Women In Military Service For America Memorial (WIMSA) Membership and Collections Management System (MCMS)

REQUEST FOR PROPOSALS (RFP)
QUESTIONS AND ANSWERS

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WIMSA MCMS REQUEST FOR PROPOSALS VENDOR QUESTIONS AND ANSWERS

Vendors that require any clarification on the WIMSA Response should email the request for clarification to the WIMSA@cgcit.com email address.

#	Vendor Question	WIMSA Response
1	We have started to review WIMSA's RFP document. The document says that WIMSA is specifically looking for: a comprehensive end-to-end solution based on Commercial-off-the-Shelf (COTS) technologies We believe that the complexities of the required solution and the level of integration required, may not be satisfied by a COTS solution. Is WIMSA fixed on COTS or open to custom designed and built solutions?	WIMSA is open to custom designed and built solutions. However, vendor should clearly communicate TCO for maintenance over requested 3-year period.
2	Page 10 of your RFP states a particular preference for the phasing of this project. Are you open to a different view, or combination of, the phasing that WIMSA has laid out? Our proposed phasing may be slightly different given the underlying technology stack we are proposing.	The Register functionality remains a WIMSA top priority. WIMSA is open to vendors recommendations for execution in parallel or alternative phase execution due to underlying technology stack. Vendor RFP response must clearly lay out strategy and approach.
3	Does vendor status play a role, or is status a preference, in the evaluation of vendor responses? This may be considered part of the Corporate Profile component of your decision criteria.	Vendor status does not play a role nor is there a preference on status. WIMSA is a 501(c)(3) nonprofit that complies with 2 C.F.R.200.323 procurement policies.
4	Section 8.3.1 does not strictly indicate the percentages for withholding and retention. Are these percentages expected to be negotiated as part of the overall contract negotiations?	WIMSA will negotiate percentages for withholding and retention with selected vendor as part of overall contract negotiations.
5	Do you have any subscription billing requirements where membership automatically renews?	WIMSA does not currently have automatic renewals.
6	We assume that WIMSA is keeping the Clover POS system and an interface would be required, please confirm.	WIMSA will retain Clover as it's POS system. Vendor solutions must integrate with Clover per stated requirements.

7	Is the website design in scope for this activity or will WIMSA hire a third party website design firm?	The website design is in scope. Please reference Section 3 (3.1,3.4) Statement of Work of the WIMSA MCMS RFP document.
8	Does the website need to be ADA compliant?	WIMSA's MCMS must be 508 compliant.
9	The pricing for the WCMS implementation is FFP while it is T&M for website requirements/design and FFP for website implementation as mentioned in the Excel Pricing Template. How would the T&M component work with the rest being FFP? Are they dependent on each other. Also, there could be an impact on overall delivery timeline.	Per the WIMSA MCMS RFP, vendors are instructed to propose T&M for the website design. Post completion of that design, the vendor will present WIMSA with an FFP proposal for the implementation of the new WIMSA website. WIMSA understands the potential for impact on delivery time based on website design and resulting vendor website implementation proposal.
10	As part of POC will sample data from 4D be shared to upload to new system; also, will sample Collection data be shared to load into new MCMS system?	All extracted 4D data and file structure documentation will be available to vendors at the start of the program as project artifacts and datasets.
11	Define IV&V vendor to facilitate timely completion. Will IV&V perform its own independent testing, if so would that impact vendor implementation timeline. What is the threshold for variance if IV&V takes longer.	WIMSA's IV&V vendor will utilize implementation vendor's test scripts and seeded data in performing independent testing of the MCMS functionality. IV&V vendor will also review each MCMS implementation test event (SIT, UAT, etc.) results and documentation for verification of requirements traceability, tested functionality and the successful execution of test scripts. Vendor should allow for some support for IV&V testing in their proposed project schedule/timeline. There should not be significant schedule impact. IV&V vendor resources to execute testing.
12	Can you clarify "Withholding of Fair Percentage" mentioned in section 8.3.1 on Page 44. The 25% withholding- is that for each phase of the project or for the entire project. What is the definition of Initial Maintenance period. Is the Maintenance Period part of Base Performance?	WIMSA will negotiate percentages for withholding and retention with selected vendor as part of overall contract negotiations. A withholding amount for each phase has been proposed. The Initial Maintenance Period is defined as the operations and sustainment period Option Year 1 for the contract post full deployment.

