TENDER

"Experience the City"
VOPS 37/2022

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Contents

1. Introduction

The beneficiary of this tender is the Maltese National Federation of Past Pupils of the Salesians of Don Bosco, hereinafter referred as 'the Organisation'. This project is funded by the Voluntary Organisation Project Scheme managed by the Malta Council for the Voluntary Sector. This project/publication reflects the views only of the author, and the MCVS cannot be held responsible for the content or any use which may be made of the information contained therein.

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2. Project Context

The Organisation is working on creating a fun way of experiencing the city of Valletta by means of a guided mobile app. The app will provide a non-formal educational platform for educators, young people, and visitors to the Maltese Islands. This app will be used by people who wish to experience the city by means of a city exploration game. The app will help people of different ages enjoy the outdoors and learn about Malta's cultural heritage whilst walking and experiencing the beautiful historic icons that the city has to offer.

This app will also promote cultural faith tourism and would be another attraction for people who visit the Maltese islands as well as residents who wish to learn more about Malta's history, culture, natural environment, personal development, and spirituality.

All recipients of the Tender Dossier shall treat the details of the document as private and confidential.

3. Project Scope

The Organisation's vision is to build a secure and content-manageable mobile app that will promote the Maltese islands as a youth faith tourism destination through the international network of organisations and educational institutions that belong to the Salesian Family and the general public.

4. Document Objective

The objective of this document is to provide details about the system and user technical requirements to prospective suppliers, interested in submitting a proposal for the design and development of a mobile app for the Organisation. This tender is for the design, development, implementation, and on-going servicing of our new mobile app and content management back-office solution.

5. General Instructions to the Tenderer

5.1 In submitting a tender, the bidder accepts in full and in its entirety, the content of this tender document, including subsequent clarifications that may be issued by the Organization, whatever the bidder's own corresponding conditions may be which the bidder hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document.

5.2 No account can be taken of any reservation contained in the tender about the tender document submitted and any disagreement, contradiction, alteration, or deviation shall lead to the tender offer not being considered any further.

5.3 The Organisation retains ownership of all tenders received under this tender procedure. Consequently, tenderers have no right to have their tenders returned to them.

6. Design & Development

6.1   Overview

A city exploration game allowing mobile app users to browse and play different exploration themed games. For the time being, all games shall follow the same functional design and game play that is; reach a starting point, follow set of instruction to reach clue location, solve the clue by entering or selecting the correct answer, receive historic information about current location and repeat until the end of the quest!

The main functions of the **front-facing mobile app** shall include user registration, selection of playing mode, selection and playing clue-based game along a defined game route, ask for helper in-app ads to facilitate the quest. The design of the user front-facing app will need to include graphics associated with the theme of the game. These graphics will be provided by the organisation.

The mobile app will be managed by **a secure content management back-office solution** that will allow authorised system users create and manage all content and settings as is required to operate the front-facing app, including users' management, management and creation of city exploration games, management and creation of associated game routes, management, and creation of adverts. Full details of requirements are listed in the System and User Requirements, point 6.2 below.

The mobile app needs to be compatible with both Android and iOS devices. Following successful download from the app stores (Google Play and iOS App store) for free, the mobile user shall be allowed to access a list of city exploration games available for game play.

Requirements that are not considered to form part of the core requirements shall be listed as optional as per Annex 5. These optional requirements will need to be priced individually.

6.2   System and User Requirements

This section details the main functionality requirements for both the front-end solution as well as the back-end solution. Suppliers are asked to submit **one costing for all core functions**. Core functions are the basis of the solution. A list of **core or optional** functionality can be found in Annex 5.

For optional functions, suppliers are asked to submit a separate cost for each individual function. This will help the Organisation remain within budget parameters and will also give an indication of what can be implemented in the initial phases of the project and what can be implemented at a later stage.

6.2.1 Front-end, Public-Facing Solution

The mobile app needs to be designed to reflect the system and user requirements detailed in this document.

The term user for this section refers to the mobile app user, a person playing a game available in the *Experience The City* app.

6.2.1.1 Front-end General App Design Requirements

The mobile app, needs to be designed so that it:

-    is **secure,**
-    is accessible on both **Android** and **iOS devices**,
-    adheres to platform (Android and iOS) specific guidelines for mobile app interface design and development,
-    has a **responsive UI** by adopting practices so that the app's design looks exceptional on any device of any screen size,
-    gives an optimum **user experience,**
-    minimises the cognitive load with screens that are **simple** to use and navigate,
-    is **modern** and **eye-catching,** targeting young adults,
-    make use of **themed graphics** that shall be used when displaying notifications to the user,
-    designed to support **multiple languages** (this will be an optional requirement),
-    adopts a **good design** and avoid screen clutter,

- minimises user input and utilise helps such as input masks, autocomplete, etc.
- utilises **standard conventions** and **familiar screens**, to give the users what they expect (e.g. buttons) and in locations on the screen that they expect to find them in,
- in addition to standard conventions the app should adapt **visual and functional consistency,**
- uses **high quality images** that scale well on all screens,
- is **fast-loading**,
- **optimises performance**, adopt a balance between great functionality and battery usage.

