

Request for Proposal (RFP)

For

**UI Digital Library for Integrity
Software Application and Ongoing Maintenance/Support**

Issued By

**National Association of State Workforce Agencies (NASWA)
UI Integrity Center of Excellence**

**Circulation Date
February 18, 2016**

**Bidders Webinar/Teleconference
March 3, 2016 – 1:00 PM EST**

**Proposal Submission Date
7:00 PM EST April 1, 2016**

1. Introduction

The Unemployment Insurance (UI) Integrity Center of Excellence (Center) provides innovative tools, training, and support to states in their effort to reduce improper payments and combat fraud in the UI program. As part of this effort, the Center is developing the Unemployment Insurance Digital Library for Integrity (UIDL). The UIDL will be a managed collection of unemployment integrity information available to build the knowledge and capacity of UI programs to prevent, detect, and recover improper payments, and to promote the message that “Everyone Owns Integrity.”

Under this solicitation, the Center is seeking a customizable digital library software application and the services of a vendor or a team of vendors to adapt and implement the solution to the Center’s specifications. The Center also requests maintenance and technical support as part of the response.

2. Background

The National Association of State Workforce Agencies (NASWA) was founded in the depths of the Great Depression, in the early years of unemployment insurance and employment service programs. It is an organization of state administrators of unemployment insurance laws, employment services, training programs, employment statistics and labor market information. Throughout its more than seventy-five year history, NASWA has strengthened the workforce system through information exchange, liaison, and advocacy.

The Center for Employment Security Education and Research (CESER), a 501(c)(3) entity, was incorporated in August 1994 as an arm of NASWA. In supporting NASWA and its partners, CESER serves as an incubator for research, analysis, training and technology. It is the leading education, research and information technology center focused on workforce development and unemployment insurance issues.

CESER is proud to be the home of the Information Technology Support Center (ITSC) and Unemployment Insurance Integrity Center of Excellence (Center).

About the Center

Overpayments, errors, and instances of fraud within the UI program have been long-standing concerns for Congress, the Federal Office of Management and Budget (OMB), the U.S. Department of Labor (USDOL), and state administrative agencies. To address these concerns, the USDOL and states have initiated multiple strategies and initiatives designed to reduce the risk of overpayments and prevent fraud.

The Center is charged with developing “innovative UI program integrity strategies to reduce improper payments, prevent and detect fraud, and recover any improper payments made” [UI Program Letter (UIPL) 28-12]. One of the identified strategies is to develop an online digital

library to facilitate ease of access to research, materials, and other resources for state UI agencies.

About the UIDL project

The Center seeks to establish a UIDL to serve as the premier gateway to UI integrity resources, by offering access to a wide array of governmental and non-governmental integrity-related content.

The vendor, or team of vendors, awarded under this project will identify, customize, and implement a Digital Library software solution to meet the needs of the Center, as identified under this solicitation. The contracted effort will include development, testing (for both User Acceptance and quality assurance), knowledge transfer, implementation, and maintenance and technical support.

The UIDL is envisioned to be:

- **Comprehensive in its resource offerings.** The UIDL will offer access to multimedia resources, including text, visual, audio, video, webinars, PowerPoint presentations, and other media formats. The UIDL itself will contain at least one searchable sub-database (the State Profile Database), and will require the capability to query and return content from external web sites.
- **Current and relevant.** The UIDL will remain current and relevant to users through ongoing curation and management of the library, with new and updated resources being added on a continuous basis. In addition, a combination of user analytics, user surveys, and a “suggestion box” will provide use information and the opportunity for feedback to maintain the UIDL’s responsiveness and relevance.
- **Clear, well-organized, and visually appealing.** The UIDL will possess robust internal search capabilities, and feature clearly organized categories and related sub-categories. It also will be optimized for external search engines.
- **Accessible, user friendly, and interactive.** The Digital Library will be compliant with Section 508 of the Rehabilitation Act, as well as current industry accessibility standards. Its features will include staff librarian support, resource spotlights, and individual user accounts that will make it easy for users to find, manage, and save useful information. RSS feeds or email alerts will enable users to follow new content of interest.
- **Hosted by a larger parent web site for UI integrity.** The UIDL will reside within a larger parent web site for UI integrity (currently being developed), which also will host other products of the Center. These include the UI National Integrity Academy (UINIA), with its ShareKnowledge (SharePoint application) Learning Management System (LMS), and a UI Integrity Data Hub, which will provide UI program staff with access to secure, searchable databases of information to be used for data cross-matches and the identification of suspicious claimant schemes. The UIDL will require a customizable user interface, so it can match (or be adapted to match) the “look and feel” of the larger UI Integrity web site in which it resides.