13	On-Site Purchases - We have no problem integrating with Clover, but are you open to other merchants different than Clover, as long as they are PCI compliant and provide a better rate?	Clover will remain as WIMSA's Point of Sale system for the gift shop. The MCMS solution must integrate per the requirements with Clover.
14	Online Purchases - We have no problem integrating with Authorize.net, but are you open to other merchants different than Authorize.net, as long as they are PCI compliant and provide a better rate?	WIMSA is open to other merchants different than Authorize.net provided they are PCI compliant and provide a better rate.
15	Is WIMSA developing specific content for Users with accounts? Meaning that people who have a profile, have access to a specific type of content different than those who don't?	That is correct. WIMSA anticipates a solution that provides user identity management. For example, Members should have access to their member data only for update. WIMSA personnel will have access to specific MCMS data according to roles and responsibilities assigned to that user.
16	How many objects exist in the collection?	There are approximately 24,000 objects in the Collection, however this is a very rough estimate.
17	What is the size of the media file database for the collection?	**Women' Memorial Collection** **Digital photographs, scanned collections** Maxtor HD 204GB (201.32GB used) **Overflow scanned photographs and collections, Register photographs, and oral history files** My Passport HD 1TB (Usage metric unavailable) **Women's Memorial 1997 Dedication Master Film Footage** My Book External HD 4TB (682.52GB used) **Oral History Program Hard drives** **Oral History interviews, supporting documentation such Word documents/digital images** Maxtor External HD #1 330GB (Usage Metric Unavailable) LaCie External HD #2 250GB (Usage Metric Unavailable) LaCie External HD #3 250GB (Usage Metric Unavailable)
18	What is WIMSA's Email Marketing Platform?	WIMSA is currently using Constant Contact. However, WIMSA is moving to Network for Good. MCMS should integrate and utilize Network for Good for email marketing.
19	What is WIMSA's email tool? Outlook, Gmail, Other? If Outlook, what version does it have? We ask this	WIMSA utilizes Office 365 E3 applications.

	question for email integration on donor and fundraising operations	
20	In Phase 2 the website Are you looking to change platforms only? Are you looking to change content and graphics Are you looking for a new CMS platform to move the existing site and incorporate better data collection and gift processing?	WIMSA requests as part of this RFP, a phase for requirements gathering and design for the new WIMSA website. Vendors should propose the recommended platform, technology for content management, and graphics as part of the requirements and design phase. Vendor should propose solution to include CMS.
21	Document Referenced: Attachment I – WIMSA MCMS Functional and Technical Requirements FIT_GAP Matrix All tabs MET criteria. For this exercise, can we assume that Bolt-On translates to a 3rd party application or component and Customize refers to software customization specific to WIMSA?	Correct. Vendors can assume "Bolt-On" refers to 3rd party applications / components. "Customize" refers to software customization specific for WIMSA beyond the standard "COTS Configurations" capability. COTS Configuration is not considered "Custom"
22	In Phase 1 is the expectation to have https://www.womensmemorial.org/ with the following exceptions: 1. A submitter when they select on the Register > Online > will then be presented with a new registration page? 2. A person interested in planning an event when they select on News and Events > Plan and Event > Event Request Form will then present a new request page?	WIMSA phase I functionality include Membership and Registration Management. Vendor to provide its solution that allows WIMSA personnel to enter/maintain member data per the requirements defined. Phase I does not include website integration. Vendors should consider Website integration in its Global Design. Vendor to design Event Management solution for WIMSA review/approval to implement.
23	**Overarching System Requirements** 4. The system shall have a public external portal that have searchable information and data for all online customers Please confirm if searchable information refers to: • General news and information on the	Confirmed. WIMSA requests robust searching capabilities on approved content.

	women in the military website, information • Lookup service woman • Archives • Something else	
24	**Overarching System Requirements** 11. The system shall require that a "member" is a registered woman in the military --- Is this requirement based on information that is entered into the MCMS system or does the MCMS system have to interface with a 3rd party source?	WIMSA does not require interface to 3rd party system for member service verification. WIMSA requires vendor solution to perform edits based on defined business rules on data input and associated WIMSA approval defined workflow.
25	**Sales ARM Tab** Row 21 – 24 • Based on the diagram in found in wimsa-functional-and-technical-requirements.pdf, is it true that the gift shop employee is logged into both the membership and clover system? • If the supporter is not in the membership system, is the gift shop employee only responsible for adding the person's name, address, phone, and email? • If the member is not in the membership system, is gift shop employee in addition to name, address, phone, and email information also collecting service history? • Is the gift shop employee logging the member number into a field of the sales record?	The clover and current 4D membership application are not integrated. Therefore, the user has to log into both. The Gift shop system end-user may perform both entry into Clover and also into the legacy systems. The gift shop resides within the Women's Memorial. WIMSA Memorial operations personnel (Giftshop, Memorial Staff) work collaboratively to register new service members. Due to the interoperability of legacy system, entry of service member history is performed at both the memorial and also at WIMSA headquarters. Gift shop employees do enter member numbers into sales record.
26	For hardware sizing: Can you provide with the number of gigabytes the current collections data requires (photo, video, and audio files).	See Response to Question ID #17.
27	After reviewing wimsa-functional-and-technical-requirments.pdf are these the	The data elements provided within the WIMSA Functional and Technical Requirements list current

	only data elements for the collection items?	data elements provided by WISMA SME. However, additional data elements may be identified as required as part of the design phase of the engagement.
28	How/where are the audio, video, and artifacts recorded?	WIMSA's artifacts are stored in various formats (e.g. digital files on DVDs, CDs, mini DV tapes, Hi-8 tapes, VHS tapes). There are also some artifact copies held on older formats (e.g. MP3s, DVD video and audio files(.vob) AIFF and WAV files and CD Audio Tracks.
29	Can you provide the 4D data dictionaries for the Archive, Oral History, and Library databases?	A 4D data dictionary is not available for WIMSAs current version of 4D.