

# RFP Attachment A

## Solution Requirements

### 1) Background and Strategic Fit

After the 2016 and 2020 election, across the country mis, dis, and mal information has been spreading around election, election integrity, and Oregon is not immune to the problem at the state level. In the new climate of fear and uncertainty around elections, it is especially critical to ensure that voters receive and know where to access accurate information. While Oregonian's vote by mail system is built around a safe and secure system, voters are in desperate need of accurate sources of information for combatting foreign and domestic misinformation and disinformation.

The Elections Division is seeking a vendor to help provide a suite of products to identify and disarm harmful, MDM information online. The Elections Division is seeking media monitoring and thread detection services to offer a comprehensive view of the media landscape, early warning systems to identify MDM and target MDM activity and allow access to effective countermeasures. The scope of work will be to advance democracy and counter the erosion of trust in our public institutions and election system.

### 2) Business Requirements (High-level)

#	High-Level Requirements Summary
1	Monitoring of threats, mentions, and spread of MDM
2	Provide alerts to emerging narratives containing harmful content and MDM
3	Insight on where the threats and spread of MDM are coming from
4	Provide insights on how to combat MDM
5	Daily reporting on threads, key issues, and MDM

### 3) Stakeholder Requirements - Functional

#	Requirement Category	Requirement	Importance	Notes/Comments
1	Monitoring	<p>Solution shall monitor the following types of social media for threats or instances of MDM:</p> <p><i>Note: social media to be monitored includes but is not limited to the list, below.</i></p> <ul style="list-style-type: none"> <li>• Social media <ul style="list-style-type: none"> <li>○ Facebook</li> <li>○ Instagram</li> <li>○ Twitter</li> <li>○ Other high-profile social media apps</li> </ul> </li> <li>• Web sites <ul style="list-style-type: none"> <li>○ Oregon news channel web sites</li> </ul> </li> <li>• Audios <ul style="list-style-type: none"> <li>○ Podcast</li> <li>○ Radio</li> </ul> </li> <li>• Videos <ul style="list-style-type: none"> <li>○ YouTube</li> </ul> </li> <li>• Blogs</li> <li>• "Dark web"</li> </ul>	High	
2	Monitoring	<p>Solution shall track the following (included but not limited to) related to MDM threats:</p> <ul style="list-style-type: none"> <li>• Topic</li> <li>• Source / origin</li> <li>• Trends <ul style="list-style-type: none"> <li>○ Origin</li> <li>○ Topic</li> </ul> </li> </ul>	High	
3	Notification Management	Alert on keywords/topics detected during monitoring	High	

4	Notification Management	<p>Solution shall provide alerts in the following form(s):</p> <ul style="list-style-type: none"> <li>• Email</li> <li>• Text message</li> <li>• Dashboard</li> <li>• Regular reporting meetings/updates</li> </ul>	High	
5	Notification Management	<p>Solution shall send alerts to Agency-specified:</p> <ul style="list-style-type: none"> <li>• Email addresses</li> <li>• Phone numbers</li> </ul>	High	
6	Reporting	Solution shall provide trend analysis on the various types of MDM threats detected.	High	
7	Reporting	Solution shall provide narratives on how to combat the MDM threats that are detected.	High	
8	Reporting	Solution shall provide reporting on specified time range (e.g., daily).	High	
9	Reporting	Solution shall provide reporting that evaluates MDM response effectiveness.	High	Track outcome of strategy regarding specific MDM threats.
10	Communication	Solution shall provide a means for managing authoritative public information that refutes rumors, claims, and MDM narratives.	Medium	Most likely, Agency SharePoint web site would be used for communication

11	Communication	<p>Solution shall provide standard communication formats so that the following information can be shared with the public in a consistent manner:</p> <ul style="list-style-type: none"> <li>• Why the MDM is inaccurate or misleading</li> <li>• Factual statement(s) regarding MDM</li> <li>• Substantial explanation(s) regarding MDM</li> </ul>	Medium	Most likely, Agency SharePoint web site would be used for communication
12	Communication	<p>Solution shall provide a means for including the following media in public communications:</p> <ul style="list-style-type: none"> <li>• Links to factual resources</li> <li>• Images</li> <li>• Diagram</li> <li>• Audio</li> <li>• Video</li> </ul>	Medium	Most likely, Agency SharePoint web site would be used for communication
13	Professional Services	Vendor shall provide team of researchers and experts to meet and discuss with Secretary of State Executive and Elections teams trending topics, threats, and means for combatting the like.	High	
14	Professional Services	Vendor shall provide a support team for any technology component of solution.	High	
15	Integration	Solution shall be able to integrate with a SharePoint web site.	Medium	Integration with email.

## 4) Stakeholder Requirements - Non-Functional

#	Requirement Category	Requirement	Comments/Notes
1	Performance – for example Response Time, Throughput		Report load time; performance related to other functions...
	Scalability	How many users, how much traffic to monitor, etc.	Scalability is the ability of the application to handle an increase in workload without performance degradation, or its ability to quickly enlarge. It is the ability to enlarge the architecture to accommodate more users, more processes, more transactions, and additional nodes and services as the business requirements change and as the system evolves to meet the future needs of the business.
	Availability	Solution shall monitor and send notifications as specified 24 hours per 7 days a week.	
	Reliability	Solution shall function consistently and without failure for 98% of the time.	Mean time between failure  Mean time to recovery
	Security	Solution shall provide a secure log in mechanism for technology components.	Authentication / authorization

	Auditability	<p>Solution shall track:</p> <ul style="list-style-type: none"> <li>• How information entered the system</li> <li>• Who entered the information?</li> <li>• Who changed the information</li> </ul>	Audit trail
	Integrity	Solution shall ensure that all access and data managed is valid and secure from tampering.	
	Usability	Solution shall be easy to use and navigate.	
	Documentation	Solution shall provide documentation regarding any technology components.	