April 13, 2016

To: All Vendors

FROM: Deb DeDecker
Purchasing Agent

SUBJECT: Iowa State University Request for Proposal No. 63342 “Acquisition of a Social Community Software Solution”
Bid Due: April 22nd at 3:00 PM

Addendum #1

EXHIBIT 1

SOLUTION QUESTIONNAIRE

• Explain how your product satisfies these needs. Provide examples.
  o Employee productivity
  o Project coordination
  o Process improvement
  o Knowledge management
  o Innovation

• Explain how your product enhances the customer and employee experience.
  o Mine networks of contacts and acquaintances for advice, references, and referrals
  o Form teams, communities or informal groups, and potentially invite external participants from other organizations
  o Collaborate on the same work objects
  o Discuss and comment on work
  o Organize work from an individual or group perspective
  o Identify relevant information
  o Discover other people with common interests
  o Alert users to information or events that might be relevant to them
  o Learn from others' expertise

• Explain how your product will
  o Enhance self-service capabilities
  o Reduce calls to service desk
  o Support public and private groups
  o Support moderation of forums/discussion boards
  o Support anonymous posts
  o Search for content (security trimmed, across forums, externally)
  o Automate escalation of unanswered request to ticketing system
Provide details on
- How long from acquisition to go-live, services required, acceptance testing, and service costs
- Staffing recommendations for upkeep and maintenance
- Training resources included and available on demand (for administrators and users)
- Account provisioning and de-provisioning options
- Does user data (posts) remain when an account is de-provisioned
- Integrations available with your system and whether these are out of the box or at an additional cost. Example integrations include Box.com (and other storage solutions), Jira (and other project management or ticketing systems), Identity and Access Management solutions, and chat systems
- Ability to provide security of forums, sites, and the software proposed, ie explain your software security

Please acknowledge receipt of this addendum by signing in the space provided below and return this letter with your offer.

I hereby acknowledge receipt of this addendum.

__________________________________________________________________________ Date____________________
Signature

__________________________________________________________________________
Typed or Printed Name

__________________________________________________________________________
Company Name