Bidders' Conference: RFP for Digital Library Software, Customization, and Maintenance

National Association of State Workforce Agencies
Unemployment Insurance
Integrity Center of Excellence

March 3, 2016

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NASWA Staff

Sara Hall Phillips
Project Manager, UI Digital Library for Integrity

Randy Gillespie
Project Director, NASWA UI Integrity Center

Jim Van Erden
Senior Advisor, NASWA UI Integrity Center

Karen Carter
Digital Library Subject Matter Expert

Kevin Knubel
IT Specialist, Information Technology Support Center (ITSC)

Bidders' Conference: Purpose

Bidders' Conference:

To provide vendors with the opportunity to hear a summary of the RFP, and to ask clarifying questions and receive answers in regards to the RFP.

Written summary of Q&A: http://itsc.org/Pages/VCO.aspx

NASWA: Background

The National Association of State Workforce Agencies (NASWA) is a Washington, DC-based non-profit organization that liaises with and advocates for state workforce agencies, including state unemployment programs.

Guiding principles:
- ✓ Advance the state role in the workforce system;
- ✓ Invest in training and professional development; and
- ✓ Lead in coordinating local, state, and federal roles.

UI Integrity Center: Background

About the Unemployment Insurance (UI) Integrity Center of Excellence:

The UI Integrity Center is a project team within NASWA, focused on helping state unemployment programs to combat fraud, reduce improper payments, and promote integrity in their programs.

RFP Purpose:

To develop the UI Digital Library for Integrity (UIDL):
- ✓ Digital library software application
- ✓ Maintenance & Technical Support

RFP Requirements

- Open to either open source or proprietary solutions.

- Secure access for public users, registered users, and administrators.

- Single sign-on integration with the UI Community of Practice web site.

- Supported virtually and hosted on a FedRAMP compliant cloud-based server (see https://www.fedramp.gov/).

- Three-tiered architecture: DMZ, Application, and Data.

- Compatibility with a variety of operating systems and browsers (see p. 5 of RFP).

RFP Requirements

- Support load of 250 concurrent users.

- Support 10,000 – 25,000 records.

- Response time not to exceed 2 seconds.

- Ability to host third party applications.

- Multi-media resources.

- Optimized for external search engines.

RFP Requirements

- Internal search capabilities:
    - Configurable search functionality – search box, multiple search filters.
    - Advanced search functionality.
    - Sort by relevance and date.
    - Restrict what features are visible to users based on role.
    - Administrator view of record displays.
    - Synonym list and/or tagging individual records with defined metadata fields.

RFP Requirements

- Indexing: name of file, defined metadata fields, full text in PDFs.

- Customizable user interface.

- Verifiably compliant with Section 508 of the Rehabilitation Act of 1973 (see http://www.section508.gov/).

- Ability to receive suggested resources.

- Individual user accounts.

- Broken link checker and/or use of persistent URL (PURL).

Submission of Proposals

Described in Section 11 of RFP:

- Attachment A – Cover Sheet
- Executive Summary
- Technical Response
- Attachment B – Questions for vendors
- Project Management Summary
- Staffing Plan
- Summary of Previous Project Experience and References (Attachment C)
- Cost Proposal

Optional:

- MWBE certification with the State of New York
- Additional information

Submission of Proposals

- Submit completed proposal with all relevant attachments via email to DL-RFP@naswa.org

- Proposal deadline: April 1, 2016, 7 pm EST

- Section 14 of RFP: Describes how proposals will be scored.

Advance Questions Received

1) As an Indian company, are we eligible to submit our response for this RFP?

2) The application will allow the user to search and view results based on the search input. How ever the document does not defines the complete requirement so we are unable to identify the modules and features that are required within the system. It will be better if you can provide complete requirements as in the flow of the project so that we can identify the modules and provide exact feature set along with the cost and time estimate.

3) In the document things like technologies etc., are listed, but what will be the exact functionality of the system is not mentioned. We would like to know what is the purpose of creating this library and how it will be working and on the basis of that we can share our understanding for approval?

4) Re: Section 2: If you already have a system using Sharepoint (sharepoint offers most of the searching, indexing etc;)

Advance Questions Received
(Continued)

5) Re: Section 4: Is there any specific tool/equipment/device needed in terms of integration of digital library? e.g. biometric machine; fingerprint scanner; face identification; face recognition. Also do we need any specific program or software drivers?

6) Re: Section 7.A, Point #2 (Overall/Threshold Requirements): Can you give example of what kind of customization will the administrator be able to make to the functionalities and to the user interface?

7) Re: Section 7.A, Point #2 (Overall/Threshold Requirements): What and how much data can be archived? Can archive data be displayed in search or normal view? Or for archive data should there be different filter or view to search?

8) Re: Section 7.B, paragraph 1: Is it possible to provide more of technical information related to hosting? For multimedia support does the server need any feature of live streaming; audio visual conference etc?

Advance Questions Received
(Continued)

9) Re: Section 7.B, paragraph 2: Do you already have some architecture designed for the proposed digital library application?

10) Re: Section 7.B, paragraph 3: This paragraph states, "with a final 'refresh' of all delivered source code provided at the end of the project". Is there a particular reason for enclosing refresh with single quote? What is the purpose to emphasize this word?

11) Re: Section 7.B, point #1 (Threshold requirements): There are many flavours of linux OS available, do you have any particular name and version of the system like Redhat 6.5; Redhat 7; CentOS 6.5; etc

12) Re: Section 7.B, point #5 (Threshold requirements): Will there only be 10,000 to 25,000 records in total in this project?

Advance Questions Received
(Continued)

13) Re: Section 7.B, point #6 (Threshold requirements): 2 Second response time should be for all queries or any particular page or data? For example home page should be load in 2 Seconds!

