

Questions & Answers

Request for Proposal #26-56793: Community Engagement Platform

Q.1 Questions related to Attachment 1a – Software Requirements:

- *9 - Ability to transfer current users and stand-up site by October 1, 2025*
Assume this should say “2026”

Yes, should be **2026**.

- *29 - Send profile data to new platform to create user accounts via API*
We assume this is for ZINTELLECT to send profile data to this alumni platform via our API to create user accounts in this platform rather than the other way around?

Yes, this is the correct interpretation.

- *37 - Creation of ORISE Administrative profiles for ORISE staff that allow customization of various levels of access to user data/ messaging/ etc. – i.e. may have need for drafts to be approved by super admin before release.*
We can create workflows where a junior admin creates an event which remains invisible until a super admin publishes it by making it visible. Would this be in line with what you are asking for?

Yes and No. The suggested workflow is correct, but we are asking for multiple roles that can be assigned within the platform (for example group admins, messaging roles, or data only access), not only events. If by event you mean a type of action, then yes this seems accurate.

- *47 - ORISE Administrative Staff ability to customize data collection*
Please can you provide clarity as to what is meant by this requirement? Do you mean customize the data collection /processing statement? You can submit changes and have agreements updated and also require/force re-consent next time user logs in. Would this be in line with what you are asking for?

No. We are asking for the ability to determine what type of data is collected and shown in a dashboard or exported. The statement is saying we want to be able to choose the data we are interested in looking at and analyzing.

- *116 - Calendar of Events - ORISE added events/Approved information*
The events listing can be sorted by date so it appears in date order, but it isn't displayed inside a calendar. Would this be acceptable?

Yes.

- *126 - Bounce & Conversion Rates.*
If you are talking about registration bounces / completions, we can do this. However, are you looking at more traditional web analytics that we could include e.g google or adobe analytics for this kind of visitor info? Would that be acceptable to meet this 'must'?

Yes.

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- *127 - Event data*

Please can you elaborate on this point?

Event data refers to the ability to monitor registration clicks and views associated with posted events within the platform.

Q2: Clarifications regarding MUST-HAVE requirements.

- *20 - Easy and quick process for changes that must be made by vendor – no additional cost*
The platform is probably the worlds BEST option for making quick changes without vendor involvement. Naturally this is not infinite and if you wish to do something out of scope for the platform, only then might some custom development be required. As this is a must have I want to confirm this is acceptable?

Yes.

- *53 - Ability for auto generated email messages such as birthday, anniversary of joining, reminders to complete enrolment.*

This is currently a no, but a feature we are launching in 2026 called "Workflows."

Please note that you do not currently meet this requirement but are planning to launch in 2026.

- *63 - Ability to “save/favorite” suggested matches*
We have this being worked on and can commit to this as a condition of winning the contract.

Please include as stated in proposal.

- *124 - Average time for visits, average actions per, Most used/visited communities, features, pages, posts, trend analysis.*
All other listed items are included. However, page view time is not currently implemented due to the difficulty of accurately recording it (for example, when a user leaves a page open on their device). Could you confirm whether Page view time is a strict must-have?

No, this one item is not a strict must have. We would like, if possible, the amount of time spent within the platform during a visit.

- *144 - 24/7/365 Support for end-users on platform/technical issues (without ORISE involvement)*
Our email helpdesk is open 24/7/365, but the responses SLA is next business day. Please confirm if this is acceptable as this can't change.

Yes, this is acceptable.

- *145 - 24-hour response time for Technical issues initiated by ORISE staff*
We offer next business day which is broadly equivalent. Would this be acceptable?

Yes, this is acceptable.

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Q3: What is the objective of this RFP, is it product or price led?

This RFP is a requirement of our funding prime contract and will be awarded on a best value determination, taking both product quality and price into consideration.

Q4: Is this a mandatory tender, or are alternative vendors being seriously considered?

This is a full and open competitive solicitation.

Q5: What outcomes are you hoping to improve compared to the current solution?

More robust resources/services around mentoring, career development, increased engagement and networking, mechanism for storage and distribution of shared resources (resource library), and increased value demonstrated to our participants and alumni.

Q6: We note the basis of award, however can you confirm how the scoring will be weighted (Technical, commercial, security, service?)

This solicitation is issued using the Simplified Purchasing Procedures, as the acquisition is not anticipated to exceed the simplified acquisition threshold (\$350,000.00.). Award determination will be made in accordance with M.1 Basis for Award however the solicitation is not required to state the relative importance assigned to each evaluation factor so that commercial acquisitions in this dollar range may be solicited, offered, evaluated and awarded in a simplified manner.

Q7: With regard to '1A Software requirements'

- **Additional features: Will we have the opportunity to present our roadmap, some of these questions directly relate to our next software iteration and we would welcome the opportunity to engage with you in detail – or is this process document only?**

Please describe, to your best ability, in your proposal. Clarifications, or a demonstration may be requested post proposal submission.

- **With regard to Implementation Plan, as we are the incumbent, could you clarify what you are expecting to see from us? Obviously with the product already in place we will not need to provide this (or charge for it).**

Recommend this is stated in proposal response.

Q8: What is the timetable for the full process; what are likely dates to present? Will there be a presentation and how long will that be? Will it be with the ORISE team currently working on alumni?

Clarifications, or a demonstration may be requested post proposal submission.

Q.9 Have you engaged consultants to support this process?

No.

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Q.10 We take into account user and admin licenses for pricing. Does not having unlimited user & admin seats disqualify a vendor from contention? This is in reference to Item No. 149 which lists unlimited licenses as a Must Have.

No; this will not disqualify you.

Please reference PRICING on page 1 of the RFQ:

For pricing purposes, Offerors shall include pricing for a) up to 5,000 members, b) up to 10,000 members, and c) price to “add-on” additional members (at any point within the period of performance term). (Per the RFP)

For Administrative Roles, ORAU/ORISE needs at least 5-10 per year with full admin rights. Our current model has used both full and limited admin roles, so this may need to be included in your price proposal (Example, limited admin equals for 1 or multiple groups, but not full administrative rights)

Q.11 "Attachment 2 – Contract Terms and Conditions will apply to any resulting agreement." Where can these contract terms and conditions be found? I don't see an Attachment 2 that's included in the RFP release.

Attachment 2 is included in the combined RFP PDF file, beginning on page 5. The full solicitation and attachments can also be found here: [ORISE Contracting Opportunities & Procurement Resources](#)