

SaaS Questions and Answers

Q1. How many SaaS licenses will be needed?

A1. Approximately 125 users of the SaaS.

Q2. What is the monthly data volume required by the contract?

A2. Scenarios are given to help estimate an amount of data volume:

Scenario 1: CID has a rape case that occurs on a Saturday night in Fayetteville next to Fort Bragg. A CID Crim Intel analyst needs to pull data from the day before the event and for two days after the event in the geographical area of Fort Bragg main post and Fayetteville within the area the incident occurred.

Scenario 2: CID has a protective service mission. The principle is going to Omaha, NE for a three day conference and is flying commercial. In this case we are going to want to gather all available social media data in and around Omaha, beginning at least a week before the principle's arrival right up until he is wheels up to leave.

Q3. Is a technology response required or is this only a quote?

A3. A quote is required that addresses and lists all the specifications outlined in the Statement of work.

Q4. Does the quote include integration services or is that done by the customer?

A.4 No.

Q5. Are there hard requirements for the social media channels are used? In other words, x social media outlet absolutely must be included, y social media outlet is not required, etc.

A5. "All" currently available social networks shall be included.

Q6. Can you clarify the requirement "unlimited individual user accounts with unlimited queries available" for us? Access to public social media can generally be accomplished by one of two methods: 1) accessing a published Application Programming Interface (API) either directly from the desired social media service (e.g. Twitter, Facebook) or via an aggregator (e.g. GNIP). 2) "web scraping" unprotected data – a significant and highly dynamic approach with both technical and legal constraints. The first approach is more accurate, but acquired at cost via contract and usually measured by query velocity, variety, and/or volume. The first approach pays for aggregation of multiple social networking sites public data APIs in a single stream and comes at a price; the second is labor intensive, less comprehensive and entails both cost and legal risk.

A6. The specifications are listed in the SOW.

Q7. Can you be more specific with the requirement the "SaaS shall be web based. No hardware or software to install." What if we could also provide a solution that when the user wants to access local (USACID) content (as stated in SOW 1.4) and generate a fused result the analyst deploys a powerful standalone application via Java Web Start?

A7. This SaaS shall be accessible via a standard Internet browser. We do not want anything that requires the installation of additional applications or software.

Q8. Please amplify the requirement that the capability "...shall cover all major social networking services. Understanding that technology is always changing, the service shall search against all social media that allows public access (i.e., Twitter, Facebook, Instagram, Google+, etc.)." There are hundreds of social networking services worldwide; can USACID narrow the requirement to a geographic region (e.g. United States, China), language, or user base (e.g. Job Seekers, photography)?

A8. No, we cannot narrow it down to a specific geographical area. This SaaS shall cover as much as it can and as many services as possible.

Q10. Please be more specific about the degree of customization sought in the requirement for the service to “have the capability for the user to customize their own situation dashboard or Common Operational Picture.”

A10. At this time the Government cannot be more specific, a review of the proposal will provide a better insight as to what the features will be for the SaaS.

Q11. Please expand on the requirement for the service to “be compatible with inputs from whatever public data search tool in use at the time by USACIDC (LexisNexis/Accurint, CLEAR, TLO, etc.).” Does USACIDC intend that the system have existing system-to-system data connectors to all mentioned commercial data sources at the Application Programming Interface (API) level? Is it sufficient that the system can be readily tailored via open APIs to almost any data source? Because commercial sources routinely update API content and function, there will be costs associated with maintaining API access to all listed sources.

A11. At this time the Government cannot be more specific, a review of the proposal will provide a better insight as to what the features will be for the SaaS.

Q12. For the requirement for the service to provide “visualization and/or link analysis tool” that will “also allow for the integration of our agency’s internal data,” does USACIDC intend to upload agency internal data to our service for storage and future access and analysis? If yes, can USACIDC scope the approximate volume and type of data? If no, does USACIDC require the ability to save link analysis or other visualization of the integrated data back to its own internal systems? If so, what formats are acceptable?

A12. USACIDC does not intend upload our data into the SaaS. We just need it to be readable and useable with our tools, and if it is web based and can be used with a standard web browser it should be compatible.

Q13. To properly scope and price the requirement to “allow for the search of archived data gathered as a result of established queries/on-going collection efforts,” can UASCIDC provide an estimate of the total number of system users?

A13. See answer to question number 1.

Q14. How many user subscription licenses does the Government anticipate acquiring?

A14. See answer to question number 1.

