Texas Emergency Management Conference Statement of Work for Mobile App

Texas Division of Emergency Management

Objectives

Texas Division of Emergency Management (TDEM) is looking for a mobile app program and/or software to create a smartphone app specifically for the Texas Emergency Management Conference (TEMC). This app will allow TEMC attendees to easily access conference information in one simple, easy-to-use app. Additionally, a mobile app allows TDEM staff to easily notify conference attendees of schedule changes or emergency alerts. TDEM requires the capability to create an app with multiple features and a simple interface that is easy and efficient to operate for both users and administrators.

The app, as in previous years, should enable attendees to easily access information about the conference, including maps, workshops, meetings, and Continuing Education (CE) credits. TEMC is a four-day conference that annually hosts approximately 170 workshops, 150 exhibitors, and over 2,500 attendees. As with any large conference, it can be challenging for attendees to keep track of all relevant information. A mobile app made for the conference, as demonstrated in previous years, is a convenient and efficient method of organizing and disseminating information to attendees, enhancing their experience at TEMC.

Based on the requirements exhibited by previous app usage and building on the feedback of previous users and administrators, TDEM conference organizers are seeking an app that specifically addresses the needs of TDEM and the demands of TEMC. The app should have a customizable interface that allows inclusion of the TEMC logo and other department branding as desired.

TDEM is looking for a developer who has experience in developing apps specifically for conferences and meets the following criteria:

* Must have at least three years of experience creating conference apps.
* Has created a minimum of five apps for different conferences.
* Must be able to provide samples of at least three apps used for different conferences.

It is expected that the initial contract term will begin on December 1, 2017, and will terminate on December 1, 2018. The contract may be renewed up to three additional one-year periods, with the renewal initiated at the sole discretion of DPS. Continued funding of the contract in the future years is contingent upon the availability of funds and the satisfactory performance of the contractor during the prior contract period.

Project Specifications and Statement of Work (SOW)

1. **App Creation**
   1. The provider must collaborate with TDEM staff in creating and designing the app per customized need, including app interface and features.
   2. The app should allow creators to select only the features that TDEM desires for its app, resulting in a streamlined product.
   3. The software should allow TDEM to preview the app and/or app capabilities before purchasing.
   4. The app must be created for iOS and Android platforms.
   5. The vendor will upload the app to the App Store, Google Play Store, and the Windows Store 30 days before the start of the conference.
2. **Push Notifications**
   1. The app must allow administrators to instantly send out push notifications and alerts to attendees without having to go through a third party.
   2. Attendees should have the ability to opt out of receiving push notifications.
3. **App Sections**
   1. App must be capable of housing and organizing information for 200+ entities including (but not limited to) logo image files, descriptions, and links.
   2. App must include sections that contain organized information about speakers, workshops, and educational curriculum that are compatible with Sections 4.01, 4.03, and 4.04.
4. **Schedule**
   1. The app must have the ability to upload and modify schedules of events including but not limited to varied meetings and workshops.
   2. The provider must allow TDEM administrators to make real-time changes to the scheduled information throughout the contract period (including conference week).
   3. The app should allow users to create and modify a personized schedule of events they would like to attend based on the information provided by TDEM staff.
   4. The ability for users to integrate the personalized schedule with their other calendars (i.e. Google, Outlook, etc.) is a desired feature, but not required.
5. **Maps**
   1. The app must have the capability to upload various maps of the convention center.
   2. The app should have the ability to link to interactive maps showing restaurants, hotels, and other locations around the conference center.
6. **Social Media**
   1. App must be capable of linking to exterior websites, including but not limited to social media.
   2. The app should be able to connect users to social media platforms to publish posts about the conference, including but not limited to Facebook and Twitter.
7. **Content Updates**
   1. App provider must provide expected work timelines for the completion of app and data upload, modification, etc.
   2. The app provider must allow administrators to make real-time content updates; i.e., changes that do not require resubmission to the Apple or Android app stores.
   3. Tech support should be available outside of typical business hours, especially immediately preceding and during TEMC.
8. **Metrics**
   1. The app should have the ability to show real-time metrics of how the app is being used.
   2. The app should be able to administer surveys with submissions routed to the TDEM app administrator’s email.