Suppliers are to submit the mobile app UI design, for discussion, during the design stage of the project.

6.2.1.2 **Welcome Screen, Getting Started.**

When the mobile app loads, new users shall be introduced to the app, by means of captivating graphics and images that will depict concise information about the overall functionality of the game and how to get started in playing it. Navigation buttons shall be available, to allow the user to easily navigate the screens, close or skip to the home screen.

These screens shall automatically load when app is accessed for the first time. The user may access the getting started screens though the app menu.

6.2.1.3 **User Registration / Log-In / Proceed as Guest**

Before proceeding to the home screen, the user shall be asked to register, sign-up or proceed as a guest user:

- **Register / Sign-up**: Users shall be allowed to register by the following methods. For all new user registrations, the app shall automatically generate a unique app user id.
  - o **Email login:** the user shall be required to enter a valid email address, a unique username, name, and country. The app shall verify the email address by sending a code to the specified email account, that shall be required to proceed with the user registration.
  - o **Other Services:** the user shall be allowed to register by using a valid service account such as Facebook, Google, Apple. The different service providers protocols will need to be adhered to and the user informed of the personal information that the app shall be using. User shall be required to add a unique username.

- **Log-in:** Registered users shall be allowed to log-in to access the dashboard.
- **Proceed as Guest:** Users shall be allowed to proceed as a guest. No user details shall be stored. The app shall generate a unique app user id that shall also be used as the guest's username.

6.2.1.4 Home Screen: A list of City Exploration Games

The home screen, a welcoming and appealing screen shall allow the user to easily navigate through **a list of City Exploration Games**, available for playing.

6.2.1.5 Main Menu

A menu system shall be available from all app screens to allow the user to easily access the main functionality of the app including:

- City Exploration games
- Contact Us,
- Donations for Social Projects,
- Offline Data Management.

6.2.1.6 Select City Exploration Game

The user shall be able to view a list of City Exploration Games available for playing.

For every game, the user shall be provided with game specific information such as:

o Storyline
o Highlights
o Number of places to be visited
o Estimate time to complete the game
o Number of game routes (indicate how many are completed if the game has already been played)
o Total distance

User will need to select a game to play.

6.2.1.7   Playing the City Exploration Game

The main features shall be listed below:

1. **Start Playing – Select Game Mode**
   The game shall be designed to allow a user to play a specific game **solo** (using one device and app) or together with **multiple friends**, that are accessing the game from their own device.

After selecting the game to play, the user shall be allowed to select a game mode:

- **Solo**: the user will proceed to play the game as an individual player.
  - o The app shall run verification to determine whether the user has already played the specific game before.
    - ● If this is the first time that the user is playing the specific game, the system will select a game route. Game routes shall be assigned an order number (in the backend solution) that will determine which route to be used first.
    - ● If this is not the first time that the user is choosing to play the specific game, the app will select the next game route available (once again by using the order number). If all game routes have been played, the app will notify the user that all game routes have already been played. User will need to select to proceed to play the game once again. The game route, according to the lowest order number shall be selected for play.
- **Create game group / party**: the user shall be allowed to create a unique named game group and invite friends to join the group. The app shall assign a **unique game group id,** that will be required to join the group. The **creator** of the group shall be allowed to:
  - Add a unique **named game group**,
  - Select the **maximum number of players** that can join the group,
  - **Set a time** in the future when the game will start,
  - **Start Playing Now**,
  - Once the game group has been created, and before pressing start, the creator shall be allowed to easily **invite friends to join** the game group by **sharing** the game group id, through the app as well as through messaging and social media services.
    - o The invited friend will receive notification to join the game – they will need to accept the invite by pressing the link to join.

- o Friends can also join the group by inputting the group game id / code, in the app.
- **Accept or decline friends** that are requesting to join the game,
- **Delete** the group,
- **Manage** list of friends in the group
- Allowed to **re-activate group,** to re-play the specific game.
- The app shall set the game group status automatically. The game statuses shall include 'active' when the group is created, 'in-game' when the creator starts the game and 'in-active' when the quest is complete.

- The app shall run checks to determine whether the group creator has already created and played a game group before for the specific city exploration game before.
    - ▪ If this is the first time that the creator is creating a game group for the specific exploration game, the system will select a game route. Game routes shall be assigned an order number (in the back end solution) that will determine which game route is to be used first.
    - ▪ If this is not the first time that the creator is creating a game group for the specific exploration game, the app shall select the next game route available (once again by using the order number). If all game routes have been played, the app will notify the creator that all game routes have already been played. The creator user will need to select to proceed to play the game once again. The game route, according to the lowest order number shall be selected for play.

- Further validations that need to be done:
    - o Friends will not be allowed to join the group game when the game starts, or the game has been completed.
    - o A user may only join one active game group at a time.
    - o A game group is associated with one specific city exploration game.

o   Validation rules on game group ids / code, when user is joining the game group, will need to be applied.

