

**SUMMARY OF VENDORS' QUESTIONS AND ANSWERS
IN REGARDS TO RFP
FOR DIGITAL LIBRARY SOFTWARE, CUSTOMIZATION,
MAINTENANCE AND SUPPORT**

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

A: Yes, we will accept proposals from non-US based companies.

2) The application will allow the user to search and view results based on the search input. However the document does not define 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.

A: We want our users to have the ability to search for content on the site to allow for easy access to information in the library. Searches should be based on:

- **Metadata;**
- **Content within documents;**
- **Filenames; and**
- **Related topics.**

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?

A: The digital library will serve as a central repository for research and training materials that will assist state unemployment insurance (UI) agencies in their efforts to reduce improper payments and combat UI fraud. Additionally, a public facing component of the library will allow users beyond state UI agencies to access non-sensitive information about unemployment insurance integrity issues.

In addition to the search and view results functionality that was mentioned as part of the question, the RFP lists out all of the required (threshold) and desired (objective) requirements known to date. Some of these include things like:

- **A secure infrastructure that will have the ability to restrict access to certain resources to certain users;**
- **Ability to integrate with the UI Community of Practice via SAML2 single sign-on functionality;**

- User accounts that enable users to keep track of saved, submitted, evaluated, and authored resources;
- Administrator capabilities that include the ability to add, delete, categorize, index, and tag resources; modify search categories; view and edit all user roles and permissions; and edit and customize all functionalities, including user interface, site content (including text and images), search engine functionality, and user saved lists;
- RSS feeds/email alerts to provide notifications on content of interest to users;
- Back end user analytics to tell us more about how users are using the site;
- And more. See section 7 of the RFP for the complete list of known requirements.

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

A: As an organization, we use SharePoint for a variety of different purposes, but the UI Digital Library for Integrity does not exist in any current form. We will consider any solution which can meet the requirements outlined in the RFP.

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?

A: No, this will not be a requirement.

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?

A: We want the developer to be able to customize the color scheme and the look and feel of the layout on the system.

We want the Administrator to be able to change the color scheme and logo, if needed. The Administrator also will need to have the ability to customize changing users' access rights to the application, the verbiage of the site, and the relevance settings for search results. We also would like to have the ability to configure the fields that are displayed for browsing and metadata fields that are used for searching, and the ability to integrate controlled vocabulary (or synonyms).

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?

A: All data will be archived within the system until Librarian deems data irrelevant. The archived data can be searchable, but would be preferable to have the option to make unsearchable.

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?

A: Yes, this site will offer live streaming and documents. The application will be hosted based on a FedRAMP compliant Cloud hosting company.

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

A: No, the UIDL will be entirely new.

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?

A: No reason. The single quotes were missed in editing.

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

A: Linux versions should be the current release 7.0 plus, and Redhat is preferred, but not mandatory.

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

A: 10,000 – 25,000 is our best estimate for the next several years. Since this library is brand new, we are in the process of building our collections now, and we don't have a fully established picture of how many resources the library will contain.

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!

A: The 2 second response standard is requested for all queries.

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?

A: If this is understood correctly, the database may be shared on multiple other related applications. So N numbers of databases or database instances may be created within the database platform.

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?

A: Only support for the ability to upload or download the files will be required.

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)

A: We are open to different types of search filters, but would prefer to have the ability to customize the filters as needed.

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)

A: Same response as above: We are open to different types of search filters, but would prefer to have the ability to customize the filters as needed.

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

A: The primary need is for a record view that displays administrative metadata and is not viewable by users. Beyond that, we would be open to different variations of this.

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)

A: Autostemming will be focused on the external “public” website. It will do some singular / plural forms. (i.e. Enter — *apple orange fruit salad* — and you get apples and oranges as well – even salads. But if you start with plural it won’t look for singular – at least not for this salad.) For the Internal site, this will not be necessary.

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?

A: All documents that are text readable should be searchable. Any image files or video files should be searchable by filename or metadata.

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?

A: All MS office documents, as well as PDF’s, should be searchable. Office 2003+ should be made searchable in the MS documents.

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

A: There may be 3rd party API integration.

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

A: This is similar to the question previously asked regarding customization. To re-summarize:

The solution must be customizable in terms of look/feel (skin), brand identity, color scheme, featured resources and accessibility features (buttons, mouse-overs, links, etc.). Additionally, the solution must feature a "user friendly" administrator control panel that allows NASWA or assigned personnel the ability to quickly and easily make changes to the public appearance of the solution and the user interface.

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.

A: Simple 508 compliance will be sufficient (this will enable external screen readers, etc., to function with the website).

