| Ref | Question | Response |
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| 1.1 | HOSTING<br><br>Have you considered hosting? Do you have a preference? What is your budget for hosting and maintenance? - we can make short term and longer term recommendations, but your budget will have a big impact on this. | We have £5k credit with AWS but we are open to suggestions. |
| 1.2 | AGE GROUPS<br>I'd appreciate it if you can confirm whether this app is targeted at children, as I noted a reference to children in the spec list.<br>For a proof of concept prototype, I certainly wouldn't recommend it at this stage, as you will have to comply with the Children's Online Privacy Protection Act (COPPA), as well as GDPR, along with other very strict App and Play Store regulations which they have implemented as a result of these laws regardless of country location. All of which will affect the app functionality and cost. | No this is not targeted at children, at this stage it is for any coastal user. Families with children being one of these. |
| 2.1 | MVP focus: as a MVP we strongly recommend that you stick solely to your core solution. Adding to this is unnecessarily prohibitive to potential users. It will prevent user acceptance and the validation of your prototype. | As set out in section 6 of the detailed specification we understand that the functional requirement may be challenging given the budget and time. Tenderers can make suggestions to amend or remove functionality they consider unnecessary given the aims of this pilot project. Unfortunately we can not state at this stage during the tender process if we will accept proposed changes. |
| 2.2 | Prohibitive: the onboarding process adds complexity to the user experience, and any complexity is prohibitive to users. This is especially true when trying to pilot a new MVP. | |
| 2.3 | Unnecessary: onboarding is unnecessary for your concept. The other functionality including push notifications can work without personal accounts. | |
| 2.4 | Time: Given the agile nature of your project, the timelines are very tight. To add onboarding adds significantly to this time risk. Furthermore, as a first-time listing on the App and Play Stores, you need to allow 15 working days for Q & A and approvals. Meaning that the completed build needs to be submitted 3 weeks prior to your desired go-live date. | |
| 2.5 | Cost: Given the agile nature of your project, the costs are very tight. To add onboarding adds significantly to this cost risk. | |
| 2.6 | Data Protection: adding personal accounts bringing in unnecessary data protection regulations. Such as; the Children's Online Privacy Protection Act (COPPA), as well as GDPR, along with other very strict App and Play Store regulations which they have implemented as a result of these laws regardless of country location. All of which will affect the app functionality and cost. | |
| 2.7 | Storing Personal Data: the storage of personal data also has implications for the required hosting service and the security levels required. This again affects time and cost. | |
| 2.8 | Summary: why take these risks and associated cost, when they are not required, and they will actually prohibit the validation of your MVP? I'd greatly appreciate it if you can clarify, if you view personal accounts and onboarding as essential ? | |
| 3.1 | This is clearly a well thought-out project. What can you tell us about the support we would receive from your existing resources to deliver this project? | As stated in the tender documents there is an inhouse project manager. We also have an inhouse resource to collate the customer database. |
| 3.2 | Who created the Figma files – an in-house team or an external agency? | An external agency who have assigned the IP to My-Coast Limited. |
| 3.3 | Are the people who created these available as part of the project team to work with on the delivery? | No |
| 3.4 | What technical resources if any do you have on the project team? For instance, when you talk about working with the RNLI and Met Office to access their data, are these technical challenges you have already overcome? | We have the support of the academics at the University of Plymouth who will assist in integration of the daily marine forecast, the lifeguards from the RNLI who will be heavily involved in identifying the key risk factors on each beach, and setting the relevant safety parameters. |
| 3.5 | Have you already worked with an agency which has the capability to build the apps? | Yes |
| 3.6 | Do you already have a preferred supplier in mind? | No |
| 4.1 | The spec references the platform being a web app, but also as a native mobile app. Are you looking for both, or is the tech stack and the deployment environment up for discussion? | This is an error in section 2 objective 1, this should read 'via a mobile-based app'. To confirm a web-based app is not required. |
| 4.2 | The spec refers to piloting the app across just 3 beaches in Cornwall initially - is this correct? | That is correct. |
| 4.3 | Is there scope for listing the API's in order of most critical to least, for MVP? | The API feeds are deemed critical scope, the My Coast team will work closely with the developer and stakeholder API owners to facilitate access to these. |
| 4.4 | If a tender is successful, are MyCoast happy to have a discovery workshop with our team? | Yes |

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| 4.5 | Are all figma screen's functionality expected in this phase? | We understand that the mobile app functionality may be challenging, hence the option for tender's to make suggestions to amend or remove functionality they consider unnecessary given the aims of this pilot project. |
| 4.6 | Will tenders which are more expensive than £50k +VAT be considered? | No |
| 4.7 | What are the essential features you need to prove the concept in this phase? | At this stage all features are desired, if tenderer's have practical reason (due to cost or time) for amending or removing functionality they should explain these in their proposal. |
| 5.1 | What are the compatibility requirements (web, mobile, OS) that must be considered for accessibility of this new app to be developed? | An iOS and Android mobile app. |
| 5.2 | Can you list out the key applications/systems to which the app has to be integrated so as to provide real-time information? | These are set out in section 5.2 of the detailed specification. |
| 5.3 | Considering that the primary ask is for a resource/profiles with similar expertise (mentioned in 6.1), is the expectation that entire scope and deliverables be managed by My Coast Limited for the fixed timescale as per the tender document? | My Coast will work closely with the developer, who will be responsible for delivering the agreed scope and deliverables. |
| 5.4 | Are there any key (mandatory) skillset that is expected on the profiles? | We are looking for skill sets that align with the project specifications detailed in sections 4, 5, & 6 of the detailed specification . |