- If user selects to **join a game,** the app user will be allowed to join the group by inputting the group game id / code. If the user is accepting to join the group notification link, received by game group creator, this step shall be skipped, and user will be automatically added to the group.
    o   The app will need to verify that the game group id entered is valid and the game group is active and available for play.

2. **Start Playing - Getting there**

▪   The user shall be guided on how to get to the **starting point location** of the game.
- If the user is within a reasonable defined number of meters of the starting point, the app shall indicate the directions on how to get there by foot.
- If the user is not within walking distance from the starting point, the app should be able to notify the user and provide a directional map (similar to Google Maps) that will indicate directions to the starting point from current user location.

▪   The start playing option will not be available until the user gets to the exact game starting location.

3. **The Game and Associated Game Routes**

When the user arrives at the game starting point, the quest shall commence, and the user can start following the clues to explore the city.

The city exploration game shall be based on defined locations along a game route, that is created and managed in the back end, by authorised system users.

A city exploration game shall be based on a defined set of locations along a game route. For each game, the authorised system user shall be allowed to define a number of related game routes and associate that game route with a game mode (solo or group) – this functionality shall encourage app users to play the game multiple times, each time playing it along a different scenario.

The app shall be designed to select a game route, according to specific criteria, defined later in this document.

Figure 1 – Concept - Game : Game Routes : Game modes

Below is an example of a city exploration game called 'Explore Valletta in the footsteps of Girolamo Cassar', following the concept diagram above. This game has been assigned 5 different game routes.

Game 1: Explore Valletta in the footsteps of Girolamo Cassar

Game route 1:

Game mode: Solo

Starting location: Valletta City Gate

Auberge de Castille

Auberge d'Italie

Grandmaster's Palace

Sacra Infermeria….

Finish at: Church of St. Catherine of Italy

Game route 2:

Game mode: Solo

Starting location: Valletta City Gate

Monastery of St. Catherine

Carmelite convent

Church of St. Paul's Shipwreck

Grandmaster's Palace ….

Finish at: Sacra Infermeria

Game route 3:

Game mode: Solo & Group

Starting location: Sacra Infermeria

Auberge d'Aragon

Auberge d'Allemagne

Auberge d'Auvergne

Auberge de Provence ….

Finish at: Church of St. Dominic

Game route 4:

Game mode: Solo & Group

Auberge de Castille

Auberge d'Italie

Grandmaster's Palace

Sacra Infermeria….

Finish at: Church of St. Catherine of Italy

Game route 5:

Game mode: Group

Starting location: Grandmaster's Palace

Auberge d'Allemagne

Auberge d'Auvergne

Auberge de Provence ….

Finish at: Auberge de Castille

4. **Game Play – Start the Quest:**

Starting location: from here the user will be provided with information on how to find the first clue. It shall be possible for a specific game to have different starting locations, depending on the game route.

This is an example of information provided to the mobile app user when reaching starting location, of city exploration game 'Explore Valletta in the footsteps of Girolamo Cassar', game route 1:

> *Welcome traveller. Let's get started on your quest.*
> *Walk down the stairs (St George Preca Stairs) and*
> *turn left towards City Gate. Walk to the*
> *Tritons' Fountain just outside the City Gate*
> *of Valletta. There you will find your first clue.*

- **It is important to note** that getting to the clue location and clues shall be managed in the system by the admin users. Multiple clues can be linked to a specific location.

- **Reaching specific location,** the app will need to verify whether the user has reached a specific location:

- o **If the app user has reached a specific location**, the user is informed that they are at the correct location and displayed the clue.
- o **If the app user has not managed to arrive** at the specific clue location, the app user shall be allowed to watch up to two helper in-app ads, in order to receive further information on how to reach the clue location.
   - o Should the user continue to have difficulties getting to the correct location, a map with precise details on how to reach the location is displayed.

- - **It is important to note** that in-app ads shall be managed by admin users.

- - **Display the clue**. When the clue location has been reached, the app will display a text-based clue to the app user. This clue will need to be solved by looking around the area, and inputting the correct answer in the app.

   For example: *Discover the year when the City of Valletta was inscribed on the World Heritage List.*

   The user will need to look around to find the monument displaying this information.
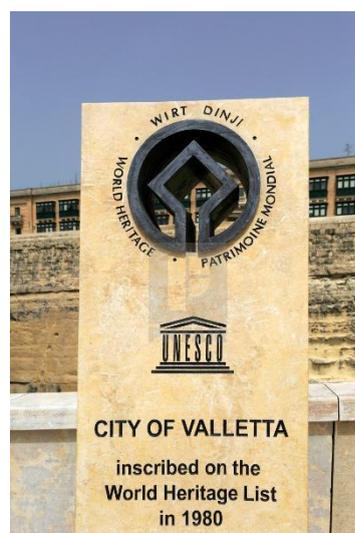

Figure 2 - discovering the clue

The app user will need to answer by either:

- Inputted answer into the space provided by the app for example:

1	9	8	0

- Or select from a list of multiple answers available on the app, for example:

> - The year 2000
> - The year 1975
> - The year 1980
> - The year 1990

5. **Game Play: What happens next?**

   o If **answer is correct** the app user shall be:
     - awarded **game points**,
     - provided with **detailed information** related to the specific location, in our example historic information about Valletta's City Gate.

   o If **answer is not correct,** the user shall be allowed to do either of the following:
     - **watch a helper in-app ad and try again** – the app user shall be allowed to input / select the answer again, after watching a helper in-app ad. The user shall be allowed to re-try, select to get additional help or skip, after every incorrect answer.
     - **watch a helper in-app ad, to get additional help** on where to find the answer to the clue. The user will be allowed to watch up to two helper ads to get additional help, following which the user will be prompted to skip to next clue location.
     - **watch a helper in-app ad, to skip to the next clue location.** If skip is selected, the user shall be provided with information on how to get to the next clue location.

