

ADDENDUM NO. 1

DATE: March 6, 2017
TO: All Proposers 
FROM: Julie Smith Maxwell, Procurement Specialist
SUBJECT: Addendum No. 1 – RFP Social Media Archive Service
BIDS TO BE OPENED: March 28, 2017, at 11:00:00 a.m. Eastern Time

This addendum is being published to respond to questions asked by potential proposers regarding the above-referenced Request for Proposals. This addendum becomes a part of the Contract Document and modifies the original specifications as noted.

Question 1: May companies from outside the USA apply for this?

Response: Yes. Companies outside of the United States may submit proposals for this project, but, as noted in the RFP, no contract will be awarded with entities unable to provide a valid business license granted by the appropriate jurisdiction. Further, proposers are advised to refer to the City's insurance requirements, which may require that the proposer's insurer is licensed to do business in the State of Tennessee (see Paragraph 6.8 (D)).

Question 2: Will we need to "come over there" for meetings?

Response: The City of Knoxville evaluation committee for this project may ask for an interview with proposing companies following the initial evaluation of submitted proposals. It is possible to perform such an interview via webinar for those firms headquartered outside of the United States.

Question 3: Can we perform the tasks (related to RFP) outside USA?

Response: Because the products are "hosted" in the cloud, the location where a firm performs the work is not significant. The vendor, however, must conduct implementation calls and on-going support during the City's normal business hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Time.

Question 4: Can we submit the proposals via email?

Response: No. All proposals must be submitted in a sealed envelope. Please see pages 13 and 14 of the RFP for submission requirements.

Question 5: How many social media profiles are you looking to get archived for the City of Knoxville?

Response: The City would like to archive approximately 45 profiles. Some of these accounts are much more active than others.

Question 6: Which profiles do you actively have/use? (Facebook, Twitter, Instagram, etc.)

Response: Facebook, Twitter, and Instagram.

Question 7: What is the driver behind this project? Be it transparency legislation coming into effect in Tennessee or was there a record request event that you were unable to provide?

Response: As noted in the RFP, the content of the City's social media accounts is considered public record under State of Tennessee Open Records laws. However, finding individual posts from previous days, months, or years can be very difficult. The goal of the social media archive service will be to provide a comprehensive archive of those accounts and make their content easy to search, sort, and retrieve.

Question 8: What does your timeline/available budget look like for this project?

Response: The City of Knoxville does not typically disclose the budget for any project while the procurement is currently in play. The City intends to award a contract and implement the service as soon as practicable. Proposers must include their estimated timeframe for implementation with submitted proposals.

Question 9: Who are some of the other decision-makers/departments ultimately involved in the project?

Response: Several City of Knoxville departments will be involved in this project.

Question 10: What other content types do you archive currently? Our comprehensive platform handles email, social media, web, and text-archiving all on one simple and cost-effective platform.

Response: City email is archived by Microsoft. Press releases are archived on the City's web site. Other data is archived on-site and is subject to the City's records retention policies.

END OF ADDENDUM NO. 1