Government Procurement Guide: NSTIS Platform

Executive Summary

The **National Science & Technology Intelligence System (NSTIS)** is a policy intelligence platform designed specifically for government agencies, research institutions, and planning commissions. This guide provides comprehensive information on how to procure NSTIS through government procurement channels, including Federal Acquisition Regulation (FAR) compliance, RFP templates, implementation timelines, and support options.

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Introduction

What is NSTIS?

NSTIS is an evidence-based policy intelligence system that transforms statistical data, surveys, and institutional networks into actionable science and technology governance insights. The platform is purpose-built for government agencies, planning commissions, and research institutions seeking to make data-driven policy decisions.

Key Capabilities

The platform provides comprehensive tools for:

- **AI-Powered Survey Generation**: Automatically generate intelligent questionnaires using advanced language models, reducing survey creation time from hours to minutes.

- **Advanced Analytics Dashboard**: Visualize survey responses with interactive charts, real-time metrics, and statistical significance testing.

- **Cohort Analysis & Segmentation**: Compare responses across different respondent groups, institutions, geographies, and research domains.

- **Predictive Analytics & Forecasting**: Use machine learning to forecast policy outcomes, research trends, and funding allocation patterns.

- **Automated Report Distribution**: Schedule and email reports to stakeholders in multiple formats (PDF, CSV, Excel, HTML).

- **Government Database Integration**: Connect to NSF, PubMed, arXiv, and other research databases for enriched analysis.

- **Mobile-First Survey Collection**: Collect responses on any device with offline support and automatic synchronization.

- **Enterprise Security & Compliance**: SOC 2 Type II certified, GDPR/CCPA compliant, with FedRAMP authorization in progress.

Procurement Overview

Procurement Authority

NSTIS can be procured through multiple government procurement channels:

1. **Direct Purchase** – Purchase directly from I&S SOOM Technology as a vendor
2. **GSA Schedule** – Available through General Services Administration (GSA) Schedule contracts
3. **Cooperative Purchasing** – Available through state and local cooperative purchasing agreements
4. **Competitive Bidding** – Procure through formal RFP processes with competitive evaluation

Procurement Timeline

A typical government procurement process follows this timeline:

Phase	Duration	Activities
Planning & Requirements	2-4 weeks	Define needs, budget, stakeholder alignment
RFP Development	2-3 weeks	Draft RFP, obtain approvals, publish
Vendor Response Period	3-4 weeks	Vendors submit proposals and pricing
Evaluation & Selection	2-3 weeks	Technical and cost evaluation, vendor selection
Negotiation & Contracting	2-4 weeks	Finalize terms, execute contract
Implementation & Setup	4-8 weeks	System deployment, data migration, user training
Go-Live & Support	Ongoing	Full production use with dedicated support

Total Timeline: 15-27 weeks (approximately 4-7 months)

Compliance & Certifications

Security Certifications

NSTIS meets the highest standards for government data security:

- **SOC 2 Type II Certified** – Audited compliance with security, availability, and confidentiality controls

- **GDPR Compliant** – Full compliance with European General Data Protection Regulation

- **CCPA Compliant** – Full compliance with California Consumer Privacy Act

- **FedRAMP Authorization** – In progress for federal government use (expected Q2 2026)

- **FISMA Compliance** – Designed to meet Federal Information Security Management Act requirements

Encryption & Data Protection

- **End-to-End Encryption**: TLS 1.3 for data in transit, AES-256 for data at rest

- **Multi-Factor Authentication (MFA)**: Required for all user accounts

- **Role-Based Access Control (RBAC)**: Granular permission management by survey, dataset, and user role

- **Audit Logging**: Comprehensive logging of all user actions and data access

- **Data Residency Options**: Data can be hosted in US government data centers or on-premises

Procurement Methods

Method 1: Direct Purchase

Best for: Single agencies, pilot programs, or quick implementations

Process:

1. Contact I&S SOOM Technology directly

2. Receive pricing quote and licensing agreement

3. Execute purchase order and contract

4. Implement system within 4-8 weeks

Advantages:

- Fastest procurement method

- Minimal administrative overhead

- Direct relationship with vendor

Disadvantages:

- May require competitive bidding approval

- Limited negotiation of terms

Method 2: GSA Schedule

Best for: Federal agencies, multi-agency deployments

Process:

1. Identify NSTIS on GSA Schedule (if available)

2. Place order through GSA eLibrary

3. Receive invoice and implement

Advantages:

- Pre-negotiated pricing and terms

- Streamlined federal procurement

- No additional competitive bidding required

Disadvantages:

- Limited to federal agencies

- Requires GSA contract availability

Method 3: Cooperative Purchasing

Best for: State and local governments, consortiums

Process:

1. Identify cooperative purchasing agreement (e.g., NASPO ValuePoint, Sourcewell)
2. Review pricing and terms
3. Execute cooperative agreement
4. Implement system

Advantages:

- Pre-negotiated terms save time
- Available to multiple government entities
- Competitive pricing

Disadvantages:

- Limited to participating states/organizations
- May have usage restrictions

Method 4: Competitive RFP

Best for: Large deployments, multi-year contracts, customization requirements

Process:

1. Develop RFP requirements
2. Publish RFP and solicit proposals
3. Evaluate vendor responses
4. Select vendor and negotiate contract
5. Implement system

Advantages:

- Competitive pricing
- Customization opportunities

- Flexibility in contract terms

Disadvantages:

- Longer procurement timeline (4-7 months)
- Higher administrative burden
- Requires formal evaluation process

RFP Template & Requirements

Sample RFP Requirements

Below is a template for government agencies developing an RFP for policy intelligence platforms:

1. Functional Requirements

Survey Management:

- Create surveys using AI-powered question generation
- Support multiple question types (text, multiple choice, rating, ranking, matrix)
- Implement survey logic and branching
- Deploy surveys via web, mobile, and email
- Collect responses with offline support

Analytics & Reporting:

- Real-time response tracking and metrics
- Interactive data visualizations (charts, graphs, heat maps)
- Statistical significance testing and confidence intervals
- Cohort analysis and segmentation
- Automated report generation and scheduling
- Multi-format export (PDF, CSV, Excel, JSON)

Data Integration:

- Connect to government research databases (NSF, PubMed, arXiv)

- API access for custom integrations

- Data enrichment and linking

- Citation and reference management

Collaboration:

- Real-time presence indicators

- Collaborative comment threads

- Activity feeds and notifications

- Team-based data segmentation

- Role-based access control

2. Technical Requirements

Infrastructure:

- Cloud-based SaaS deployment or on-premises options

- 99.9% uptime SLA

- Auto-scaling to handle peak loads

- Disaster recovery and business continuity

- Backup and data recovery procedures

Performance:

- Sub-second response times for queries

- Support for 10,000+ concurrent users

- Batch processing for large datasets

- Caching and optimization for analytics

Integration:

- REST API with comprehensive documentation

- OAuth 2.0 authentication

- SAML 2.0 single sign-on (SSO)

- Webhook support for event notifications
- SDK availability for popular programming languages

3. Security Requirements

Data Protection:

- End-to-end encryption (TLS 1.3 minimum)
- AES-256 encryption at rest
- Multi-factor authentication (MFA)
- Role-based access control (RBAC)
- Data residency options

Compliance:

- SOC 2 Type II certification
- GDPR compliance
- CCPA compliance
- FedRAMP authorization (or roadmap)
- FISMA compliance

Audit & Logging:

- Comprehensive audit logging of all actions
- User activity tracking
- Data access logs
- System event logs
- Log retention for minimum 1 year

4. Support & Training

Support Services:

- $^{24}\!/_7$ technical support with 1-hour response time for critical issues
- Dedicated account manager
- Monthly business reviews

- Quarterly training sessions
- Unlimited user support

Training:

- Initial onboarding for all users
- Role-specific training (admin, analyst, respondent)
- Video tutorials and documentation
- Live webinars and workshops
- Custom training for specialized use cases

5. Pricing Model

Licensing Options:

- Per-user licensing
- Per-survey licensing
- Per-response licensing
- Flat-rate unlimited licensing

Support Tiers:

- Standard: Business hours support, 4-hour response time
- Professional: $24/7$ support, 1-hour response time, dedicated account manager
- Enterprise: $24/7$ support, 30-minute response time, dedicated team, custom SLA

Implementation Timeline

Phase 1: Planning & Kickoff (Weeks 1-2)

Activities:

- Stakeholder alignment and requirements gathering
- System architecture and deployment planning

- User role and permission structure definition

- Data migration planning and timeline

- Training schedule development

Deliverables:

- Project charter and timeline

- Requirements document

- Implementation plan

- User role matrix

Phase 2: System Setup & Configuration (Weeks 3-4)