       Skip >> At the end of the game route, the user shall be provided with a list of *skipped* locations. The user may choose to go back to these *skipped* locations or proceed to complete the quest (without visiting all specified *skipped* locations).

If user chooses to visit a *skipped* location, the app will provide a directional map with information on how to get to this historic location that was missed along the game route. When the user arrives at the location, the user shall be allowed to either:
- attempt guessing the clue again, or
- view the detailed information about the specific location.

In the event that there is more than one *skipped* location, the list of the user's *skipped* locations is refreshed and displayed again for user to choose from.

- **It is important to note** that detailed information (historic, cultural, etc) about specific locations, in-app additional helper clues and in-app helper ads shall be managed in the system by the admin users.
- The app shall be capable of calculating different game points based on the number of attempts the user makes to answer the clue correctly. If helper ads are used and if a skip is requested.

6. **Game Play: Moving to the Next Clue**

Once the app user has solved the clue or decided to skip to the next clue, information on how to get to the next clue location shall be provided, from the current location, and the same process to solve clues will be followed. This procedure is repeated until the end of the quest, and thus the end of the game route has been reached.

7. **End of Game & Ranking**

The user shall complete the quest and finish the game once the entire game route has been followed and all clues answered. There will be an exception for those users that decide to skip locations and complete the quest regardless.

- When the user **completes** the game, the app shall notify and congratulate the user on finishing the quest.
- An in-app ad shall be displayed, following which the below stats displayed:
    - number of clues answered correctly,
    - the route displayed on a map,

- number of historic sites visited,
- total distance walked,
- number of complete game routes for the specific game,
- total game points.
▪ Users shall be allowed to share their game details on social media and messaging apps.
▪ The user will decide if his/her username may be added to a game ranking list. Home screen will be displayed if they decline. If they accept:
- Username, user's country and total points will be added to a **game ranking list**.
- If a user is part of a game group, the user will be ranked within the named group and as part of the game ranking list, with the above criteria displayed.
- Users shall be allowed to share their ranking and game points on social media, after watching an in-app advert.

6.1.1.7 Offline Data Management

Following the successful download and installation of the app, the user shall be permitted to download game specific information such as game routes, clues, and historic information to their mobile device. This will allow the user to play an entire game even if the user's device cannot connect to an active internet connection. In-app adverts need to be accessible when offline too and activated automatically by the system when required.

● It is important to note:

▪ **Notifications**: Prior to downloading the offline game route, the user will need to accept terms and conditions.

▪ **Manage data**: An option to allow the user to delete downloaded content shall be provided.

▪ **Game specific data** that requires an active internet connection such as updating of game ranks, etc will be updated once the user's device connects to the internet again.

Suppliers are requested to send us details and propose solutions should they foresee any issues with this requirement.

6.1.1.8 In-app Ads (Adverts)

In-app adverts shall be displayed automatically by the system in the following circumstances:

- When the app user requires additional help (referred in this document as in-app helper ads),
- Before a game / group game starts,
- At the end of the quest,
- Before user proceeds to view game stats and the total game points rewarded,
- Before user proceeds to add username to user ranking and view user ranking list,
- Before being allowed to share user ranking and game points on social media.

Users shall be allowed to purchase additional helper tokens (optional requirement). These tokens can be purchased from within the app as packs. These tokens may be used in the event if the user requires additional help and has used up all the in-ad helper ads.

Adverts shall be created and managed by the system user, in the back-end system.

6.1.1.9 In-app Sponsors

Similar to in-app adverts, the system shall cater for in-app sponsors. These shall be images displayed on a specific screen namely:

- Home screen,
- Splash screen when loading city exploration game.

Sponsors shall be created and managed by the system user, in the back-end system.

6.1.1.10 Donations for Social Projects

A link in the app allowing app users to easily access the *Donations for Social Projects* page available on the Friends of Don Bosco website.

6.1.1.11 App User Profile

An app user shall be able to **Register** and create a user account. However, all app functions and screens may be accessed as a guest account, without the need to log in or create an account.

The app user account will contain required fields such as username, name, country, email and password. A user avatar can also be set – this may be uploaded from the device or selected from defaults.

The app user shall be required to accept specific terms and conditions before creating the account. Email verification shall be done to ensure email address is valid.

Through this screen the user shall be able to request to delete their account. The user will receive an email to verify that he/she wishes to delete the account. Following email verification, the account will be deleted.