- **Connected to the UI Community of Practice (UI CoP).** The UI CoP is an online web space sponsored and controlled by USDOL, and hosted on the Workforce GPS platform. The UIDL will need to integrate with the UI CoP via single sign-on (SAML2) functionality to permit the UI CoP’s vetted users to gain access to the UIDL’s more sensitive resources. In addition, the UI CoP will include the UIDL as a tab, and will incorporate its features and highlights on its front page.
- **Enable permissions to provide increasingly restricted access to UIDL resources.** The UIDL will serve both public and registered users. The UIDL will consolidate public integrity resources in a site that is accessible to external users and optimized and discoverable via external search engines, but without exposing sensitive information. Sensitive resources will be accessible only to registered users in the UI community. Well-defined user access policies, conscientious tagging and indexing, and robust architecture with a strong internal search engine will provide each user group with access to relevant and appropriate information, while safeguarding sensitive information about UI operations and processes.

UIDL users will be classified as follows:

- **Public users:** Public users will be provided with “entry level” access to UIDL resources. Only resources deemed “non-sensitive” through application of a robust internal curation policy will be viewable to public users. Similarly, only the content, search categories, and sub-categories that are available to public users should be viewable to public users.
- **Registered users:** Registered users will be able to access UIDL resources deemed sensitive by signing on via a single sign-on access structure between the UIDL and the UI CoP. They also will be able to view additional search categories/sub-categories via the internal search engine. The functionality for registered users must enable further access restrictions/permissions for “super access” to the most sensitive of UIDL resources for certain identified and vetted users.
- **Administrators:** NASWA staff will serve as Administrators of the UIDL site. They will need to have the ability to add, delete, categorize, index, and tag UIDL 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.

3. Estimated RFP and Contracting Timeline

- | | |
|--|------------------------|
| • Bidders’ Conference: | March 3, 2016 |
| • RFP deadline: | April 1, 2016 |
| • Vendor demonstrations (top candidates only): | May 2-6, 2016 |
| • Vendors submit “Best and Final” offers: | May 13, 2016 |
| • Contract award: | May 20, 2016 |
| • Contract execution period: | May 20 – June 10, 2016 |

- Kick-off meeting:

June 14-15, 2016

4. Materials

The vendor(s) must possess the necessary technical expertise, staffing, equipment, office materials, and other tools necessary to develop, implement, and provide ongoing support for the digital library solution.

5. Place of Performance

Work for this task will be done primarily off-site. Most meetings and activities can be managed through conference calls and webinars.

6. Travel

Travel for the selected vendor(s) will occur at the vendor's expense to enable them to meet with project staff for a project kick off meeting and at least two project review meetings to be held at the NASWA office in Washington, D.C. Both the kickoff meeting and the on-site review meetings are expected to last 1-2 days. Other off-site follow up meetings may be required as needed.

7. Requirements

A) Overall

Threshold requirements:

- 1) Support secure access for public users, registered users, and administrators, with the ability to set permissions to control user viewing access to both certain resources and the search categories.
- 2) Administrators have 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.
- 3) Core functionality must store, search, retrieve, and catalog/curate.