Activities:

- System deployment and infrastructure setup

- User account creation and SSO integration

- Custom branding and configuration

- API integration setup

- Database and data warehouse configuration

Deliverables:

- Deployed system in staging environment

- Configured user authentication

- Integrated external data sources

- API documentation

Phase 3: Data Migration & Integration (Weeks 5-6)

Activities:

- Historical data extraction and transformation

- Data validation and quality assurance

- Integration with existing systems

- Research database connections

- Data enrichment and linking

Deliverables:

- Migrated historical data

- Validated data quality

- Integrated external systems

- Data enrichment complete

Phase 4: User Training & Testing (Weeks 7-8)

Activities:

- Administrator training

- Analyst and user training

- System testing and quality assurance

- User acceptance testing (UAT)

- Performance testing and optimization

- Security testing and penetration testing

Deliverables:

- Trained user base

- Test results and sign-off

- Performance baseline

- Security assessment report

Phase 5: Go-Live & Support (Weeks 9+)

Activities:

- Production deployment

- Ongoing user support

- Performance monitoring

- Issue resolution

- Continuous optimization

Deliverables:

- Live production system

- Support ticket system

- Monitoring dashboards

- Optimization recommendations

Pricing & Licensing

Pricing Tiers

NSTIS offers flexible pricing to accommodate different government agency sizes and needs:

Starter Tier

- **Best for:** Single agencies or pilot programs

- **Users:** Up to 50 users

- **Surveys:** Unlimited

- **Responses:** Up to 100,000 per year

- **Annual Cost:** $50,000 - 75,000$

Professional Tier

- **Best for:** Multi-agency deployments or large agencies

- **Users:** Up to 500 users

- **Surveys:** Unlimited

- **Responses:** Up to 1,000,000 per year

- **Annual Cost:** $150,000 - 250,000$

Enterprise Tier

- **Best for:** National deployments or high-volume usage
- **Users:** Unlimited
- **Surveys:** Unlimited
- **Responses:** Unlimited
- **Annual Cost:** Custom pricing (typically $500,000+)

Licensing Agreement

All government procurement includes:

- **Multi-year discounts** – 10-20% discount for 3-year agreements
- **Volume discounts** – Additional discounts for multi-agency deployments
- **Maintenance & support** – Included in annual licensing fee
- **Software updates** – All updates and new features included
- **Training & onboarding** – Included in first year

Payment Terms

- **Annual billing** – Standard for government contracts
- **Quarterly billing** – Available for multi-year agreements
- **Net 30 or Net 45** – Standard government payment terms
- **Purchase order acceptance** – All government POs accepted

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Support & Training

Support Levels

Standard Support (Included)

- Business hours support (8 AM - 6 PM EST, Monday-Friday)
- 4-hour response time for non-critical issues

- 24-hour response time for general inquiries
- Email and phone support
- Online knowledge base and documentation

Professional Support (Add-on)

- $^{24}/_7$ support including weekends and holidays
- 1-hour response time for critical issues
- 4-hour response time for non-critical issues
- Dedicated account manager
- Monthly business reviews
- Quarterly training sessions
- Priority issue resolution

Enterprise Support (Add-on)

- $^{24}/_7$ support with dedicated support team
- 30-minute response time for critical issues
- 1-hour response time for non-critical issues
- Dedicated account manager and technical architect
- Weekly business reviews
- Monthly training sessions
- Custom SLA agreements
- Proactive monitoring and optimization

Training Programs

Initial Onboarding (Included)

- 2-day in-person or virtual onboarding
- Administrator setup and configuration
- User role and permission management
- Data migration and integration overview

- System architecture and best practices

Role-Specific Training (Included)

- Administrator training: System management, user administration, security

- Analyst training: Survey creation, analytics, reporting, visualization

- Respondent training: Survey completion, mobile access, offline mode

Advanced Training (Available)

- API integration and custom development

- Advanced analytics and statistical methods

- Machine learning and predictive modeling

- Data science and research methodology

- Custom training for specialized use cases

Security & Data Protection

Data Security

Encryption:

- TLS 1.3 for all data in transit

- AES-256 encryption for data at rest

- End-to-end encryption for sensitive data

- Encrypted backups and disaster recovery

Access Control:

- Multi-factor authentication (MFA) required

- Role-based access control (RBAC)

- Attribute-based access control (ABAC)

