Questions and Clarifications
25/08/2023

NAM mentioned in multiple sections that integrations may be included in the project. Can you provide additional details about the intended integrations using the API? What other data sources is NAM currently using, i.e., CRM, DAMs etc.
Will these integrations be the responsibility of the selected vendor during the implementation project, at a later date, or will they be realized internally by NAM?

NAM utilises a wide range of data systems, including both CRM and DAM systems (although historical collection digital assets are not currently managed using an off-the-shelf asset management system). NAM expects the integrations required in this project to be determined by the approach taken by the vendor in the provision of the collections management systems(s). Integrations are only in scope for this project if they are critical to the provision of the collections management function. Future integrations are outside the scope of this project.

Please explain the expectation of NAM regarding the delivery of the initial bill of services. Does it mean that the system is accessible with basic configuration in place?
What is their expectation between the soft launch and launch other than the training and documentation? Are there ongoing configuration adjustments/migration/testing that shall take place during this time period?

NAM's expectation regarding the initial bill of services is the delivery of systems and services that meet the requirements detailed in the Requirements List. The soft launch will likely introduce the service(s) for general usage alongside the existing system for snagging and migration issue resolution.

The first bullet under "information to include" states "Details of any additional discovery requirements". Please explain what the vendor shall provide here.

Please provide details on any further information gathering you need to undertake and a proposed timeline for this process.

Should all 25 TB be migrated into the CMS, or do you plan to integrate with a DAMS? Can you confirm the amount of data we should calculate into our data storage estimate?

NAM does not currently utilise a DAMS for its historical collection digital assets. NAM is open to discussing vendor solutions to the management of its digital assets as part of the collections management system(s) project. 30TB should be sufficient for existing data.

How does NAM envision the functionality to exhibit management to be supported as this is not a standard feature of most collections management systems. Will locations, light exposure etc. be values that are updated manually?

Values are currently updated manually on the existing Collections Management System. NAM is open to vendor solutions to the future of this functionality.

What is NAMs digital preservation process which the vendor shall support?

NAM's digital preservation process currently exists as a combination of its collections management procedures and its broader information management processes. Please see the required standards documentation for NAM's intended preservation requirements.

How does NAM envision the workflow for object request management? The requirement states "the retrieval and delivery of collection items to the requester". Does NAM currently have a process in place for these requests that the vendor shall be expected to adopt?

NAM utilises Atlassian JIRA support-desk functionality for managing internal requests. Public requests are managed via NAM's CRM (Salesforce). NAM is open to vendor solutions to the future of this functionality.

Should user engagement monitoring be related to the collections management system or the online collection?

User engagement monitoring is in relation to users of the collections management system(s). Online collection user engagement monitoring will be managed via services outside the scope of this project.

The question we have is regarding the following requirement: "Supports and integrates with NAM's project management processes and tools NAM is currently deploying a project management toolkit. The existing CMS allows for a wide variety of records to be associated with projects."
What are NAM's project management processes and tools? Can this be elaborated on?

NAM currently maintains a Claris FileMaker database of extant company projects. The Museum also utilises of a suite of tools for assisting in the management of internal projects. These include Dropbox for file management and the Atlassian suite for numerous services: Trello for day-to-day task management, JIRA for complex project management and Confluence for documentation and collaboration purposes.

How many users, interns, and volunteers are estimated to use the system?

Please see previous answers.

Clarification: Requirement IDs have been added to the Requirements List.