Objective requirement:

- 1) The ability to offer or accommodate an archive solution.

B) Technical requirements

It is expected that the UIDL will be supported virtually and hosted by NASWA/CESER on a FedRAMP compliant cloud-based server (Windows server 2012+ or Linux platform). However, proposed solutions that require the use of a vendor-hosted server will not be disqualified if they meet FedRAMP compliance. The UIDL will have access to a 10 Gig connection; caching service may be sought separately to provide multi-media support. Specific technical information will be provided to potential vendors upon request.

The UIDL will be comprised of a three-tiered architecture including a DMZ tier, an Application tier and a Data tier using SSL connections with an encrypted Relational Database. It is anticipated that primary users (state UI staff) will most likely access the UIDL via a personal computer or laptop; however, ideally, the UIDL would be optimized for accessibility via mobile devices as well.

If the solution is open source, the source code will be made available to NASWA and the Center as it is created during the project, with a final ‘refresh’ of all delivered source code provided at the end of the project.

Threshold requirements:

- 1) Compatibility with the following operating systems:
 - a. Windows (Vista, 7, 8, 8.1, and 10)
 - b. Linux
 - c. IOS 7+
 - d. Chrome
- 2) Support the following browsers / versions:
 - a. Internet Explorer - Microsoft Edge, 11, 10 and 9 - Compatibility mode should be disabled
 - b. Firefox 33-44.0+
 - c. Chrome 40-49+
 - d. Opera 27+ and 26
 - e. Safari 6-8.02+
- 3) Ability to have multiple environments –Development and Production environments (a must); and potentially a Testing environment (for UAT and QA).
- 4) Ability to support load of 250 concurrent users.
- 5) Ability to support number of anticipated records: 10,000 – 25,000.
- 6) Expected response time not to exceed 2 seconds.
- 7) Ability to host third party applications (e.g., sub-database).
- 8) Ability to support multi-media files, which will comprise the various UIDL resources. These are expected to include text (.pdf with OCR and .doc), audio (webinars, podcasts), video (file extension .mp4), PowerPoints, and photos (JPG, GIF, and TIF).

Objective requirements:

- 1) Compatibility with the Windows XP Operating System
- 2) Support the following mobile browsers:
 - a. Android browser - 4.0 and up
 - b. Mobile Safari - 7.0 and 6.1
 - c. BlackBerry Browser - 7.0 and 7.1+ —
 - d. Firefox for Mobile
 - e. Chrome for iOS
 - f. Opera Mobile
 - g. Internet Explorer Mobile - Works with Windows Phone 8, at least.

C) Optimized for searches

Threshold requirements:

- 1) External search engine optimization:
 - a. User friendly URLs
 - b. Look and feel needs to be optimized for search engines, with unique and accurate page titles; use HTML meta tags (title, description, keyword); use anchor text and optimize images; and also optimize for mobile devices.
- 2) Internal search capabilities:
 - a. Robust configurable search functionality with search box and ability to refine search results with multiple search filters.
 - b. Advanced search functionality – which could include searching by defined search fields such as title, summary/abstract, state, organization, date ranges, SSNs, etc., and use of Boolean operators, wildcards/truncation, or exact phrase searching.
 - c. Sorts search results by relevance and date.
 - d. Ability to restrict what search features are visible to users based on role (grayed out versus not visible at all).
 - e. Provide Administrator view of record displays.
 - f. Allows Administrator to impose a synonym list and/or “tagging of individual records with defined metadata fields.”

Objective requirements:

- 1) Internal search capability:
 - a. Suggesting completion of search terms, by auto-completing in the search bar, as search engines such as Google do. The search tool also should attempt to interpret what the user intends when there is a misspelling, by following up with a “Did you mean...?” question, and resources associated with the guessed term(s).
 - b. Allows for autostemming, with ability to turn this functionality on or off.
 - c. Allows for stop-word filtering and keyword highlighting.

