RFP 08DOA-S2727 - Technical Proposal – Requirements

**Introduction:** The Nevada State Library, Archives and Public Records’ (NSLAPR) requirements for a language learning platform are identified in this section. Vendor should respond to the requirements as set forth therein. Proposals must provide information in the same order as presented in this document and with the same headings. This will not only be helpful to the evaluators of the proposal but should assist the Vendor in preparing a thorough response.

Proposals should be straightforward and concise and provide clear explanations of technical terms that are used. Emphasis should be focused on responding to the bid requirements, on providing a complete and clear description of the proposal, and conforming to the instructions. If a complete response cannot be provided without referencing supporting documentation, such documentation should be provided with the proposal indicating the section where the supplemental information can be found. Proposals that merely offer “to provide services as described in this bid” may be considered non-responsive and may not be considered for further evaluation.

Whenever the verb “describe” is used, please substitute “briefly describe,” and keep descriptions succinct, while providing adequate information to explain whatever is being described. When expressions like “e.g.,” or “such as” are used, the items which follow are to be treated as examples of the concept in question, and not necessarily as an exhaustive list. Responses should address the concept in its entirety and should not be limited to the specific examples provided.

# Mandatory Requirements (Pass/Fail)

Requirements set forth in this Section are mandatory and indicate the minimal requirements that must be addressed by the Vendor, capabilities that must be provided, or minimum performance levels that must be met by the Vendor. These requirements will be evaluated on a Pass/Fail basis. Those proposals not passing this evaluation level **will be eliminated** from further evaluation. To respond to this section, indicate Yes or No if the proposed product meets this requirement. Additional detail should be included in the response column in the table below.

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| ***Index*** | **Mandatory Requirements** | **Yes** | **No** | **Response** |
| ***SaaS*** | The product must be web based (SaaS) and available 24/7 to Nevada residents; it must be accessible, responsive, and fully functional across platforms, browsers and devices. |  |  |  |
| ***ADA***  ***Compliance*** | The product must be ADA compliant; product must meet WCAG 2.0 AA standards. |  |  |  |
| ***Full product*** | Product is a full-production version.  Products that are currently being |  |  |  |

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|  | alpha or beta-tested at the time of statewide trials and/or demonstrations will not be considered. |  |  |  |
| ***Copyright*** | Copyright and Royalty Fees: Copyright security and costs are solely the responsibility of the vendor. NSLAPR assumes no copyright security responsibilities. |  |  |  |
| ***Authentication*** | All Nevada residents must be able to  access the product either at their local library (identified as eligible by NSLAPR, including school, academic, public, and tribal library locations) or remotely via standard authentication methods. |  |  |  |
| ***Product***  ***Availability*** | Unlimited Simultaneous Use: Pricing  as proposed must be for unlimited simultaneous use by all participating libraries and their patrons. Product must be available to Nevada residents and library users within thirty days of the official start date of the contract. |  |  |  |
| ***Training*** | Training: Preferences are for annual onsite and online training for library staff, both general and targeted, including workshops, conference sessions, and webinars, for all types of urban and rural libraries. |  |  |  |
| ***Support*** | Customer support must be available 7 days a week |  |  |  |

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| ***Usage data*** | Usage reports: at minimum, monthly usage reports at state and institutional level, available by email and on demand download, are required. |  |  |  |
| ***Security*** | Product must comply with federal  and state laws related to security, privacy, and content Product must be delivered using the HTTPS protocol using a security certificate issued by a reliable certificate authority. |  |  |  |

# Demonstrated Technical Capabilities:

To respond to this section, write a brief description for each requirement in the response column of the table below.

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***1*** | ***Overview/Description of Product*** |  |
| ***1.1*** | Product name |  |
| ***1.2*** | Audience/Age range |  |
| ***1.3*** | Description: provide a description (300 words or less) of the product(s) you are proposing. |  |
| ***1.4*** | Describe the process for adding or updating content. |  |
| ***1.5*** | Describe any product changes and/or enhancements planned for the next twelve (12) months and indicate whether regular enhancements are provided with no additional charges. |  |
| ***1.6*** | Customers will access the language learning platform via standard web browsers. Describe any additional software, browser plug-ins, or helper applications (ex.: Adobe PDF viewer, Flash, media players, etc.) that are required for accessing the product. |  |

