Dear Invited Proposer,

The City of Cleveland Department of Public Safety-Division of Police is soliciting quotes from qualified vendors to provide a software product that functions to conduct social media investigations on the web and assist the Division of Police.

We are looking for software that will aid in real-time social media investigations. Must be able to reduce the time-consuming analysis usually needed to identify trends and correlate threats. The software must be able to search OSINT (Open Source Intelligence) social media websites (Open Web, Deep Web & Dark Web) retrieve relevant data including, but not limited to a phone number, email address, name, locations, Social media handle, URL, and use continuous keyword specific web monitoring.

The product will be selected based on its capabilities to provide the City with adequate requirement results, as selected and approved by the City's review process. The City of Cleveland's Department of Public Safety-Division of Police requirements are included below in this request.

Intelligent Software Requirements

- Retrieve relevant data (but not limited to): phone number, email address, name, locations, Social media handle, URL
- Search OSINT (Open Source Intelligence) social media websites (Open Web, Deep Web & Dark Web)
- Provide real-time social media investigation
- Identify trends
- Aid in real-time social media investigations
- Should have continuous situational awareness: Monitoring of specific keyword-driven items – hashtags, specific accounts, groups, pages, and websites.
- Deep Target Identification via keyword search. (Entity and Associate)
- Alerts and monitoring can be customized, returning only relevant data on active cyber and physical threats.
- Social Media Analytics

The City of Cleveland–Department of Public Safety-Division of Police-Intelligent Social Media Software

Fee Structure

Requirements	Description	Cost
Unit price for licensing usage		
Software maintenance cost		
Technical support cost		
Any/all implementation cost, if any		
Possible training cost (online, or/versus in place)		

Please note, in the quote, if your product is available through any government sourcing agreement at the federal, state or local agency levels. Include that GSA number.

Submission Content

- Company Profile
- Full range of products and/or services
- Company or product experience with government agencies/municipalities
- Product in question development/release history

Vendor Questions

Interested parties may submit questions about this Request for Quotes (RFQ) to HJackson3@clevelandohio.gov. Responses will be returned within 48 hours. The last day to submit questions is *Monday, December 20, 2021 5:00 PM (EST),* end of the business.

RFQ Meeting

The City will host a Teams Conference Call on Wednesday, December 15, 2021 @2:00 P.M. (EST) to entertain questions regarding the RFQ. Below is the link to join the meeting
Click here to join the meeting

Submission Deadline

Each Proposer shall submit their completed quote by email not later than *Friday, January 7, 2022 5:00 PM (EST)* to HJackson3@clevelandohio.gov.

Quotes will not be accepted after the deadline unless the Division extends the deadline by a written addendum.

The City of Cleveland–Department of Public Safety-Division of Police-Intelligent Social Media Software

The City reserves the right to reject any quotes or portions of them, waive irregularities, informalities, and technicalities, re-issue, or proceed to obtain the service(s).

THE CITY OF CLEVELAND IS AN EQUAL OPPORTUNITY EMPLOYER

The City of Cleveland–Department of Public Safety-Division of Police-Intelligent Social Media Software