- d. Auto suggesting other library resources that may be of interest, in accordance with user activity.
- e. Provide the following record displays: search terms in search results view; abstract/summary view; and full view.
- f. Ability to index, return, and correctly display any documents that may have special characters (such as &, ?, #, and %) in defined fields (title, abstract/summary, author, etc).
- g. Ability for user to search within specified fields (title only, title and abstract/summary, full text) rather than all fields as a default.
- h. Ability for user to search for exact phrase.
- i. Ability for search results to be refined, filtered, or limited to a specified subset of results.
- j. Uses title, abstract/summary, full text, defined subject category fields for relevancy ranking, but also provides Administrator with the ability to further refine or customize search relevancy or ranking.
- k. Search assistance or search guide for users.

D) Indexing

Threshold requirements:

- 1) Ability to index name of file and defined metadata fields.
- 2) Ability to index full text in PDFs.
- 3) Support for the following record formats: PDF, MS Office documents, HTML.

E) Relationship to other sites

Threshold requirements:

- 1) Ability to support/integrate with SAML2 Single Sign On protocols, compliant with the ITSC system.
- 2) Ability to create custom roles and associate users with roles.
- 3) Ability to restrict who can add/delete records.
- 4) Ability to assign a single user multiple roles/permissions.
- 5) Ability to query, access, and index APIs.

F) Features & Specifications

Threshold requirements:

- 1) Customizable user interface.
- 2) 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.
- 3) Ability to add to collection in multiple ways:
 - a. Librarian adds resources;

- b. Ability for potential resources to be “pushed” or “pulled” into the UIDL from external sources; these pushed/pulled resources would go to a holding queue for administrator review and possible posting; and
 - c. Ability for users to suggest resources and send them to a holding queue for administrator review and possible posting.
- 4) Individual user accounts management with ability to enable users to keep track of saved, submitted, evaluated, and authored resources.
 - 5) Broken link checker and/or use of persistent URL (PURL).
 - 6) UIDL site analytics, including information on user identity, user location, individual resource access rates, and usage peaks and valleys.
 - 7) RSS feeds and/or email alerts.
 - 8) Ability for Administrator or users to tag content.
 - 9) Ability to create “Featured” resources, to highlight particular UIDL resources.
 - 10) Pop-up user surveys and suggestion box.
 - 11) Allow users to “share” resources via email.

Objective requirements:

- 1) Ability to “spotlight” featured resources on the front page of the library.
- 2) Secure chat and email support (user/librarian).
- 3) Allow users to post comments on individual library resources.
- 4) “Smart” predictive technology and user analytics:
 - a. Customized interface based upon browsing history; and
 - b. Providing an individualized dashboard of features and suggested resources, based upon prior user visits.
- 5) User interface:
 - a. Post reviews about UIDL resources; and
 - b. Post star ratings of UIDL resources.
- 6) Ability to post and return results from user surveys.
- 7) Allow users to submit suggestions to the library Administrator via a “suggestion box.”
- 8) Availability of user discussion forums, which can be “turned on” (viewable and accessible to users) or turned off.

G) Maintenance and Support

Threshold requirements:

- 1) General technical support and maintenance of Digital Library application coverage during normal business hours, Monday through Friday, 8:00 am to 5:00 pm EST, for twelve months after implementation.
- 2) Thirty day warranty after final sign-off and acceptance.

Objective requirements:

- 1) Describe options for ongoing technical support, including:
 - a. 24/7 or business hours support;

- b. Options for pre-paid or ad-hoc payments;
 - c. Customer support, which includes application support, server support (if it's a hosted solution), application server support, database server support, webserver support, and operating server support (if hosted and available) over the course of 12 months. Option to renew support after the initial period.
- 2) Onsite or online training for UIDL Administrators and relevant staff on use of the system to catalog records, customize and edit content, adjust search engine settings, manage user access, basic troubleshooting, and other relevant tasks.

