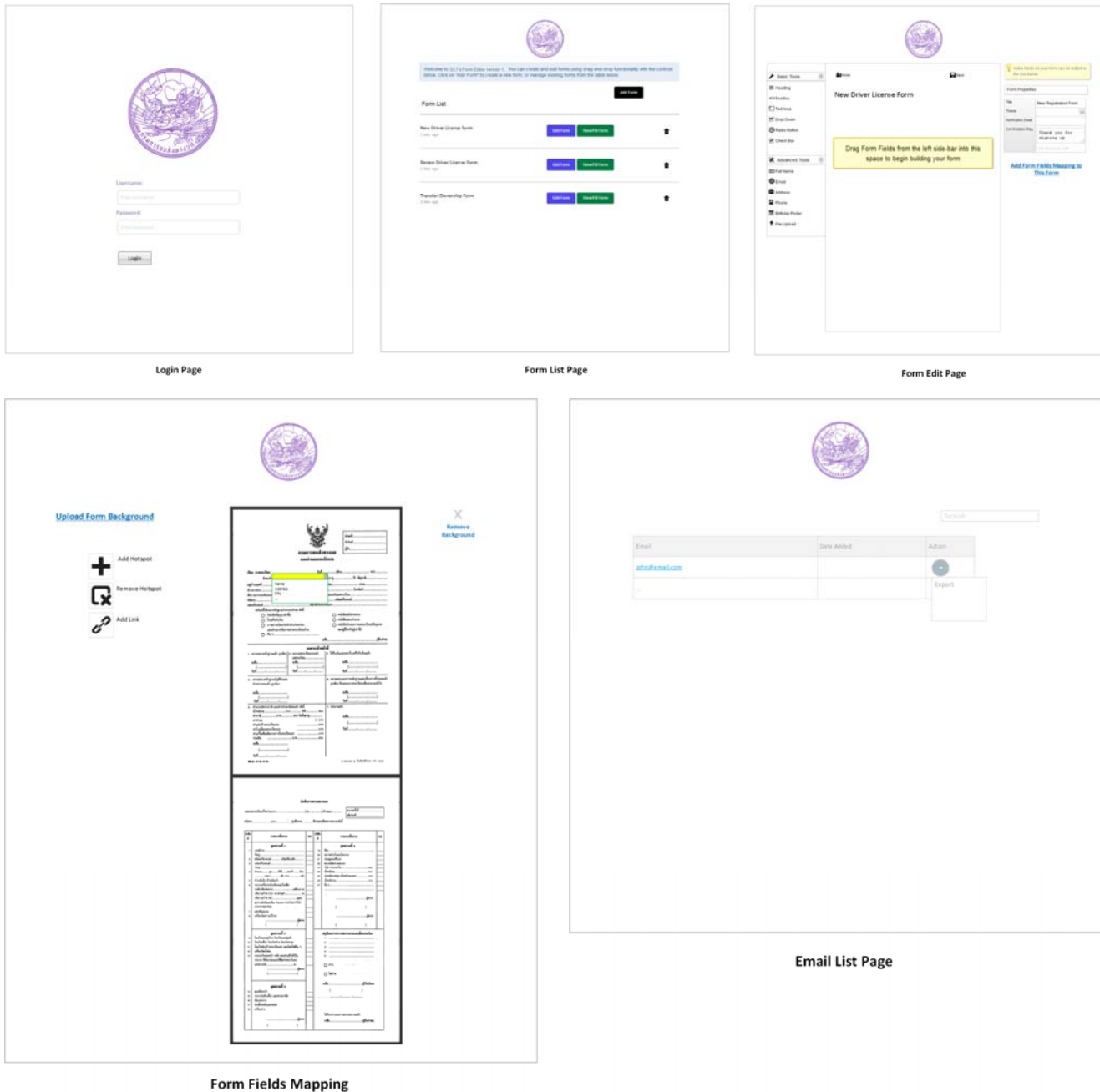
B.   Backend Administration Website

Figure 3: Backend Admin Site.

Backend administration site comprises of the following pages:

1. **Login Page**. Only authorized DLT's personnel can gain access to backend admin site. A simple web administration of adding, editing and removing an account should be part of the admin site.
2. **Form List Page**. List of available forms and options to add, edit or remove the forms.
3. **Form Edit Page**. A drag and drop form edit page.
4. **Form Fields Mapping Page**. Optionally, to map form fields to existing physical-form, administrator can upload pdf or image of the form. Locations of where form fields should be plotted are created on this page.
5. **Email List Page**. List of emails entered from mobile app.

In order to speed-up backend development, there is a generic package of drag-and-drop form application for purchased from http://codecanyon.net/item/drag-n-drop-formbuilder/full_screen_preview/5988862. It has 75% of what we need for this development. Several areas of improvements from this package:

- Map form-fields to physical form.
- One area we need to improve from this package is converting UI into mobile htmls.
- Add option to enable signature & photo upload.

C.   Services Component

2 services components:

1. **Pdf converter**. Submitted form is converted into pdf and send via email to user's mailbox. Form with background mapping form fields, printed-pdf should in a format as it appears on the mapping page. There are couple open-source pdf converter package that can be used to accomplish this purpose.
2. **Emailing service**. We will be using mandrill.com SMTP service to send email. Asp.net compatible module is available for download.

Operational Requirements

- Required development tools/platforms/SDK:
  - **Mobile App**: Compatible on iOS 5+, Android JellyBean+, Windows Phone 8+
  - **Mobile App**: Application runs in both tablet & smartphone
  - **Mobile App**: Hybrid mode using PhoneGap/ Cordova technology
  - **Web**: ASP.NET MVC 5 C#/Razor.
  - **Web**: Jquery or other Javascript Libraries
  - **Web**: BackedPages are constructed using Bootstrap/Responsive designs using same theme:
    - Major desktop browsers: IE 9+, Firefox 28+, Chrome 30+, Safari 6+
- All aspects of hostings hardware, database systems & email are to be delivered via Windows Azure. Your system architecture should support the goal of 99% uptime.
- We're open for suggestions to better our products. Missing / incomplete features found can be added in your proposal.

Timeline & Budget

This project must be completed in 3 weeks and scheduled to be released by Mid December 2014. Certain requirements may need to be released before 3 weeks timeline. Please provide sub-release schedules and costs & timeline with your proposal.

Appendix 1: Proposal Checklist

The following are key information that needs to be in proposal. Mark each submitted item with 'x' and put remarks for additional notes.

Scope of Requirement	Check List	Remark
Detailed development plan in stages(including alpha, beta, tests stages) for the following modules:		
Timeline for each stages	☐	
Database architecture conceptual diagram	☐	
Deployment stages & timeline:	☐	
• Integration with existing system	☐	
• Final tests	☐	
Budget		
• Cost breakdown	☐	
• Separate costing of training	☐	
• Ongoing support & maintenance costs	☐	
• Type of warranty provided	☐	
• If execution of work requires hiring of sub-contractors, you must state in proposal	☐	
Qualifications		
• Brief description of firm's background/history	☐	
• Brief description of firm's project management process	☐	

Scope of Requirement	Check List	Remark
• List 3 projects your firm has produces that best reflect your work & relevancy to this project. Temporary demo access to development or screenshots are required.	☐	
• Describe experiences with developing large-scale database, websites & mobile applications	☐	