- Session management and timeout

- IP whitelisting and VPN requirements (optional)

Audit & Compliance:

- Comprehensive audit logging
- User activity tracking
- Data access logs
- System event logs
- Compliance reporting and attestation

Data Residency & Sovereignty

- **US Data Centers** – Data hosted in AWS US regions (Virginia, Ohio, Oregon, California)
- **On-Premises Option** – Deploy on government-owned infrastructure
- **Government Cloud** – Available on AWS GovCloud or Microsoft Azure Government
- **Data Residency Agreements** – Custom agreements for specific data residency requirements

Disaster Recovery & Business Continuity

- **Recovery Time Objective (RTO):** 4 hours
- **Recovery Point Objective (RPO):** 1 hour
- **Automated backups:** Hourly backups with 30-day retention
- **Disaster recovery testing:** Quarterly DR drills
- **Business continuity plan:** Documented and tested annually

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Frequently Asked Questions

Procurement & Licensing

Q: How long does the procurement process typically take? A: The timeline varies by procurement method. Direct purchase can be completed in 4-8 weeks, while

competitive RFP processes typically take 4-7 months. GSA Schedule and cooperative purchasing are faster (2-4 weeks).

Q: Can we negotiate pricing and terms? A: Yes, pricing and terms are negotiable for all procurement methods. Volume discounts, multi-year discounts, and custom SLAs are available for larger deployments.

Q: Do you offer discounts for multi-agency deployments? A: Yes, we offer volume discounts for multi-agency deployments. Contact our sales team for specific pricing.

Q: What payment terms do you accept? A: We accept standard government payment terms (Net 30 or Net 45) and all government purchase orders.

Implementation & Deployment

Q: How long does implementation typically take? A: Implementation typically takes 4-8 weeks depending on complexity, data migration requirements, and integration needs. Simple deployments can be completed in 2-4 weeks.

Q: Can you deploy on our government infrastructure? A: Yes, we offer on-premises deployment options for government-owned infrastructure. This may require additional implementation time and support costs.

Q: Do you support single sign-on (SSO) and SAML? A: Yes, we support OAuth 2.0 and SAML 2.0 for single sign-on integration with government identity systems.

Q: Can you integrate with our existing systems? A: Yes, we provide comprehensive APIs and integrations with common government systems. Custom integrations are available.

Security & Compliance

Q: Is NSTIS FedRAMP authorized? A: FedRAMP authorization is currently in progress and expected to be completed by Q2 2026. Until then, we meet all FISMA compliance requirements.

Q: Can you host data in specific government data centers? A: Yes, we can host data in AWS GovCloud, Microsoft Azure Government, or other government-approved cloud environments.

Q: What happens to our data if we discontinue service? A: Upon contract termination, we provide a complete data export in standard formats (CSV, JSON, SQL) and securely delete all copies from our systems.

Q: Do you conduct security audits and penetration testing? A: Yes, we conduct annual security audits, penetration testing, and vulnerability assessments. Results are available to government agencies upon request.

Support & Training

Q: What support is included in the licensing fee? A: Standard support (business hours, 4-hour response time) is included. Professional and Enterprise support are available as add-ons.

Q: Do you provide training for our users? A: Yes, initial onboarding and role-specific training are included. Advanced training and custom workshops are available.

Q: Can we get a dedicated account manager? A: Yes, dedicated account managers are included with Professional and Enterprise support tiers.

Q: Do you offer service level agreements (SLAs)? A: Yes, we offer standard SLAs (99.9% uptime) and custom SLAs for Enterprise customers.

Contact Information

For procurement inquiries, RFP support, or additional information:

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Appendix: RFP Response Checklist

When responding to an RFP for policy intelligence platforms, ensure your vendor addresses:

- ☐ Functional requirements (survey, analytics, reporting)
- ☐ Technical requirements (infrastructure, performance, integration)
- ☐ Security requirements (encryption, access control, compliance)
- ☐ Compliance certifications (SOC 2, GDPR, CCPA, FedRAMP)
- ☐ Support and training programs
- ☐ Pricing and licensing models
- ☐ Implementation timeline and methodology
- ☐ Data migration and integration approach
- ☐ Disaster recovery and business continuity
- ☐ References from similar government deployments
- ☐ Proof of concept or pilot program option
- ☐ Contract terms and conditions

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For the most current information and updates, visit https://nstis.issoom.tech/procurement or contact our procurement team.