8. Eligible Entities

NASWA will accept Digital Library software and service proposals for both proprietary and open source software solutions.

To be considered, interested firms must be able to document successful experience building and/or customizing at least one Digital Library.

9. Delivery Schedule

Task	Deliverable	Format	Distribution	Calendar Days After Project Start
1a	Project kick-off meeting	In person		7
1b	Comprehensive project plan, (including requirements, development, testing, implementation and knowledge transfer) and comprehensive project schedule, showing all dependencies, deliverables, and including sufficient time for NASWA deliverable review and acceptance.		Standard Distribution	45
2a	Ongoing Projects Updates	Conference Call	Standard Distribution	Weekly
2b	Project Status Reports	Written	Standard Distribution	Monthly
3	Demo site operational	Web site		120
4a	User testing			As agreed to
4b	Modifications to demo site			As agreed to

5	Deliver final operational version			As agreed to, but no later than 200 days from contract date start
6	Maintenance and technical support			For 12 months after final implementation
* Standard Distribution: One copy of transmittal letter <u>with</u> the deliverable to the NASWA / CESER Project Manager				

10. Project Payment Schedule and Acceptance

Final project deliverables, deliverables acceptance criteria, and payment schedule will be included in the contract during the contract development process with the selected vendor. The Center will have final editorial control over the content of the Digital Library site design and content.

11. Proposal Response Requirements and Structure

The following table details the required response outline and specifies the content of the response sections:

Section Number	Section Title	Section Content
1	Attachment A	Cover sheet
2	Executive Summary	Summarize the RFP response. (Max 3 pages)
3	Technical Response	<ul style="list-style-type: none"> Describe proposed software solution and why you think it is a fit for the UI Digital Library for Integrity project. Please include an explanation of the software's workflow and curation capabilities, as well as all features and options. Describe installation of software, maintenance and technical support options, and 30 day warranty after final sign-off and acceptance (acceptance period is 30 days). (Max 30 pages)
4	Attachment B Response	Direct response to each question posed in Attachment B.
5	Project Management	<p>A narrative description that:</p> <ul style="list-style-type: none"> Describes your firm's project management process. Describes the organizational infrastructure that supports your process. Includes a schedule of major milestones and key deliverables which includes the delivery of a detailed project management plan as a deliverable. Identifies dates for delivery of progress reports. Describes plan for managing proposed sub-contractors (if any). Describes your firm's approach to quality assurance. <p>(Max 15 pages)</p>
6	Staffing Plan	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.
7	Previous Project Experience & References	<p>Provide a description of your firm’s prior experience with at least one digital library project.</p> <p>Also please describe:</p> <ul style="list-style-type: none"> ○ Size of your firm or organization. ○ Length of time in business. ○ List of past clients and/or industries. ○ Three references (complete three copies of the Customer Reference Form in Attachment C) on similar projects. At least one of these references must have been in regards to the implementation of a digital library. <p>(Two pages/example, aside from the Customer Reference Form). NOTE: Vendors may submit hyperlinks to appropriate examples.</p>
8	Cost Proposal (Submit Separate from Technical Proposal)	<p>Response should include an itemized price breakdown of the proposed solution for each phase (contracting, initial requirements gathering, development, testing, implementation, maintenance and support). Provide both a budget and budget narrative for the total project with specific detailed information on the following itemized cost items:</p> <ul style="list-style-type: none"> ○ Labor; ○ Materials/Equipment; ○ Ongoing maintenance and support; ○ Travel; ○ Other (includes any proposed sub-contracts or other costs associated with the project). <p>Itemization should describe and provide cost information for the digital library solution, as well as for any additional features or services that are not included in the “basic” digital library solution. (Max 20 Pages)</p>
9	Optional: State of New York Minority and Women-Owned Business	<p><i>Note:</i> NASWA is required to award a prescribed percentage of contracts to vendors who are Minority and/or Women-owned Business Enterprises (MWBE) certified with the State of New York. This RFP is incentivizing vendors meeting this criteria to submit proposals. Additional information on this certification can be found at https://ny.newnycontracts.com/FrontEnd/StartCertification.asp?TN=ny&XID=2</p> <p>Vendors will need to provide documentation of their status as MWBE certified with the State of New York.</p>
10	Additional Information	Other information the vendor deems appropriate.

