RFQ - Intelligent Web Social Media Software
Responses to Vendor Questions

1. Whether companies from Outside USA can apply for this (like, from India or Canada)?
   Response: YES

2. Whether we need to come over there for meetings?
   Responses: NO, any necessary presentations will be held virtual.

3. Can we perform the tasks (related to RFP) outside USA (like, from India or Canada)?
   Response: Yes

4. Can we submit the proposals via email?
   Response: YES, email submission is preferred hjackson3@clevelandohio.gov

5. What type of licensing is the City expecting?
   Response: The City is expecting the vendor to present their fee structure of their product(s) and or services. Licensing should include the breakout cost for a block of licenses (example 4 licenses, 6 licenses, 8 licenses, is there a specific cost saving based on license blocks versus a single license)

6. Is there a funding cost:
   Response: The City has allocated grant funds for the purchase of Intelligence Social Media Software. Depending on the software solution, license fee structure, the City will evaluate the quotes and make a recommendation based upon the Software and the fee structure.

7. Is there a page limit for the RFQ?
   Response: Yes, responses should be limited to 20 pages maximum.

8. What is the expected deployment date of the software:
   Response: Once the City receives the Request for Quotes the City will complete an internal evaluation of the quotes which will lead to software demonstrations and rankings. Once the evaluation committee has made a recommendation, the recommendation will be sent to several administrative committees for approval. Upon final approval the City will enter into a contract with the selected vendor. The expectation is at minimum is for the award to be final by the end of the 1st quarter of 2022.

9. Number of license needed?
   Response: The City is expecting the vendor to present their fee structure of their product(s) and or services. Licensing should include the breakout cost for a block of licenses (example 4 licenses, 6 licenses, 8 licenses, is there a specific cost saving based on license blocks versus a single license)

10. Will there be a chance to demo software?
    Response: Yes, the vendor submissions will be evaluated on product features, capabilities, cost and available vendor services to identify the best suited products for further evaluation-that further evaluation will include a demo based on the request of the Division of Police, Real Time Crime Center.

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11. Does the vendor have to be registered with the city?
Response: NO, but for final award the vendor will have to complete registration forms.

12. Full functionality may not be revealed until the short list or demo?
Response: The vendor responses to the RFQ will be evaluated for the best possible suited match. Be mindful of documenting your product and services to evolve through the evaluation procedures. The vendor information shared with the City will not be published or shared outside of the City's internal evaluation procedures.

13. Does the tool need the ability to interface with specific social media platforms?
Response: Not specific social media platforms but be robust to engage with as many platforms as possible.

14. The Fivecast ONYX platform comes with a minimum configuration of up to 5 individual users. Additional users can be added on a per-user basis at an increased cost. How many individual analysts would need access to Fivecast ONYX?

    Response: Please provide the cost for the initial block of 5 individual end user licenses. From there please provide if the City will receive a price break by purchasing another 5 block of users versus purchasing 1 single license. The City would like to take advantage of any block pricing discounts if present instead of single license pricing.

15. How many individual analysts would need access to Dark Web content? Dark Web content comes at an increased cost on a per-user basis.

    The City is expecting the vendor to present their fee structure of their product(s) and or services. Licensing should include the breakout cost for a block of licenses (example 4 licenses, 6 licenses, 8 licenses, is there a specific cost saving based on license blocks versus a single license)

16. What tools, if any, is the City of Cleveland currently utilizing in its real-time social media investigations?

    The Real Time Crime Center is currently using the open source applications (i.e. Twitter, Facebook, Instagram) to complete its social media investigations.

17. Has the City of Cleveland participated in a demonstration of Fivecast ONYX or any other social media investigation tools (please specify)?

    The City has seen other products such as Meltwater, Media Sonar and Cobweb.

18. The City's preference for web based applications versus desktop

    The preference would be web based. However, the tool that best meet the requirements would be better positioned in the evaluation process. If the requirements are met with both a web and desktop version then the web version would offer the access while out of the office.