



## **Addendum: RFP No. 2021.07.23: Archiving Service for Website, Social Media, and SMS-MMS Messaging**

### **1. General Questions – August 10, 2021**

Q: What are the primary reasons that Sno-Isle Libraries' is seeking to replace the incumbent solution, PageFreezer?

*A: As a local municipality we have a fiscal responsibility to be good stewards of public funds. We do this by going out for bid every so often. We are also looking to expand services to include capture of SMS/MMS. Sno-Isle Libraries also seeks to find an archiving service that remains compatible with the changing requirements of social media platforms APIs and limits the amount of staff interaction required to maintain the platform (e.g., minimal ongoing reauthorization of each social media account required to maintain archiving). Sno-Isle Libraries is evaluating if improved functionality in archiving software could lessen the amount of staff time needed to reauthorize accounts. Additionally, timely communication, minimal to zero capture down time, and defensible disposition options are areas where Sno-Isle Libraries is looking for improvement in our archiving solution.*

Q: Would Sno-Isle Libraries consider implementing a solution that utilizes PageFreezer's services to capture and deliver the social media data to a separate, hosted archiving platform?

*A: No, we are looking to work with one vendor utilizing one platform.*

**END OF ADDENDUM**