12. Submission Information

Proposals must be submitted electronically to DL-RFP@naswa.org by **7:00 PM EST** on April 1, 2016.

13. For Additional Information or Clarification

NASWA will hold a bidders' webinar and teleconference question and answer session on March 3, 2016, at 1:00 pm EST. Information will be forwarded to all bidders who make a request to attend. This will be the only opportunity for interested vendors to ask questions for clarification on the RFP. NASWA will answer all questions to the best of its ability during this webinar/teleconference. Questions submitted in advance via email will be answered during the conference call. Additional questions not submitted in advance may be posed during the conference call.

A written summary of questions asked and responses provided will be posted as an addendum to the RFP solicitation on NASWA's website. Please note that no questions received after the close of the webinar/conference call will be addressed.

Bidders' conference attendance requests and questions may be submitted, in advance, electronically to:

Sara Hall Phillips, Project Manager
UI Integrity Center/CESER
DL-RFP@naswa.org

14. Scoring of Proposals

The following criteria will be used to evaluate vendor proposals:

Section Number	Section Title	Max Points Allowed	Review Criteria
PHASE 1 – INITIAL PROPOSAL			
1	Attachment A Cover Sheet	5	<ul style="list-style-type: none">Contact information.
2	Executive Summary	5	<ul style="list-style-type: none">Provides overview of the proposal in clear, concise language.Describes solution relevant to the threshold requirements, at a minimum.
3	Technical Response	25	<ul style="list-style-type: none">Demonstrated understanding of the project goals.Description of proposed solution(s), in clear concise language.

			<ul style="list-style-type: none"> Proposed solution demonstrates ability to meet all threshold requirements and deliverables. Description of the work assigned to any sub-contractors proposed for use on this project and the vendor’s past experience with them.
4	Attachment B Response	5	<ul style="list-style-type: none"> Clear and relevant response to all questions posed in Attachment B.
5	Project Management	15	<ul style="list-style-type: none"> Demonstrated understanding of sound project management principles and the capability to apply them to the work of this RFP. A sound, easily understood project management plan. A clearly described organizational structure that supports the proposed project management plan. A project schedule showing major milestones and key deliverables. Strong plan for management of sub-contractors. Demonstrated sound quality assurance processes and procedures to be utilized on this project.
6	Staffing Plan	10	<ul style="list-style-type: none"> 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.
7	Previous project experience	15	<ul style="list-style-type: none"> Organizational size is sufficient to support project of this size and scope. Experience implementing at least one digital library. Three completed copies of Attachment C, Customer Reference Form, that describe the project work and key staff that were assigned to the project. Consideration will be given to the vendor’s reputation in terms of quality, problem resolution, business control, timeliness, business relations, and customer service.
8	Cost Proposal	20	<ul style="list-style-type: none"> Complete and concise budget and budget narrative documents Itemized cost description including: <ul style="list-style-type: none"> Breakdown of all direct and indirect costs, and optional features and services; FTE’s by skill set needed for the project; Hourly rate and the total hours by skill set; Ongoing maintenance and support; and