6.1.1.12 Settings

Through the settings screen, a user shall be able to customise app settings and preferences. The supplier may suggest simple app customisations that can be offered to the user.

6.1.1.13 Other Information

Other information we would like to display / link to are the following:
- Contact details about the Organisation including phone numbers, email and links to social media.
- Information about the Organisation and the project.
- Links to project sponsors.
- Terms of Use
- Privacy Policy

6.1.2 Content Management Back-office Solution

The mobile app shall be managed using a secure and user-friendly content management system.

Through the content management system, authorised system users will be allowed to manage content used within the public-facing app. Below is further information of the content that shall be managed on the various screens. Only authorised system users shall be allowed to access the content management system.

Suppliers will need to provide information about the proposed content management system. It will be preferred if the content management system is accessible from both desktop and mobile devices.

The terms user, authorised system user and system user for this section all refer to an authorised user that has been given rights, by the Organisation, to access the content management system.

The term app user for this section refers to the mobile app user accessing the front-end Explore the City app.

6.2.1.8 Security

Both the front-end public-facing solution, as well as the content management system need to be protected with adequate security. This includes the provision of security certificates to protect data and data transmission. The system will allow for the creation of various access levels and roles. Content management system users will need to be assigned to roles and allowed to manage their own password.

6.2.1.9 Manage City Exploration Game

Authorised system users shall be allowed to create and manage city exploration games. For the time being all games will follow the same concept and will have the same features.

For every city exploration game, the system user shall be required to retain:

- Game Name
- Storyline (brief description about the game)
- Number of places to be visited
- Estimate time to complete game (will be calculated automatically by the app once the route is added)
- Estimate total distance (will be calculated automatically by the app once the route is added)
- Game route (user shall be allowed to add multiple game routes to every game). For every game route the following information shall be stored:
    o **Game route index**: A unique game route identifier assigned automatically when the game route is being created.
    o **Game route name**
    o **Order Number**: A unique integer for the specific game, that allows the system user to assign the order in which a game is played. This field is used by the system when checking whether a particular user / game group creator is about to start playing the game.
    o **Assign to game mode**: game route can be assigned to either solo game mode, group game mode or both.
    o **Date created & User name**: automatically assign system date & current system user

- o **Last updated & User name**: automatically assign system date & current system user
- o Allow authorised users to **map the entire route** by adding a start, end and multiple location points along the game route. Some notes to that need to be taken into consideration:
  - This shall be done **graphically** by adding points for the entire game route.
  - Authorised users shall also be allowed to **map the game route live**, whilst at the actual location of the points.
  - For every **point** that is added to the map, the system user shall be allowed to store location and clue details:
    - o **Location**
      - Location name,
      - Getting there – this will always be based on getting there from previous clue location.
      - Historical and cultural facts – this content shall be made up of text, images, videos, and links.
    - o **Clues** – clues will be associated with a specific point on a game route. For every clue the system user will need to include:
      - Clue unique identifier
      - Clue type - the user shall be allowed to select whether the answer shall be text or selection from multiple possible answers.
      - Clue description
      - Clue answer
        - Based on clue type.
          - o If the user selects text, the system user will enter the answer to the clue. The system will need to apply validation rules to ensure that the app caters for different app user input.
          - o If the user selects multiple possible answers, the system user shall be allowed to enter up to 5 possible

answers for the app user to select from.

- o Clue helper - the system shall cater for clue helpers – these are triggered by the user should he/she wish to watch a helper in-app ad to get additional help. These make guessing the clue easier. Multiple helpers may be added for every clue and will contain information as per standard clues.

- o **Getting there** - system users shall be allowed to add content to help app user get to game route starting point. This will need to be sectioned to include arrival by car, bus, foot, etc.
- o **Total number of highlights** – shall be calculated automatically by the system based on the number of points added along the game route.
- o **Total distance** – shall be calculated automatically by the system based on the game route.

6.1.2.7 Manage User Ranking Lists

System users shall be allowed to view and manage user ranking lists. Whilst they will not be allowed to add or edit app users to the rank, they shall be allowed to delete users from the list.

6.1.2.8 Manage Game Points

System users shall be allowed to set-up the point system being used for games. This function shall be designed to allow users to set global game points, however they shall be allowed to define point for specific games too, in which case the global settings shall be over-written.

- Points for every correct clue,
- Point to be deducted if clue skipped,
- Points to be deducted for every clue helper used,
- Choose to apply to specific game or to all.

6.1.2.9 Adverts Management

Authorised system users shall be allowed to create and manage adverts through the Content Management System. The following information needs to be stored for every advert:

- o Advert name
- o Company name

    - Links to a list of companies managed in the system. For every

        company, the system user shall collect the following information:

- Company Name
- Contact person
- Contacts details such as email address and phone numbers.

  o Advert details

  - Image upload

  - Text / Link

  - Short video upload / YouTube link

  o Advert active / in-active option.
  o Advert active period – date range when the advert shall be active.
  o Priority index – to be used by system to identify the frequency of when an advert shall be used.