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| ***1.7*** | Vendors will be required to provide access to their product(s) for a 30-day evaluation by members of the review committee. Please provide trial access links and instructions. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***2*** | ***ADA Compliance and Accessibility*** |  |
| ***2.1*** | Product conformance with WCAG  2.0 AA, at minimum, is required. Describe steps taken to ensure that your product meets or exceeds these standards. |  |
| ***2.2*** | List any third-party agencies with whom you have worked to evaluate accessibility support. |  |
| ***2.3*** | Indicate if you conduct user testing with persons with disabilities to verify accessibility support. |  |
| ***2.4*** | Provide links to any accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers). |  |
| ***2.5*** | Describe any product features that  may improve accessibility for users with disabilities including accessibility-specific features (ex.: adjustable font size and color/contrast settings, closed captions, keyboard-only navigation, etc.). |  |
| ***2.6*** | Indicate whether you have specific  resources devoted to handling accessibility questions/concerns and provide the contact information for these resources. |  |
| ***2.7*** | Provide a specific mechanism for  users to contact in order to: |  |

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|  | Request accessibility-related assistance; Report accessibility problems; and Request information in accessible alternate formats |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***3*** | ***Search Interface & Functionality*** |  |
| ***3.1*** | Describe the search interface for the product(s) being proposed. |  |
| ***3.2*** | List and describe any apps that are  currently available for the product. |  |
| ***3.3*** | Describe any significant search  functions or features; include widgets or similar services available that would enhance access to the product(s). |  |
| ***3.4*** | Describe any social networking  functionality or features included. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***4*** | ***Authentication*** |  |
| ***4.1*** | It is expected that the vendor will provide access via authentication methods currently in use by consortium/library systems including, but not limited to IP authentication, barcode, user ID/Password.   1. List and describe all authentication methods that are available for authenticating users of the service; please include geolocation or similar techniques. 2. list and explain any authentication methods unsatisfactory to the vendor. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***5*** | ***Usage Statistics*** |  |
| ***5.1*** | Describe/list the variety of  statistics available (total  sessions/logins, etc.). Include the process by which administrators may access statistics, the time span historic statistics will remain available, and whether statistics are Counter compliant. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***6*** | ***Training*** |  |
| ***6.1*** | Briefly summarize training and or point of use materials that are available for end-users. You may include web links for reference. Indicate if training materials are available in multiple languages. Include: the number and type of training events, the platform of online training, how online training will be made accessible. |  |
| ***6.2*** | Briefly summarize your training program for library staff that NSLAPR and participating libraries can expect to receive; include descriptions of training available for administrators, as well as what aspects of your company will undertake and what you expect will be handled by library staff or local hosts. Include in your description whether training materials are made available in formats that they can be adapted or customized for local use. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***7*** | ***Marketing*** |  |
| ***7.1*** | Describe any branding capabilities within the search/user interface. |  |
| ***7.2*** | Describe assistance your company would offer for a public awareness campaign to ensure that end users are aware of electronic products offered by libraries to the people of the State; including training/guidance on direct promotion via website widgets and social media. Include descriptions of any public service announcements or other mass media marketing that your company provides. |  |
| ***7.3*** | Describe printed materials (e.g., bookmarks, posters, table tents) that are provided to participating libraries at no charge. Include quantities. Indicate whether these materials will be made available in an electronic format that can be easily adapted or customized by participating libraries. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***8*** | ***Service and Support*** |  |
| ***8.1*** | Describe your system uptime and scheduled maintenance hours.  Include descriptions of how you  provide notifications of scheduled downtimes. |  |
| ***8.2*** | Describe the customer support  that is offered for both library staff and end users; include availability. |  |
| ***8.3*** | Describe the technical support  that is available for library staff. Include response times and the procedure for escalating technical problems beyond first-line support personnel. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***9*** | ***Confidentiality and Privacy*** |  |
| ***9.1*** | The vendor must maintain  institutional and consortia confidentiality as well as end user confidentiality and privacy. The vendor may not release or sell statistical information without permission, except to NSLAPR and/or specific member libraries. Describe (or provide a link to) confidentiality and privacy policies which address these issues. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***10*** | ***Additional Content or Products*** |  |
| ***10.1*** | Briefly describe any content or  products being offered at no  additional cost to NSLAPR or  libraries of Nevada as an  additional incentive to purchase  the vendor's primary offering. |  |

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| ***Index*** | ***Requirement*** | ***Response*** |
| ***11*** | ***Implementation*** |  |
| ***11.1*** | Describe project implementation plans and timeline. If awarded a contract, specify what your company will do to ensure that all participating libraries have access. Explain what is expected of NSLAPR staff and staff at participating libraries to facilitate implementation. |  |
| ***11.2*** | Describe any refunds or credits that a library will receive if they have an existing subscription to a product that is selected for award through this solicitation. |  |