			<ul style="list-style-type: none"> ○ Travel.
9	Optional points	5	Additional points to be awarded for proposals that are contractors or include sub-contractors who are registered as MWBE firms with the State of New York.
10	Additional information from the vendor	N/A	Optional information at vendor’s discretion.
Phase 1 score totals will be used to identify the most appropriate bidding vendors for the UIDL project. The top ranked proposals will move on to Phase 2 scoring.			
PHASE 2 – DEMONSTRATIONS AND BEST & FINAL OFFER			
1	Vendor demo	40	<ul style="list-style-type: none"> • Vendor’s response to any questions from the panel. • Vendor will present a demonstration of the features and capabilities of the proposed software application.
2	“Sandbox” evaluation	40	<ul style="list-style-type: none"> • The vendor will provide access to a test/demo site in which NASWA staff will evaluate the application’s overall functionality, ease of use, look and feel, and basic and advanced search capabilities. • The test/demo site also will be evaluated for its responsiveness to the single sign-on SAML2 protocols.
3	Best and Final Offer Cost Proposal	20	<ul style="list-style-type: none"> • The vendor may re-submit the original cost proposal, or submit a revised cost proposal. • The best and final offer must include: <ul style="list-style-type: none"> ○ Complete and concise budget and budget narrative documents; ○ Itemized cost description including: <ul style="list-style-type: none"> ▪ Breakdown of all direct and indirect costs, and optional features and services; ▪ FTE’s by skill set needed for the project; ▪ Hourly rate and the total hours by skill set; ▪ Ongoing maintenance and support; ▪ Travel.
The final contract award decision will be based upon the highest combined total score from Phase 1, Phase 2, and responses from project references.			

All proposals will be evaluated using the following approach:

Step One

In this step, proposals will be evaluated to ensure that they meet all Threshold Requirements described in this RFP. Any proposals not meeting these requirements will be disqualified.

Step Two

The proposals that meet the Threshold Requirements will then be scored based on Phase 1 scores, with a maximum possible score of 100 points, with a potential bonus of 5 points for vendors certified as MWBE with the State of New York. This ranking will be used to create a “short list” of the top proposals. Any proposal not making the “short list” will not be considered for further evaluation.

Step Three

The short-listed proposals will then be evaluated based on Phase 2 criteria. The contract will be awarded to the highest ranking proposal based on the sum of Phase 1 and Phase 2 scores and responses from project references. NASWA reserves the right to disqualify a top scoring proposal based on feedback received from project references, after discussion with the vendor.

Attachment A
COVER SHEET

Name:	_____
Contact Person Name & Title:	_____
Address:	_____ _____ _____
Phone:	_____ Fax: _____
Type of Entity:	_____ (e.g. individual, corporation, sole proprietorship, public agency, minority owned, woman owned, etc.)
Is Entity or potential partner, a Registered Business in the state of New York:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Federal Tax ID:	_____

The undersigned certifies that this proposal is submitted in response to the NASWA UI Center’s request to establish a Digital Library.

By submitting this proposal, the undersigned affirms to having the skills, knowledge, software, and equipment to provide the services contained therein.

Signature of Authorized Representative

Date

Attachment B

QUESTIONS FOR PROSPECTIVE VENDORS

Response Required.

1. Please indicate each operating system / version that your proposed solution currently supports:

- Windows XP
- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Linux
- IOS 7+
- Chrome
- Other:

2. Please indicate each browser / version that your proposed solution currently supports:

- Internet Explorer - Microsoft Edge
- Internet Explorer 11
- Internet Explorer 10
- Internet Explorer 9
- Firefox 33-44.0+
- Chrome 40-49+
- Opera 27+ and 26
- Safari 6-8.02+
- Other:

Mobile browsers:

- Android browser - 4.0 and up
- Mobile Safari - 7.0 and 6.1
- BlackBerry Browser - 7.0 and 7.1+ —
- Firefox for Mobile
- Chrome for iOS
- Opera Mobile

- Internet Explorer Mobile - Works with Windows Phone 8, at least.
- Other (please specify):

3. Please describe how the proposed solution provides secure access to digital library resources for public vs. registered users.

4. What types of record displays are available? Please check:

- Search terms in search results view
- Abstract/summary view
- Full view
- Administrator view
- Other: _____

5. Indexing:

- a. What level of indexing is provided? Library record abstracts, full text, other?
- b. What record formats are supported (pdf, MS Office documents, etc.)?
- c. What defined fields are required for indexing, if any?