Adverts shall be utilised as **in-app helpers**. They shall be triggered automatically when an app user requests additional information / help. Selection of advertisements will be made based on active / in-active as well as based on the priority index. The priority index will be added by the system user and will effect how many times an advert will be displayed.

Furthermore, adverts shall be automatically displayed to the user by the system at specific points in the game.

6.1.2.10   Sponsor Management

Authorised system users shall be allowed to create and manage sponsors through the Content Management System. The following information needs to be stored for every sponsor:

  o Sponsor name
  o Company name

  - Links to a list of companies managed in the system. For every company, the system user shall collect the following information:
    - Company Name
    - Contact person
    - Contact details such as email address and phone numbers.

  o Sponsor details

- Image upload

- Text / Link

- o Sponsor active / in-active option.
- o Sponsor active period – date range when the advert shall be active.
- o To be applied to:

  - Home screen

  - Specific city exploration game – the user shall be allowed to select one or more city exploration games to assign the same sponsor to.

Sponsors shall be assigned to the home screen and to the game specific opening splash screen. Whilst it is envisaged that there shall be one sponsor per game, there may be the need to display one or more sponsors in the home screen.

6.2.1.10   Manage App Users and Game Groups

System users shall be allowed to view and manage app users and game groups from the CMS. For every app user / game group, system users shall be allowed to:
- o activate / de-activate
- o delete

- Notification message shall be sent to the app user / creator if any of the above changes are applied.

- A log shall be available to allow the system user easily identify new additions and changes in the list of app users and game groups.

- System users shall be allowed to create app users and game groups.

6.1.2.11   Contact Us, About Us, Terms of Use and Privacy Policy

The supplier shall design the screens for all basic pages and include all the relevant content which shall be provided by the Organisation.

Authorised system users shall be allowed to manage the content of these UI screens.

6.1.3 Accessibility

Once the mobile app is launched it will need to be registered with the app stores so that users can download and install on their mobile devices. The app shall be available for free download from both the Google Play Store as well as from the iOS App Store.

Suppliers will need to register and ensure the mobile app is available for download following the launch.

Furthermore, The Organisation shall make the necessary arrangements to make the app available for download from their website.

7 App Store Optimisation

App store optimization (ASO) is the process of optimising mobile apps to rank higher in an app store's search results. The mobile app will need to be designed utilising best practices, to maximise the mobile app's ranking within the app stores.

Suppliers must document methods and strategies which intend to adopt to achieve this.
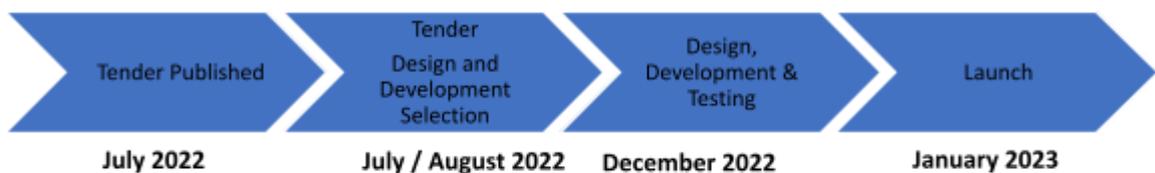
8 GDPR Compliance

The solution needs to be GDPR compliant. Suppliers will need to document how they propose to achieve this, in their proposal. The mobile app should be able to pass reputable online GDPR test tools. Standard GDPR tuning issues identified by such tools must be fixed as necessary as part of the contracted service.

9 Third- Party Plugins & Services

Suppliers will need to submit a list of third-party plugins, services and the related costs that shall be used for the solution. Details shall be submitted as shown in Annex 3.

10 Delivery Plan & Supplier History

The supplier is required to deliver the project within the following timeframes:

Tender Published	Tender Design and Development Selection	Design, Development & Testing	Launch
July 2022	July / August 2022	December 2022	January 2023

It is important that the supplier provides a project plan, and states what participation and resources are required from the side of the Organisation in order to achieve this timeline.

The supplier is requested to provide information about the profiles and experience levels of the individuals that would be allocated to this project from the side of the supplier, including relevant certifications or accreditations that they possess.

Additionally, the supplier is expected to provide information (or links to information) for at least 5 recent projects that show relevant expertise and experience in developing mobile apps of comparable size and complexity. The projects should ably demonstrate sensitivity & adaptation to the local (Maltese) market.

Finally, the supplier is to state any relevant certifications or accreditations that the company possesses.

11   Hosting

The supplier needs to provide full details of the hosting solutions, services and costs to be offered. Suppliers will also need to indicate how they intend to set-up testing and live environments. Details shall be submitted as shown in Annex 4.

12   Training, Resources, Implementation and Go Live

Suppliers are required to submit pricing and details about internal user training (basic app administration, route management, etc.), implementation and go live, and to describe the level of administration documentation that will be provided. Note that the Organisation will be provided with full administrative rights over the mobile app and content management back-office solution.

Prior to the launch, the Organisation will perform standard security and usability testing on the mobile app and content management back-office solution. It is expected that the supplier will address any issues and best practices that are discovered, that are related to the mobile app and content management back-office solution implementation, components, settings, etc and that are within the control of the supplier.

