



**Questions and Answers
#RFP-ELCD-FA-23-24
Family App Platform**

Q: Is General Liability Insurance an accepted document of State of Insurance Coverage?

A: We are just looking for a copy of your COI (Certificate of Insurance) stating your different insurance coverages, including General Liability.

Q: We have a very logistical question. We understand if you can not answer due to the question period ending, but we were wondering if we need to send hard copies of our responses along with an email response.

A: The deadline to submit questions is November 6, 2023. All questions must be sent in writing via email to:

Early Learning Coalition of Duval
Johnna Daniels, Grants and Projects Officer
jdaniels@elcduval.org

You do not need to include a hard copy of the questions or the emailed responses when you mail in your proposal.

Q: The scope of services states that the response format should include page three to contain a general plan for provision of services and estimated cost for provision of services. Can this be longer than one page and go onto additional pages like page 4, page 5, etc.

A: Yes, the response to the general plan for provision of services and estimated cost for provision of services can exceed more than one page.

Q: We noticed on the website in the description of the #RFP-ELCD-FA-23-24 it says the RFP is due November 6th by 5:00 pm, however, when I download the request for proposal it says proposals are due November 13th. Just want to confirm the updated due date for final proposals is to be emailed and postmarked November 13th by 5:00 pm.

A: The date has been updated to November 13th by 5 PM. Sorry for the confusion.

Q: Could you please guide us on how we can obtain the SOW or the specific platform requirements? Here is the list of questions to better understand the scope, requirements and expectations:



General Information

- What is the primary objective of the Family App Platform?
- Who are the target users?
- What is the project timeline, including milestones?
- Are there any regulatory or compliance requirements that need to be followed?

Technical Requirements

- What platforms will the app be available on? (iOS, Android, Web, etc.)
- What are the expected core features of the app?
- Are there any specific technologies or languages we should use?
- Do you require the app to be accessible (ADA compliance, for example)?
- What are the security requirements?

Design and UX/UI

- Are there any design guidelines or brand guidelines that need to be followed?
- What level of UI/UX customization do you require?
- Do you have wireframes or prototypes already created?

Data and Integration

- Will the app need to integrate with any existing systems or databases?
- What kind of data will be collected and stored?
- Do you require real-time data processing?

Testing and Deployment

- What are the expectations around testing (unit testing, integration testing, etc.)?
- How will the app be deployed?
- Do you require ongoing maintenance and updates?

Documentation

- What level of documentation is expected from the development team?
- Are there any specific deliverables you require aside from the app itself?

Miscellaneous

- Are there any third-party services that should be integrated? (Payment gateways, analytics, etc.)
- What kind of user training is anticipated post-launch?
- How will success be measured?

A: General Information

- What is the primary objective of the Family App Platform?

To help children get ready for kindergarten

- Who are the target users?

Preschool children

- What is the project timeline, including milestones?

To be determined

- Are there any regulatory or compliance requirements that need to be followed?

Not that we know of

Technical Requirements

- What platforms will the app be available on?

iOS, Android, Web, etc. (all three)

- What are the expected core features of the app?

Activities to prepare children for kindergarten



- Are there any specific technologies or languages we should use?

For languages, definitely English and Spanish

- Do you require the app to be accessible (ADA compliance, for example)?

Yes

- What are the security requirements?

Username and password

Design and UX/UI

- Are there any design guidelines or brand guidelines that need to be followed?

We would like it to match the design of our website

- What level of UI/UX customization do you require?

That is still to be determined

- Do you have wireframes or prototypes already created?

No

Data and Integration

- Will the app need to integrate with any existing systems or databases?

No

- What kind of data will be collected and stored?

Unsure at this time

- Do you require real-time data processing?

No

Testing and Deployment

- What are the expectations around testing (unit testing, integration testing, etc.)?

Some way to measure usefulness

- How will the app be deployed?

Via advertising

- Do you require ongoing maintenance and updates? Yes

Documentation

- What level of documentation is expected from the development team?

Minimal

- Are there any specific deliverables you require aside from the app itself?

To be determined

Miscellaneous

- Are there any third-party services that should be integrated? (Payment gateways, analytics, etc.)

No

- What kind of user training is anticipated post-launch?

Minimal

- How will success be measured?

By the number of users reported

Q: As we understand it, the Early Learning Coalition of Duval is interested in developing a custom-built application to meet the specific needs of its end users, rather than adapting and customizing existing solutions like

[ABCMouse.com](http://ABCmouse.com)



A: We are looking for a vendor who can currently provide a digital platform developed by early learning experts. The platform should show positive outcomes and benefits for preschool children who use the app in the following key areas: Language, Math, Science, Literacy, and Social-Emotional Skills.

Q: In the case of a custom-developed software, could you please guide us on which existing platform on the market aligns most closely with your vision? We are considering models such as [Starfall.com](https://www.starfall.com), [ABCmouse.com](https://www.abcmouse.com), or [AdventureAcademy.com](https://www.adventureacademy.com) for reference.

A: Unfortunately, we cannot provide you with a guide on an existing platform. This would compromise the proposal process. Again, we need a vendor who can currently provide a preschool digital platform developed by early learning experts that includes the following key areas: Language, Math, Science, Literacy, and Social-Emotional Skills.