



City of Roanoke

Purchasing Division

Noel C. Taylor Municipal Building

215 Church Ave., SW

Room 202

Roanoke, VA 24011

U.S.A.

Request for Information

RFI # 16-12-05

for

Social Media Archiving

June 21, 2016

SUBMISSIONS DUE: July 19, 2016

Introduction

The City of Roanoke uses a wide range of social media tools to engage and inform citizens. With a population of nearly 100,000, the city and its departments have 45 different social media pages and more than 140,000 followers on all of those pages combined. As online engagement grows, the city is looking for tools to capture and store that engagement outside of the traditional social media sites. The City is also looking for tools to assist the City in maintaining and archiving public records as required by Virginia Law.

Goal of the RFI

The goal of this RFI is to obtain information from vendors explaining in detail what types of social media archiving services can be offered to the city, including prices ranges, etc.

The City encourages providers to become involved with this project by responding to this RFI.

Respondents to this RFI should address the following:

- A. Social Media Sites available to archive**
- B. Storage capabilities including length of storage**
- C. Price range for services offered. (The city has more than 40 social media sites)**
- D. City's ability to access information archived**
- E. Explanation of what each capture includes**
- F. Export options**
- G. Search features to easily find archived information**
- H. Other enhancements offered with archiving plans**
- I. Options for customizing plans to include some city social media pages, but not others.**
- J. Ability to capture and recover prior years data**
- K. Estimate of software implementation**
- L. Information on product training**
- M. Information on implementation time frame**
- N. Information on software installation**

Request for Proposal (RFP)

- Information gained from this RFI may be used for project planning and may, or may not, be used in the development of an RFP.
- Cost estimates are requested, but no formal or binding price submittals.

Existing Standards

If there are any existing standards, the City requests that each respondent include such standards in your response to this RFI.

Laws

Respondents are asked to describe any significant laws or regulations that could have a significant impact upon the technology being proposed within their RFI response including relevant laws, rules and regulations regarding maintenance of public records. This includes requirements, limitations, and specific laws which may pertain to the relative coverage area or component(s). It would also be beneficial to identify specific trends that are expected in the near future.

Instructions for Responding to this RFI

General

Organizations responding to this RFI shall designate a single contact within that organization for receipt of all subsequent information regarding this RFI, RFI responses, and any subsequent activities that may follow from this RFI.

Responses to this RFI must be received by Roanoke no later than 2 P.M., on Month Day, Year. Documentation submitted in response to this RFI will be reviewed by the City's project team.

Trade Secrets, Confidential Information

If you consider any portion of your response to be privileged or confidential by statute, including trade secrets and commercial or financial information, clearly identify those portions. The City will honor your notations. Marking your entire response Confidential/Proprietary is not in the conformance with the Virginia Public Procurement Act (VPPA).

Format of RFI Responses (Required)

The following outline is offered to assist in the development of your response. You should include:

One (1) original and Three (3) copies.

1. A cover letter -- the cover letter must include a brief summary of your response.
2. Your response to any or all of the RFI objectives.

3. If necessary, please include a glossary which describes terms used in your RFI, and the application of each in the proposed solution(s).

Regarding size of the RFI response, no limit is made on the number of pages submitted. However, we do ask that your responses be provided as an introduction to, rather than a full explanation of, a proposed solution. Additional details will be requested in follow-up correspondence.

Supporting documentation will be accepted, but you must indicate which portions of the supporting document are relevant to this RFI.

NOTE: Because responses become public documents of Roanoke, we ask that proprietary and confidential material not be included in any response. If copyrighted, a statement waiving that copyright for use by Roanoke is required for the purposes of providing copies for review.

How to Submit (Required)

Submitted material (**one original and 3 copies**) may be attached to a cover letter and mailed to the City's Purchasing Manager to the address provided below on or before 2 PM, July 12, 2016:

215 Church Avenue SW
Room 202
Roanoke, VA 24011

Reimbursements

The City of Roanoke will not reimburse submitters for any costs in conjunction with their responses to this RFI.

Access to Responses

Submitters will be entitled to access all the submittals received in response to this RFI.

Requests for copies should be submitted via email to jill.newman@roanokeva.gov

Response Review Process and Schedule

Process

The Purchasing Division and the Office of Communications will coordinate the review of each RFI response and work with the Project Team to develop follow-up plans. Project Plans outlining the defined follow-up activities will be created based on the RFI contents and communication with the respondent(s).

Clarification of Responses

To fully comprehend the information contained within a response to this RFI, Purchasing may seek further clarification of your response. This clarification may come in the form of verbal communication over the telephone; written communication; electronic; or a request to make a presentation.

Schedule

The schedule for responding to this RFI is as follows. Please note that early responses are highly encouraged.

Issue the RFI	June 21, 2016
RFI responses due	July 19, 2016

About this document

This document is a Request for Information. It differs from an Invitation to Bid or a Request for Proposal in that the City of Roanoke, VA is seeking to obtain information concerning the feasibility and practicality of deploying this technology in and around the City of Roanoke.

This document is not intended to in any way result in a contract.

No individual of any using department has the authority to legally and/or financially commit the City to any contract, agreement, or purchase order for good or services.

Questions and Further Information

Questions concerning the RFI shall be directed, in writing, to:

Jill Newman, Buyer
215 Church Avenue SW
Room 202
Roanoke, VA 24011

Email questions are accepted: jill.newman@roanokeva.gov