14) Re: Section 7B, point #7 (Threshold requirements): In database server admin can create N numbers of database but it might not integrated with current project, am I right?

15) Re: Section 7.B, point #8 (Threshold requirements): Can you elaborate how much support for the multimedia file required? Creation of these files or just allow downloads of these files?

16) Re: Section 7.C, point #2a (Threshold requirements): Approximately how many and which kind of search filters will be there? What kind of UI will be there for search filters? (e.g. Scrollbar UI, Checkboxes, multi-selection boxes)

Advance Questions Received
(Continued)

17) Re: Section 7.C, point #2b (Threshold requirements): What kind of UI will be there for the advanced search functionality filters? (e.g. Scrollbar UI, Checkboxes, multi-selection boxes)

18) Re: Section 7.C, point #2e (Threshold requirements): Please elaborate more about the administrator view of record displayed.

19) Re: Section 7.C, point 1b (Objective requirements): What kind of interface do you need for turning on/off autostemming or should it be automated same way as google? In google there are two logic, a) Singular/Plural forms; b) Enclose with the double quote (this option works only if there are more than one word in the text to be searched)

20) Re: Section 7.C, point #1f (Objective requirements): While creating content with multimedia files, will add metadata to files, and based on that search will work or do we need to create features which can read and search from inside the doc or the pdf file?

Advance Questions Received
(Continued)

21) Re: Section 7D, point #3 (Threshold requirements): Is there a fixed format of files that we have to support for MS Office document should be allowed for searching?

22) Re: Section 7.E, point #5 (Threshold requirements): Will there be any 3rd party API integration?

23) Re: Section 7.F, point #1 (Threshold requirements):What kind of user interface customization is needed here?

Advance Questions Received
(Continued)

24) Re: Section 7.F, point #2 (Threshold requirements): What kind of features are you looking here for accessibility? E.g. Magnifier; or screen reader; or increase/decrease fonts from user's perspective etc.

25) Re: Section 7.F, point #3a (Threshold requirements): Can you provide more information about form input data for resources?

26) Re: Section 7.F, point #3b (Threshold requirements): Can you please provide some example how resources will be pushed & pulled? Will that be from some 3rd party software; from some XML feeds; some API?

27) Re: Section 7.F, point #3c (Threshold requirements): How and where user be able to suggest a resource? Can you provide an example how the interface will look?

Advance Questions Received
(Continued)

28) Re: Section 7.F, point #4 (Threshold requirements): How many days of analytical records/stats do we need to store here?

29) Re: Section 7.F, point #5 (Threshold requirements): For analytics do you need an in-built system or google analytics or similar 3rd party system will work?

30) Re: Section 7.F, point #10 (Threshold requirements):Will there be fixed number of surveys or is a survey going to be created by administrator (webmaster)?

31) Re: Section 7.F, point #2 (Objective requirements): Do you need any other services like SMS? Will users be able to send files across in the chat?

Advance Questions Received
(Continued)

32) Re: Section 7.F, point #3 (Objective requirements): Will the comments be sent to a moderation queue for approval by administrator?

33) Re: Section 7.F, point #8 (Objective requirements): Do we need to retain data for forum if it's turned on/off frequently?

34) Is the vendor only required to complete Attachments A, B & C?

35) "Verifiably compliant with Section 508 of the Rehabilitation Act of 1973 and current industry accessibility standards. All screens must be readable, navigable, and pass testing using the latest version of JAWS Screen Reader software." Is this only for the OPAC (end user interface) or is it also a requirement for the staff interface? If the answer is both, will you consider a system that is only compliant on the OPAC (end user interface)?

Advance Questions Received
(Continued)

36) Customer Reference Form: Is this something the vendor completes or is the customer required to complete this form or both?

37) FedRAMP Certification: [Our company] is in the process of obtaining FedRAMP certification. Will you consider [our company] knowing that certification is pending or do we have to have that completed in order to respond?

38) How many simultaneous staff users would be accessing the system at the same time (read/write access to the database)?

Advance Questions Received
(Continued)

39) How many licensed databases / total number of end users within the organization? [Our company] plans to present our partner product which is a Federated Search which is priced based on total number of employees and databases that will have connectors. The minimum here is 100 employees / 10 databases and I see an indication that up to 250 end users would have access but I need to know if that is the total number of employees with NASWA (read only access).

40) What is the total size of digital media/files (mp4 videos, webcasts, PPTs, pdfs, etc) that need to be stored?

Advance Questions Received
(Continued)

41) Can you provide a break down of how many files and total size for each of the various types of media?

42) Will the library be storing video media file formats (MP4, MOV, etc) for download only by stakeholders, or is streaming of videos from the library expected?

43) How many administrator users are there? Do all of them need the ability to create & publish library content, or only a subset?

Advance Questions Received
(Continued)

44) How many Registered users do you anticipate? And please describe the nature of their usage. For example: What is the expected total Registered User population? How frequently do you anticipate (on average) will any one Registered User log in?

45) Please describe the data, expected functionality, use cases, etc for third party applications (sub-databases) anticipated for the UIDL portal.

46) What type of search engine functionality modifications are desired/required?

Advance Questions Received
(Continued)

47) Will NASWA please identify any pertinent incumbent solution providers, including their roles and the specific hardware/software items they provide?

48) Will NASWA please clarify the difference between "threshold" requirements and "objective" requirements from the standpoint of what is required for compliance?

Does anyone have any additional questions today?

Conference Follow-up

A written summary of
the Questions and Answers will be posted at:

http://itsc.org/Pages/VCO.aspx

on Friday, March 11, 2016

Thank you
for your interest and your attendance!