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

A: We are open to any solutions that allow for the capture and display of primary metadata elements.

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?

A: This is still under consideration. However, one known example is UI Policy Letters (UIPLs) being pushed to the digital library from the www.doleta.gov web site, via subscriber email alert. In general, our intention is not to direct-post resources to the library, though; all resources, even those that are pushed and pulled, should be vetted and cataloged by the appropriate staff before live posting to the UIDL.

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?

A: We are open to suggestions on this. It could be as simple as a page where the user fills out a few fields (name, organization, contact information) and uploads a document via secure FTP. Either way, we do want to make sure that there is no ability for users to auto-post resources directly to the library. All resources need to be reviewed by an administrator and correctly cataloged.

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

A: At least 12 months.

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?

A: We are open to any analytics tool with metrics for content use/access, users, and site navigation. Google Analytics type of functionality is sufficient.

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)?

A: Most likely, surveys will be created by the administrator and content may vary.

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?

A: This functionality is not required, but we might consider using it as a feature, if offered.

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

A: The administrator does not have to approve the comments before posting. However, the administrator should retain the ability to delete inappropriate comments.

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

A: Yes, but we do not anticipate turning it on and off frequently. Once we make the decision to turn it on, it most likely will permanently stay on.

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

A: No. Section 11 describes all of the items that must be submitted in the response. These include Attachment A, an Executive Summary, a Technical Response, Attachment B, a Project Management Summary, a Staffing Plan, Attachment C (3 times; one for each reference), and a Cost Proposal. Vendors also have the option of submitting their certification as a minority- and/or woman-owned business with the State of New York, as well as any additional information the vendor deems to be appropriate.

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)?

A: The successful solution must be compliant on both the end user and staff interface.

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

A: The Customer Reference Form (also known as Attachment C) is to be completed by the vendor. There should be one for each unique reference; three references are required. NASWA will use these forms as a starting place to check references.

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?

A: Once the development work is underway, FedRAMP compliance is required. If you expect to have FedRAMP compliance by the time development work is to begin, it would be fine to submit a proposal. Development work on the UIDL could begin as soon as June 2016.

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

A: We anticipate ten or fewer simultaneous staff users.

39) How many licensed databases / total number of end users within the organization? EOS 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).

A: We anticipate no more than ten staff with read/write access to the database. NASWA only has 55 total employees.

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

A: This is not known at this point. Initially, we don't anticipate this going over 1 Terabyte for the foreseeable future. We will want to continuously add relevant digital media files to the collection over time, as they become available.

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

A: This is not known at this point. The digital library collection is in the process of being determined. In addition, as previously mentioned, we want to continuously add content as new relevant information becomes available.

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?

A: Streaming is expected.

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

A: We anticipate no more than ten. They will have various levels of responsibility.

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?

A: An educated guess would be about 10,000 registered users. However, it is possible to have an approximate maximum of 30,000 registered users. Registered users are anticipated mostly to access the UIDL from laptops and desktops (some with outdated browsers and operating systems). It is anticipated that they will primarily access UIDL resources during regular business hours of Monday – Friday, 8 am – 5 pm (across all time zones in the United States). Their frequency of use is expected to be variable.

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

A: At this time, the only known third party application will be a sub-database that will reside within UIDL application. The sub-database will provide access to information about each state's operational methods, tools, and best practices related to

unemployment integrity. The particular sub-database solution has not been identified yet.

If any prospective vendors for the digital library have limiting factors or specifications for the hosting of third party applications, we would ask that you include that information in your proposal response.

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

A: We intend for the UIDL to be optimized for external search engines – with user friendly URLs, the use of HTML meta tags, the use of anchor text and optimized images – so the successful application should support that. The internal search engine should include robust, configurable search functionality with search box and the ability to refine search results with multiple search filters. The solution should also include advanced search functionality, the ability to sort results by relevance and date, and the ability to restrict search features by user role. We also need the ability to either impose our own synonym list or the ability to tag individual records with defined metadata fields. Section 7C of the RFP goes on to further specify additional “nice to have” features for the internal search engine. One of these that is highly desired is the ability for the Administrator to manipulate the relevancy ranking of query results.

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

A: There are no incumbent solution providers at this time.

48) Will NASWA please identify the specific software that is used for the and a UI Integrity Data Hub, the Workforce GPS platform, and any other applications with which the UIDL must interact?

A: The UIDL will reside side-by-side on the same web site with the UI Integrity Data Hub (IDH) and the UI National Integrity Training Academy (UINIA). The UINIA will use SharePoint’s Learning Management System. The software/technology solution for the IDH has yet to be determined. But to clarify, the Digital Library will not interact with either the UINIA or the IDH by means of an electronic interface. Rather, the various applications will all be hosted within the same infrastructure and each will be accessed through the Center’s dedicated URL: uicenter.org. The only site that is known to interface with the UIDL will be with the Workforce GPS site (which is built on a .net platform), via SAML2 single sign-on functionality.

