

1. Are sandboxes/test environments required?
  - a. Yes, WEDC follows the software development life cycle that includes three environments. Development, Staging, Production.
2. Does the application need to support SSO through SAML 2.0?
  - a. Yes SAML 2.0
3. What types of PII data may be accessed through the engine?
  - a. SSN, Financial information
4. What levels of encryption are required? Encryption at Rest? 128-bit? 256-bit? Does WEDC need to manage the encryption keys?
  - a. The data will not be housed in the system. The data will be housed in the central database, where encryption will take place for data at rest. WEDC would prefer secure agents that authenticate users with encryption as necessary when the data is in transit.
5. Describe your ideal integration methods between systems, i.e. pre-built connectors, or are webservices, SOAP & REST expected?
  - a. Pre-build, SOAP and REST. We expect that we will need multiple connections.
6. Are you expecting pre-built integration connectors that work out of the box with Salesforce standard & custom objects and Salesforce standard & custom fields?
  - a. WEDC would expect pre-built connectors with standard out of the box objects.
7. Is WEDC planning on utilizing existing integration middleware and connectors or is WEDC looking to acquire these under this RFP?
  - a. WEDC is planning on using already in place connectors.
8. Are exceptions or alternatives to requirements allowed? For example, WEDC states it currently utilizes Salesforce. If the existing Salesforce SaaS licensing already owned by the WEDC can be leveraged to achieve your scope of work requirements, is WEDC interested in this option rather than acquiring net new or additional SaaS solution? If so, would WEDC be willing to explore these alternatives and cancel this RFP?
  - a. WEDC will make the best business decision based on the current RFP process.
9. On what date will all questions and answers be publicly available to all proposers? Where will it be available?
  - a. WEDC will post vendors questions and answers to the website where the RFP is located as soon as we have answered the received questions.
10. Are you expecting any professional implementation services or just the purchase of software as a service? If only software, what kind of information are you expecting for sections IV.b.iv, IV.b.v, IV.c.i and IV.c.ii? If WEDC will be self-implementing or utilizing an existing system integrator contractor to provide implementation services, then we assume these services would be separately acquired and not through this RFP?
  - a. WEDC is expecting that with current staff and acquired developer's will handled the implementation internally.
11. Section VII.e says a PDF version of the proposal shall be submitted, but then states "Both the electronic and hard copies must be received for the proposal to be submitted on time." How many hard copies are required?
  - a. Electronic copy of the response is all that will be needed.
12. What is WEDC's budget for recurring software license and support cost?
  - a. WEDC has budgeted appropriately to ensure that we find the platform that meets our needs.
13. Do you feel the RFP is designed or written for Decisions.com?

- a. No, this RFP was not designed or written for any specific vendor. This RFP was written for a product that best meets WEDC's needs as we have run proof of concepts and tested multiple systems.