

## SOFTWARE AND TECHNICAL QUESTIONNAIRE

| Item                         | Description   | Standard | Custom | N/A | Comments/Cost |
|------------------------------|---|----------|--------|-----|---------------|
| <b>Solutions Platform</b>    |   |          |        |     |               |
| 1                            | Must be user-friendly, requires very little technical expertise (intuitive).  |          |        |     |               |
| 2                            | Must be capable of complex, advanced logic.   |          |        |     |               |
| 3                            | Must have an extensive library of unique questions types, at least 50 or more.  |          |        |     |               |
| 4                            | Needs to provide customize reporting options (e.g., real-time/graphics/text analysis).  |          |        |     |               |
| 5                            | Fulfills HCC's security and privacy requirements.<br>Customer Support and any necessary training.   |          |        |     |               |
| 6                            | Provides services for multiple languages.   |          |        |     |               |
| 7                            | Fulfills multiple solutions, like capable of Reports, for HCC, aside from just surveys.   |          |        |     |               |
| 8                            | Provides an unlimited license agreement (if possible).  |          |        |     |               |
| 9                            | Robust data manager for real-time reporting, data export and minding for sharing diversified data needs   |          |        |     |               |
| <b>Technical</b>             |   |          |        |     |               |
| 10                           | Provide technical approach information inclusive of options for available services offered (such as hosted or SaaS versus system housed on HCC site). |          |        |     |               |
| 11                           | SLA and whitepaper documentation.   |          |        |     |               |
| 12                           | Minimal HCC hardware system specifications (where applicable).  |          |        |     |               |
| 13                           | Information regarding anticipated maintenance and enhancement windows.  |          |        |     |               |
| 14                           | Customer support availability (any downtime expectations).  |          |        |     |               |
| 15                           | An approach for addressing any necessary API integration(s) points with HCC's Oracle PeopleSoft enterprise system software.                           |          |        |     |               |
| 16                           | Multiple survey platforms (PC, smart phone, tablets).   |          |        |     |               |
| <b>Training/Consultation</b> |   |          |        |     |               |
| 17                           | Training on solutions platform (Web-based).   |          |        |     |               |
| 18                           | Initial consultation on advance logic programming in surveys; skip logic, show only if, etc.  |          |        |     |               |
| 19                           | Survey consultation and design to ensure the best survey guidelines and practices are leveraged for two surveys: alumni and employer surveys.         |          |        |     |               |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| 20                                      | Fully developed and populated question and response libraries.   |  |  |  |  |
| 21                                      | Multilingual editions of the two surveys.  |  |  |  |  |
| <b>Forms/Reports</b>                    |  |  |  |  |  |
|   | Capable of fulfilling multiple reporting and data collecting/analysis needs. For example, assessment reports, annual planning reviews, program reviews, surveys. |  |  |  |  |
| <b>Additional Features/Capabilities</b> |  |  |  |  |  |
| 22                                      |  |  |  |  |  |
| 23                                      |  |  |  |  |  |
| 24                                      |  |  |  |  |  |
| 25                                      |  |  |  |  |  |