13   Ongoing Support, Maintenance, & Reporting

The supplier is to propose support package options for the ongoing support and update of the mobile app and content management back-office solution and its plugins and components, additional future requirements, user support, security hardening activities, and any other related support service that may be required during the lifetime of the App.

Requirements Include:

- Non-automated periodic updates (please propose based upon experience). A log of updates is to be maintained and shared with The Organisation.
- Fixes & rework during updates to ensure that mobile app is regularly updated, and that all plugins, components, and customisations are updated to support the latest version of Android and iOS;
- Fixes and application vulnerabilities, and application of best practises as Android and iOS evolve;
- We require hourly rate for new development, configuration, customisations, and any work that does not form part of the quoted services.

The supplier is requested to describe their model for Issue Tracking, Change Management and SLA offering. The Organisation will give preference to suppliers who commit to respond to standard bug reports within 8 working hours, and critical issues within 2 working hours.

Within the support proposal, the supplier is requested to state the conditions where the cost of annual fees / hourly development rate may change, and if there is a period when the supplier will agree to keep these costs fixed, for how long that period will be.

14   Subcontracting

Any intention to subcontract all or part of the contract must be clearly stated by the supplier in their quotation. Suppliers must indicate the parts of the contract they intend to subcontract and the identity of those subcontractors they intend to work with, and clearly state the nature of their links to those subcontractors. In the case of subcontracting, the supplier submitting this RFQ will remain the end responsible party for the whole duration of this assignment.

15   Intellectual Property

By submitting the Quotation, the Supplier agrees to assign to The Organisation any intellectual property rights that subsist in or arise from the deliverables including but not limited to any related documentation, modifications, improvements, upgrades created or otherwise developed pursuant to this Quotation. The Organisation may request to the supplier to sign a Confidentiality and Secrecy Declaration Form.

16   Validity and Closing Date

16.1 No tender shall be considered unless:

- Compiled as explained in section 17.

- It is received not later than the closing date and time stated in this tender document.
- Duly signed by the authorised person representing the Service Provider.
- The full contact details of the bidder are stated.

16.2   Submissions are to be addressed to:
- Either to info@friendsofdonbosco.com
- or to The Maltese National Federation of Past Pupils of Don Bosco, 14, St. John Bosco Street, Sliema Malta.

16.3   Bidders are to submit the tenders in accordance with the specifications and conditions attached thereto and shall be received by **Monday 1st August 2022, 12.00 noon.**

16.4   Further Dates:

Deadline for request for any additional information from the Organization is **Thursday 21st July 2022, 12:00 noon**. Clarification requests should be addressed to info@friendsofdonbosco.com

Last date on which additional information can be issued by The Organisation is **Tuesday 26th July, 12:00 noon**. The additional information will be published on the Facebook page of the organisation (https://www.facebook.com/PPFDBMalta)

17   Compiling the Tender

17.1   The tender must be completed on the accompanying form (Annex 1, 2, 3, 4 and 5) with all the blanks therein and all the schedules duly filled in ink and signed. Any tender that is incomplete or does not include all the information required may not be considered.

17.2   The tenderer may attach any additional documentation in addition to the documents specified in section 17.1.

17.3   The tenderer will bear all costs associated with the preparation and submission of the tender. The Organization will in no case be responsible or liable for such costs, expenses or losses which the tenderer may incur, whatever the conduct or outcome of the procedure.

17.4   Tender offers shall be valid for six months from the tender's closing date.

17.5   Tenderers shall not retract or withdraw their tenders throughout the adjudication period commencing from the closing date fixed for the presentation of tenders. The

tenders shall remain binding and may be accepted within such period by the Organization.

17.6   All documentation shall be in the English Language.

17.7   Tenderers shall submit prices/rates in euros and inclusive of VAT charges and/or other taxes. Moreover, the successful Tenderer shall be bound to conform in all aspects with VAT and other fiscal legislation and regulations, and all other regulations, licensees, insurances and guarantees in connection with this tender.

17.8   The tenderer is to provide all the literature in their submission and confirmation that their submission meets the requirements of the specifications of this tender.

18   Project Cost Breakdown

To aid in understanding the project delivery methodology, the breakdown of the project costings information must be listed in the following sample format below. The amendments of this table must be in line with the project approach and include as much as possible the constituent elements of the quotation.

Suppliers should document as much information as possible, to help the Organisation understand the details of what is being delivered. Annex 3,4 and 5 indicate.

Phase	Item	Cost
Design	Workshops & Meetings	
	Analysis, and creation of design ideas for approval	
Development	Development of Core Solution (please refer to Annex 5)	
	Development of Optional (please refer to Annex 5)	
	Third- Party Plugins & Services (please refer to Annex 3)	
	SEO Tuning	
	GDPR Compliance Tuning	
Hosting	Please refer to Annex 4	
Implementation	Deployment of Solution to Live Environment	
	User Training	

19   Tender Evaluation Process and Criteria for Award of Tender

19.1   The Evaluation Committee will check the compliance of tenders with the instructions given sections 16.1-16.4

19.2   Tenders which have been considered administratively compliant (section 19.1) shall be evaluated for their technical compliance. The Evaluation Committee will analyse the administratively compliant tenders' technical conformity in relation to the technical specifications specified in section 6.

