



The Beaufort County School District is requesting quotes for **Social Media Archiving Software**. The Beaufort County School District (BCSD) is in need of an online platform to collect, store, and manage public records generated on our more than 30 official school social media accounts, including a component with an advanced alert system.

**Submit offer by:** Quotes should be submitted to - Beaufort County School District, Kaylee Yinger, Procurement Coordinator, by **11:00 AM on February, February 21, 2020** via email to [kaylee.yinger@beaufort.k12.sc.us](mailto:kaylee.yinger@beaufort.k12.sc.us) or faxed to 843-322-0748.

**Direct Inquiries to:** Kaylee Yinger, Procurement Coordinator, in writing via email – [kaylee.yinger@beaufort.k12.sc.us](mailto:kaylee.yinger@beaufort.k12.sc.us)

### **SPECIFICATIONS:**

The social media archiving tool must:

- Archive all of our registered social media accounts (Facebook, Twitter, Instagram, YouTube, LinkedIn, Flickr, Pinterest, etc.) in near real time continuously;
- Capture retroactive content at no additional cost (except in the case where it has been deleted by us, prior to implementation of archiving tool);
- Capture all real-time content and content that has been (deleted, edited, even if that content has been edited years after posting) for our official/registered accounts from the date of product initiation;
- Provide SC law-compliant documentation (time stamp, deleted content, etc.);
- Preserve metadata (user ID when available, timestamps and info not displayed on the page);
- Provide proof of authenticity via digital signature;
- Provide a mechanism to search by date, person, key word, content type, date range, network, keywords, participants and tags and deleted content;
- Export data as a PDF, excel (includes metadata) and HTML;
- Export must reflect all applicable search terms within a cover page
- Export must automatically subdivide large exports into smaller exports that are consumable within traditional operating systems
- Create a hierarchy of admins allowing one admin to oversee all data but also allowing principals/social media admins to oversee individual sites.
- Provide advanced alert system that sends alerts when key words are posted on social media or when BCSD is mentioned; and
- The ability to download compliant records at will with no assistance required from vendor;
- Provide capability for retention of individual records or groups of records based on the content of those records (ie: the content of a post could determine the retention period of said post within the program).

## **DATA STORAGE AND PROTECTION**

- Product technology to comply with industry best practices to prevent unauthorized access, injection attacks, cross-site scripting, and request forgery;
- The product must be cloud-based (off-site) and require no software installation or IT expertise for deployment;
- All servers to be located in the U.S.;
- Company headquarters to be located in U.S.;
- Data to be secured with 256-bit AES data encryption and web traffic is encrypted with SSL;
- Strict access control to authenticated administrators only; and,
- A data center that is SAS 70 Type II compliant, SSAE16 certified, and FISMA (Moderate) compliant to safeguard customer data.

## **BACKUP**

- Utilize Amazon RDS for customer data, providing automated backup and point-in-time recovery to the second precision;
- Perform full database backups daily;
- Daily, redundant database backups; and,
- Automated backups and full backups are stored in Amazon S3 to provide 99.999999999% durability.

## **SUPPORT**

- 24-hour access to critical support;
- Monday through Friday 8:00 a.m. to 5:00 p.m. for phone, email or web-based chat.

## **SECURITY**

- Archive provider must ensure that physical machines are adequately secure and that access to these machines as well as all relevant customer data is not only restricted, but that access is documented.
- Cloud providers must ensure that applications available as a service via the cloud are secure by implementing testing and acceptance procedures for outsourced or packaged application code.

## **INCIDENT RESPONSE**

- Proactively provision and deprovision cloud resources to prevent anticipated issues, and to contain issues that occur;
- In the event of an attack or security risk, ability to temporarily shut down external access to all production servers.

Terms and Conditions:

Please include detailed warranty information for each product.

Pricing should be valid for 30 Days.

Items must be shipped per grouping.

Do not add sales tax.

F.O.B. Destination: Beaufort County School District, 2900 Mink Point Blvd, Beaufort, SC 29902

Vendor shall not perform any work prior to the receipt of a purchase order from the BCSD. The District shall order any supplies or services to be furnished under this contract by issuing a purchase order.

Vendor agrees to accept payment by the BCSD procurement card for **no extra charge**. An order placed pursuant to the purchasing card provision qualifies as a purchase order.

Vendor shall not outsource to another vendor without written permission from the BCSD.

**AFFIRMATIVE ACTION EQUAL OPPORTUNITY EMPLOYER**

Bids from Minority and Women owned Business Enterprises are strongly encouraged.

**CONTACT INFORMATION:**

Vendor Name: \_\_\_\_\_

Vendor Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_