

## Mobile Application Solution Requirements

### Request for Quotes (RFQ) - DLA 2019.08, Price Gouging

The State of Florida, Department of Legal Affairs, Office of the Attorney General, (OAG), is issuing this Request for Quote (RFQ) to obtain quotes and issue a Purchase Order, thereby establishing a contract with the successful Contractor to provide a Price Gouging Application. The Vendor shall provide a Mobile Application Solution to capture claims of price gouging, and to include in the quote, one year of maintenance and hosting with no extra charge, on or before August 1, 2019 and as contemplated by this procurement document and as more particularly described below:

#### 1. Mobile Application Solution Requirements:

- a. Customers must be able to download the Application from the Apple and Google Play application store, to mobile devices;
- b. Must support current Android and IOS platforms; and
- c. Implementation of the Mobile Application Solution must be complete and production ready in accordance with the final project schedule as agreed by both Parties, but in no event later than September 1, 2019.

#### 2. Functional Requirements:

- a. Mobile Application Solution must deploy to the IOS and Android application stores under the OAG brand;
- b. Vendor must host and manage the Application in a secure environment;
- c. The Application must provide continuous services, reporting, and analytics to OAG throughout the term of the Contract which includes the plan to provide continued services to OAG; and
- d. Capture and submit a 'Price Gouging' complaint from the Mobile app that captures information similar to the OAG Price Gouging website form, along with some additional functionality which includes:
  - 1) Home Screen – Attorney General ASHLEY MOODY Florida Office of the Attorney General
  - 2) Button to initiate a phone call to the OAG Price Gouging Hotline
  - 3) Button to navigate to the OAG website <https://www.myfloridalegal.com>
  - 4) Main Button on home screen to submit a price gouging complaint. The entire app should be very easy for the consumer to use, touch screen able, and visually appealing. After pressing the button to submit a price gouging complaint the consumer should go through the following screens:
    - a) Select declared state of emergency (from drop down list that will need to be updated throughout hurricane season).
    - b) Question - Is your complaint about a price increase of an essential commodity, such as food, water, hotels, ice, gasoline, lumber and equipment, needed as

a direct result of a declared state of emergency? If yes proceed to next screen, if no redirect to general complaint website form on myfloridalegal.com.

The next screen form should have:

- a) Name of company/individual you are filing price gouging complaint against (required) and, if known, company's address, phone number, and website.

The app should have an easy way for consumers to submit location/address of company they are complaining about (consumers can either type it in or allow app to share location if the consumer is at location of alleged price gouging).

The form should allow the consumer to tap and select a complaint category from the following list (maybe an icon next to each category to make it even easier to understand and more user friendly and each category will have a series of questions such as):

A. **Car Rental:** if the consumer taps on this, then the form will have specific questions such as:

- a. Type of car rented, when did you book car, how did you book car: (online, on phone, walk-in), did you book one way or round trip, price quoted, price charged, other details regarding complaint.

B. **Gasoline:** if the consumer taps on this, then the form will have specific questions such as:

- a. Grade of gas (regular, midgrade, premium, diesel, other), brand of gas/name of convenience store, was purchase made, form of payment (cash or credit card), upload photo of receipt/pump price/street sign, location of gas station, have you purchased gas from station recently, if yes how much did you pay previously, complaint regarding other purchase of concern: please describe the nature of your other price gouging complaint, other details regarding complaint.

C. **Hotels:** if the consumer taps on this, then the form will have specific questions such as:

- a. Type of room booked, when was room booked, how booked: online, on phone, walk-in, price quoted, price charged – photo of receipt, other details regarding complaint.

D. **Marinas:** if the consumer taps on this, then the form will have specific questions such as:

- a. Did you have a contract/agreement with marina for storage prior to state of emergency, what price quoted, what price charged, was your boat delivered by water or land, other details regarding complaint.

- E. Online booking platforms/online shopping/social media: if the consumer taps on this, the form will have specific questions such as:
  - a). Platform name, website address/url, type of product, product name and description,
  - b). what representations made, what price offered, what price paid,
  - c). were goods received as represented
  - d). other details regarding complaint.
- F. Propane/Generators: if the consumer taps on this, then the form will have specific questions such as:
  - a). Generator tab: What brand and model of generator purchased, was new generator purchased or was used generator serviced, upload photo of generator with model number purchased/serviced, documentation of model purchased/serviced, photo of invoice/receipt, other details regarding complaint.
  - b). Propane tab: Size of propane tank, number of gallons purchased or tank exchanged, price per gallon, copy of propane contract/purchase agreement, have you purchased propane from this business recently, if yes how much did you pay previously, picture of pricing/receipt, other details regarding complaint.
- G. Equipment Rental/Lumber: if the consumer taps on this, then the form will have specific questions such as:
  - a). Lumber tab: What grade of lumber purchased, what size of lumber purchased, what thickness of lumber (1/4, 1/2, 3/4, other), upload photos (displayed price of lumber, receipt), other details regarding complaint.
  - b). Equipment Rental tab: What equipment was rented, length of rental, price quoted for equipment, when did you rent, how did you rent: online, on phone, walk-in, price quoted, price charged, other details regarding complaint.
- H. Service (contractors/Roofing/Water Remediation/Tree Removal or Trimming/Assignment of Benefits): if the consumer taps on this, then the next form will have specific questions such as:
  - a). Price quoted, name of business quoting price, when was work started, name of business doing work, was work completed for price quoted, paid in full: yes or no, amount paid, form of payment (cash, credit card, check), approximate square feet of roof, upload before and after photos, upload contract, other details regarding complaint.
- I. Water/Ice/Food: if the consumer taps on this, then the next form will have specific questions such as:

- a. Brand of water/food, was purchase made, single bottle or case, quantity purchased (number of bottles), size of bottles, have you purchased water here recently, if yes how much did you pay previously, upload photos (display price, price on shelf, picture of items with bar code, picture of receipt), other details regarding complaint.

**Other** - please describe the nature of your price gouging complaint.

Each of above categories should have an easy way for consumers to upload photos or videos or pdf documents.

**The next form should have Required fields:**

- a). Your First and Last Name, Your Email, Your Phone Number. Penalties can be enhanced for victimizing individuals who are 60 years of age or older. Are you 60 or older? Yes or No. Penalties can also be enhanced for victimizing individuals who are military service members, their spouse or their dependent children. Are you on active duty in, or a veteran of the United States Armed Forces or the spouse or dependent child of a military service member? Yes or No. Allow consumers the option to select preferred method for our office to contact them with any follow up questions.

**The next form should have Required fields prior to submitting:**

- b). "I understand that the Florida Office of the Attorney General cannot provide legal advice. I also understand that the Florida Office to the Attorney General cannot take legal action for me individually. I am filing this complaint to notify the Florida Office to the Attorney General of the activities of this company so that it may be reviewed for appropriate action. All information submitted with this complaint is subject to public inspection pursuant to Chapter 119, Florida Statutes," followed by a Submit button.
- c). Automatically generated thank you for filing the complaint, someone will be in touch if we need further information.

3. Technical Requirements:

- a. Integrate with OAG Web Service Environment using a REST Architecture or hosted SQL solution using a base64 authentication method; and
- a. Vendor must fully host and manage the Mobile Application Solution which shall be available 24X7X365.

4. Security Requirements:

- a. Must use TLS, Version 1.2;
- b. Must provide account provisioning and application authentication; and
- c. Must comply with the OAG IT Security Policy