49) Re: Section 2, p. 2: The 3rd dot-point states that the UIDL “*will be optimized for external search engines.*” Will NASWA please clarify (or provide an example) of what is meant by *optimizing a DL for an external search engine*?

A: We mean that the digital library site will be optimized in a way that makes it easier for external search engines to discover the UIDL, increasing the likelihood that the UIDL will be among the top sites returned when individuals search for unemployment integrity information using major search engines, like Google and Bing.

As described in Section 7.C of the RFP, optimization for external search engines includes the use of user friendly URLs; unique and accurate page titles; the use of HTML meta tags (title, description, keyword); the use of anchor text and optimized images; and possibly also optimized for mobile devices.

50) Re: Section 7, pp. 2 – 9: Will NASWA please clarify the difference between “**threshold**” requirements and “**objective**” requirements from the standpoint of what is required for compliance?

A: “Threshold requirements” are absolutely required; “objective requirements” are considered “nice to have.”

51) Re: Section 7B, p. 5: Dot-point 7 states “*Ability to host third party applications (e.g., sub-database).*” Will NASWA please clarify (or provide an example) of what is meant by *hosting* in this context.

A: By “host[ing] third party applications,” we mean that third party applications may reside as resources that are accessible through the UIDL.

52) Re: Section 7B, p. 5: Dot-point 8 states “*Ability to support... audio (webinars, podcasts)...*”. Will NASWA please provide specific audio file types to be supported?

A: We anticipate that audio files will be in the common forms of MP3, MP4, and WAV files only.

53) Re: Section 11, p. 11: Section 5 of the table regarding Project Management states that bidders are to provide “*A narrative description that: ...*”

- *Includes a schedule of major milestones and key deliverables which includes the delivery of a detailed project management plan as a deliverable...*”

Do the major milestones equate to the tasks listed in Section 9, Delivery Schedule? If not, will NASWA identify the milestones?

A: Yes, the deliverables requested in Section 9 correspond to the “schedule of major milestones and key deliverables” mentioned in Section 11.

54) Re: Section 11, pp. 11-12: Section 6 of the table regarding the Staffing Plan states that “*Each response should include a narrative description of the proposed staffing plan, a description of the expertise of proposed staff and should identify a single point of contact designated for this project.*” Our questions are:

a. Are descriptions of expertise required for all staff?

A: Yes, please include brief descriptions of relevant expertise for all staff who would be assigned to the UIDL project, if awarded. Please note that it is not necessary to include exhaustive resumes of all staff; a high level overview of their relevant skills is sufficient.

b. There were no page limits cited for this section of the proposal; will NASWA confirm that bidders have unlimited pages for this section?

A: Correct, but it is preferable to be as brief as possible, while being responsive to the information requested.

55) Re: Section 14, p. 13: Section 2 of the table regarding scoring of the Executive Summary, the 2nd dot-point states “... *Describes solution relevant to the threshold requirements, at a minimum.*” To obtain the maximum score, do bidders have to describe the objective requirements in addition to the threshold requirements?

A: To obtain the maximum score for the Executive Summary, the bidders must explain how they meet *all* of the threshold requirements. If a bidder also meets some (or all) of the objective requirements, that information should be included as well, but meeting objective requirements is not absolutely required in order to get the maximum score in this section.

56) Re: Section 14, p. 13-14: Section 3 of the table regarding scoring of the Technical Response, the 3rd dot-point states “*Proposed solution demonstrates ability to meet all threshold requirements and deliverables.*” To obtain the maximum score, do bidders have to describe the objective requirements in addition to the threshold requirements?

A: To obtain the maximum score for the Technical Response, the bidders must demonstrate the ability to meet *all* of the threshold requirements. If a bidder also meets some (or all) of the objective requirements, that information should be included as well, but meeting objective requirements is not absolutely required in order to get the maximum score in this section.

57) Re: Section 14, p. 14: Section 6 of the table regarding scoring of the Staffing Plan states “*Demonstrated knowledge, skills, and experience of staff proposed to accomplish the work, including the time available of designated key staff to commit to the project.*” Will NASWA please provide guidance regarding the positions that are deemed key staff?

A: Key staff would include any and all staff who have been designated by the vendor as responsible for directing and/or managing the project; developing and/or testing the application; and database staff , technology implementers, infrastructure, and Subject Matter Expert staff who are assigned to the project.