

REQUEST FOR PROPOSAL (RFP)

For independent contractors or agency
(App development)

OVERVIEW

Prevention Link, a division of the Ontario Federation of Labour, has initiated a Request for Proposal (RFP) process to identify a vendor qualified to plan, execute, and deliver the design of the Prevention Link App.

Prevention Link requires a vendor who has demonstrated experience and expertise with best practices regarding successful app design, development, and deployment.

ABOUT PREVENTION LINK ONTARIO

Prevention Link is a provincial occupational disability prevention program that trains workers to understand the nature and causes of workplace injuries and to improve the culture of safety in their workplaces. When adversarial or untenable dynamics hinder workplace parties' ability to agree on compensation, accommodation, health, and safety or return to work, Prevention Link facilitates collaboration and builds consensus for change.

PROJECT GOALS

The goals of this project are to:

- Develop a new Prevention Link mobile application that complies with AODA principles; improve the quizzer and interactive component; increase downloads and use of the app; and retain users.
- Integrate Prevention Link program/course information into the mobile application.
- Integrate Prevention Link course evaluation surveys from SurveyMonkey for users to complete.
- Allow users to create a unique Prevention Link ID.

PREVENTION LINK APP

RFP PROJECT SCOPE AND DELIVERABLES

- Mobile applications must be available in app stores (Google Play, Apple, and Windows) within 30 days of receiving the work order.

- Create a web version of the mobile application, if necessary, on preventionlink.ca
- Share the Design Documents based on the Prevention Link’s Requirement document for Prevention Link Review & Sign-off.
- User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
- Application Code, Web API’s.
- Deployment document.
- The selected agency will be responsible for developing, hosting, and maintaining the application for one year, at which time the contract will be reviewed.
- Technical documentation of design and development stages of mobile application, database, complete source code of mobile application, training to users, etc. shall also be provided.
- Comprehensive and easily accessible content management for Admin Users.

WEBSITE FEATURES OF THE APP

- All the features on the mobile application should be available on the Prevention Link website.
- The selected agency will provide/modify a microsite/page on preventionlink.ca, as necessary, to show the mobile application content/design.
- The mobile application and web version database should be the same.

PLATFORM

- Cross-platform development: iOS, Android, Windows, respecting platform ratios, resolutions, and other settings.
- Display orientation: both Portrait and Landscape.
- Meet current and minimum platform requirements.

DESIGNS

- The application should be built on UI/UX best practices and AODA principles.
- Evaluate accessibility and presentation of Lighthouse Initiative info guides and quizzes; offer improvements where possible.
- Integration of blog/news, events, and online store from preventionlink.ca
- Notification option for Admin Users.



- All the designs/creatives/images are to be provided by the selected agencies.
- Creative ideas and design will be the copyright of Prevention Link.

SHARING

- Links for sharing applications.
- Comments provided by the user on Facebook/Twitter/Instagram account shall be provided.

REPORTS

- The selected contractor/agency will provide regular App Analytics, reports, vital statistics, and analysis.
- An Audit Log Screen will be provided to the Admin User to check the activities performed by all users. The data will be available in read-only mode.
- Admin User will be able to see the login/logout information for the user through the Authentication report screen.
- Admin Users can see the list of notifications sent to the devices through notification screens. Data will be solely in read-only mode.
- Google and iPhone will provide the required details on their console along with App publishing.
- Google Analytics will provide the required information on the Google Analytics Console.

HOSTING

- The selected agency should provide proof of ownership (licenses) of various software used by them for the development and hosting of mobile applications.
- The selected agency will provide Prevention Link full access to the server hosting the application.

STANDARD TECHNICAL REQUIREMENTS

- The application should support a multi-lingual interface.
- Mobile apps must alert users to download the latest version, whichever is available.
- Mobile applications should work with all networks, regardless of mobile device make and model.
- If required, the mobile app should access Geolocation information if the mobile device supports it.



- Users should be able to download the correct version of the mobile application supported by their mobile device.
- Preference is given to the NATIVE ENVIRONMENT (e.g., SDK android development Kit, IOS SDK, Windows SDK). In the case of HYBRID APPLICATIONS, open-source tools must be used and not to any proprietary tools.

SUPPORT

- The selected agency should provide support 24/7.
- Selected agency to provide application customization and upgrade.

INTELLECTUAL PROPERTY RIGHTS

- The Intellectual Property Rights of the application will rest with Prevention Link. The selected agency will provide the source code of the application to Prevention Link at the time of sign-off.
- Prevention Link shall have the copyright to the design and content of the mobile application.
- The entire application and all programs, including those meant for statistical reporting, graphics and content developed to achieve the desired functionality, will be the intellectual property of Prevention Link.
- It will be the responsibility of the selected agency, both where the contract comes to a natural end and in case of foreclosure, to:
 - Furnish all information requested by Prevention Link regarding the existing framework of the application.
 - Hand over the old/latest backup codes of the mobile application to Prevention Link on a USB or appropriate format.

TRAINING

For the effective uses of the supplied software/application licenses & their functionalities, the selected contractor must provide training for **all Prevention Link staff**, as required. The following training needs are to be provided by the contractor as part of the scope:

- Content management training
- Deployment & hosting training
- Application submission training



- Support handover

TIMEFRAME

The desired delivery date for the Prevention Link App is July 1, 2024.

However, the successful bid will be retained on contract as needed or on a project basis with the program.

PROPOSAL INSTRUCTIONS

All proposals should be received by April 25, 2024, at 5 p.m. Please email your proposal to Francis Pineda at fpineda@preventionlink.ca.

NOTE

As part of the proposal, please address the following:

- Sample project plan
- Project budget
- Your website/app design approach
- Details regarding your project management process
- A summary of website/app development experience
- Examples of past work
- A listing of existing client references

Please include the name and contact details of the persons to be approached for clarification of the proposal, if needed.

Additional Information or Clarification:

Contact: Francis Pineda, Prevention Link's Communications and Outreach Specialist:
416-443-7683 or fpineda@preventionlink.ca

This RFP is open to all bidders from March 26, 2024, to April 25, 2024 @ 5 pm.