Q15. If the Government requires an enterprise license to meet this requirement, can the Government provides some parameters as to the maximum number of users?

A15. See answer to question number 1.

Q16. Can the Government provide a level of effort as to volume of data anticipated by user? Note: Data Usage is typically a element of billing for social media web services.

A16. See Scenarios in Question 2.

Q17. Can the Government provide further clarity as to the number of social media sites to be covered?

A17. See answer to question number 5.

Q18. If the existing capability of a SaaS tools exceeds the requirements requested, will the Government consider these capabilities as options to support the requirements?

A18. No, it will just be considered a capability of that SaaS.

Q19. Can the Government provide API access for the public data search tools currently in use and referenced in the SOW? How many of these tools are to be integrated? How quickly must this integration be accomplished?

A19. USACIDC has no access to any APIs. We are not integrating any tools. The SaaS must be completely web based and useable via any standard Internet browser. USACIDC intends to integrate data, not applications.

Q20. Will the Government be responsible for modification of any data rights or licensing related to integration of the public data search tools referenced in the SOW?

A20. No the Government will not be responsible for any data rights or licensing.

Q21. Given a SaaS application requirement, how will the agency's internal data be accessed by the contractor and/or are there any unique storage requirements for this data?

A21. There will be no access to USACIDC's data by a contractor. The SaaS must be web browser based and the control and integration of any data from the SaaS will be accomplished by USACIDC personnel only.

Q22. Given open source information may be evidence in criminal proceedings, is the contractor required to address any rules of evidence related to criminal proceedings? Is it anticipated that contractor personnel potentially will be called to testify in any proceedings?

A22. No, because the contractor is only providing a service. The service will be used by USACIDC personnel, who will make all data collections.

Q23. Is the Government requesting training as part of the FFP? If so, will this training be provided virtually? Over what period of time? How many participants? Is there a requirement for on-going training as CID brings on new personnel?

A23. There is no requirement for Training in the SOW.

Q24. Does the government anticipate the contractor performing the searches using the software in support of criminal investigations?

A24. No, USACIDC personnel will be conducting the searches and collecting the data.

Q25. Is the Government only requesting a SaaS service where the USACIDC investigators will be performing the searches?

A25. The SaaS will be web browser based and should be useable from anywhere, by USACIDC personnel. The contractor shall be able to perform any services to the SaaS from their normal business location.

Q26. If above correctly states scope of requirement, is there any other labor hour support required for contract other than contract manager meetings with COR and required technical support?

A26. No.

Q27. If there is other labor hour support required, can Government provide estimated level of effort for these services?

A27. There is none.

Q28. Given in 1.4 Scope, Government states NO hardware or software to be installed, is there any other equipment or materials the Government anticipates to be required as part of this contract?

A28. No.

Q29. Does the government require any type of technical response? If so, is there a page limit for the response?

A29. A detailed response on your quote shall be given that lists all the specifications that are listed throughout the SOW.

Q30. Section 1.4 -- "The service shall be capable of conducting queries by various methods, including but not limited to keyword, location-- based, meta data queries." Can the Government provide clarification regarding the "meta data queries"?

A30. Meta data queries are queries made as against a file name, date and time, or other related meta data that may be found in a file.

Q31. What is the standard for a desktop web browser in use at USACIDC? Are desktop web browsers updated routinely?

A31. The primary Army browser is Internet Explorer and the secondary is Firefox. They are updated, but not as frequently as home browsers.

Q32. Can the Government provide guidance as to whether the Government will accept customary software licensing agreement as a part of proposal?

A32. USACIDC can't answer this question until it sees the licensing agreement.

Q33. If government will not accept customary licensing agreement, will the government accept typical user terms and conditions contained within the software?

A33. USACIDC can't answer this question until it sees the terms and conditions of the software.

Q34. By compatible with inputs from existing USACIDC inputs, does the Army want to infusion/correlate their data with vendor data (e.g. via a SIEM). Or is the Army looking to replace existing capabilities?

A34. USACIDC wants to correlate the data. We do not want to replace our other capabilities.

Q35. Is the Army looking for a solution that can plot out address and facilities based off social media profiles, content or links? Or is the Army looking to map distances between physical addresses/facilities against URL geo-coding?

A35. USACIDC wants to Plot addresses.

Q36. Does the Army want to restrict query/alerts results, reports or capabilities? We currently have somewhat granular control of capabilities, but not query/alerts results, reports or capabilities.

A36. The service needs to have an audit capability so that administrators will have the ability to see what types of queries were run and what the results were.