19.3   After satisfying 19.1 and 19.2, the award criterion will be the price. The contract will be awarded to the tenderer submitting the cheapest priced offer satisfying the administrative and technical criteria.

19.4   Despite the criterion specified in 19.3, The Organization reserves the right to award to contract to a tenderer not submitting the cheapest priced offer on the following criteria:
   1. Delivery time is shorter by more than 3 weeks than the tenderer submitting the cheapest price offer.
   2. **AND** the price offer is not more than €3000 than the cheapest price offer.

19.5   The Organization reserves the right to reject bids that in its sole opinion are excessively low, and which may result in loss of quality of the services to be performed.

19.6   Evaluation Criteria:

Qualification	
Supplier has provided a quotation for the entire project brief (full project) including all information requested?	**Y/N**

Evaluation Grid	Weight
Supplier & Project Team	**25.0%**
Supplier Size (resources relevant to this project)	**3.0%**
Supplier Accreditations / Certifications	**3.0%**
Project Team Profile / Quality / Relevant Experience	**4.0%**
Quality of Project References/Portfolio Provided with Local (Maltese) Context	**15.0%**
Response Quality & Accuracy of Content and Structure	**30.0%**
Project/Delivery Plan Quality - Design / Development Phases	**15.0%**
Project/Delivery Plan Quality - Post-Launch & Ongoing Support	**10.0%**
Information Security consideration of Approach	**5.0%**
Cost	**45.0%**
Initial Cost	**25%**
Estimated Annual Support & Maintenance Cost	**13.0%**
Hourly Development Rate for Additional Services & Customisation	**7.0%**

Reservations

19.7   The Organization reserves the right to accept, reject or cancel any tender, wholly or in part, and to reject all offers without giving any justification whatsoever. The Organization reserves the right to alter any quantities and/or delete any item/s from the bills of quantities when awarding the contract.

19.8   The Organization does not bind itself to accept the lowest bid and will not give any reason for the rejection of any tender. In no circumstances shall a Tenderer be entitled to any claim for compensation. The Tender itself does not commit or bind The Organization in any manner whatsoever.

19.9   The Organization reserves the right to reject bids that in its sole opinion are excessively low, and which may result in loss of quality of the services to be performed.

Annex 1
Financial Bid

Tenderer's details	
Company Name	
Address	
Telephone	
Email	
Website	
Name and Surname	
Position in Company	

Offer	
Offer (price inc. 18% VAT)	
Completion Date (may be given in number of weeks after the Commencement Notice)	

_____   _____
             Signature   Company Stamp

Annex 2
Tender Form

I/We.. (Name of company or individual making the tender to be entered in block letters) confirm to undertake, if our Tender is accepted, to deliver the resources within the number of weeks set out in the Specific Conditions from the date of issue of the Letter of Commencement.

I/We declare that we have examined and accepted the contents of this document, I/we, the undersigned, offer to deliver such resources and remedy any defects therein.

I/We undertake that this tender shall not be retracted or withdrawn for a period of one year from the final date for submission of the tender.

I/We note that the Organisation is bound to proceed with this invitation to tender and that it reserves the right to cancel or award only part of the contract without giving reasons. The Organisation will incur no liability towards me/us should it do so.

I/We understand that the Organisation is not bound to accept the lowest price or rates of any tender that may be received.

Should my/our offer be accepted, the tender document, the tender form, attached agreement, the Organisation's Letter of Acceptance shall constitute a binding contract between the two parties.

Dated this _____ day of _____ 2021

Signature _____ in the capacity of_____

Duly authorized to sign tenders for _____

Annex 3
Third- Party Plugins & Services

Supplier is asked to submit a list of third-party plugins and services to be used for the solution. Details together with the related costs shall be submitted as per sample format below.

Third-party Plugin / Service Details	Cost

Annex 4
Hosting

The supplier is asked to provide full details of the hosting solutions, services and costs to be offered, as per sample format below.

Hosting Solution Details	Cost

Suppliers are also asked to indicate how they intend to set-up testing and live environments.

Annex 5
System and User Requirements

Please refer to point 6.2 for an explanation of the following table.

Functionality	Core	Optional
Front-end General App Design Requirements	Y	N
Multi-language support	N	Y
Welcome, Getting Started screens	Y	N
App User Registration / Log-In / Proceed as Guest	Y	N
Home Screen	Y	N
Select City Exploration Game	Y	N
Playing the City Exploration Game	Y	N
In-app Adverts	Y	N
In-app Sponsors	Y	N
Purchase additional helper tokens	N	Y
Link to Donations to Social Projects	Y	N
Content Management Back-office Solution	Y	N
Security (CMS and Front-facing app)	Y	N
App User customisations / settings	Y	N
Offline Data Management	N	Y
Contact Us, About Us, Terms of Use & Privacy Policy screens	Y	N