6. Search:

- a. How does the product handle special characters (&, ?, #, and %) in defined record fields (such as title)?
- b. What types of advanced search options are available? Are these options customizable? Can they be enabled or disabled by the library?

- c. What types of limits are available for filtering or refining search results? Does the product allow for customizable refinements (such as state, organization, other)?

- d. What criteria is used to determine the relevancy (term frequency and placement, format, document length, publication date, user behavior, etc.) of search results?

- e. What record fields (title, summary, etc.) can be used for ranking?

- f. What options does the product offer for sorting search results (date, relevance, other)?

- g. Please check any “smart” features that the internal search engine includes:
 - Autocomplete
 - Autocorrect
 - Autostemming
 - Thesaurus/synonym matching
 - Stop-word filtering
 - Keyword highlighting
 - Other:

- h. Are the features within the search engine customizable?

7. Technical support:

- a. What forms of customer support are offered? Please explain what type of support is offered, the cost per time period for the support, and whether it is optional to add on certain types of support.

b. Does the vendor provide on-site and/or online training?

- Yes
- No
- Other:

c. Is there any additional cost associated with training? Additional on-going services costs?

Continued on next page

Question	Yes	No	Comments
Does the product have a customizable design? If yes, please comment on what aspects of the interface are customizable (color scheme, branding, navigation menus, result display, etc.)?			
Can the library apply its own custom templates, CSS stylesheets or images (logo, branding)?			
Does the product meet ADA and Section 508 accessibility requirements?			
Does the product offer caching options?			
Does the product allow users to submit suggested resources to a holding queue? If so, please comment about how this functions (e.g., allows for email submission, secure FTP upload to a holding queue, etc).			
Does product have option to tag records in order to boost them in search results or identify groupings of records by subject or category?			
Can the product be configured to highlight or feature specific items or collections in the digital library as needed?			
Does the product offer customizable alerts or RSS feeds? If so, please comment on how these alerts are managed: By users, by the library, or both?			
Does the product offer the option of user friendly/semantic URLs?			

Does the product offer any output options for users to print, email, text, cite, export, etc., records?			
Does the product provide any personalization features that allow users to customize preferences, save search results, bookmark items, create lists, etc.?			
Can lists be created that are private and/or shared with other users?			
Does the product provide breadcrumb path for user navigation? If yes, please list types in comments.			
Does product allow users to share library records or other items via social media such as Facebook, Twitter, etc.? If yes, please comment on which types or sites.			
If the product allows for social media sharing, can these features be enabled or disabled?			
Is there a broken link checker option?			
Does the product contain user analytics functionality?			

Attachment C

CUSTOMER REFERENCE FORM

Response Required.

Please submit three copies of this form, one for each unique reference. At least one reference must be associated with the implementation of a digital library.

1. Complete name of government agency, commercial firm, or other organization (no acronyms, please):

2. Complete address:

3. Primary customer points of contact. (For government contracts/orders, provide current information on all three individuals. For commercial contracts, provide points of contact filling these same roles.)

	Program Manager and/or Site Manager	Procurement Contracting Officer	Administrative Contracting Officer
Name			
Office			
Address			
Telephone			
Email			

4. Type of contract (Time & Materials, Fixed Price, Other):

8. Current status of contract (choose one):

- Work continuing; on schedule
- Work continuing; behind schedule
- Work completed; no further action pending or underway
- Work completed; routine administrative action pending or underway
- Work completed; claim negotiations pending or underway
- Work completed; litigation pending or underway
- Terminated for convenience
- Terminated for default
- Other; please describe:

9. Period of performance:

____/____/____ to ____/____/____

10. Original completion date:

____/____/____

11. Current scheduled completion date:

____/____/____

12. Estimated completion date:

____/____/____

13. Number of contract changes:

14. Please include any additional statements or information deemed relevant (optional; attach additional sheets if necessary):
