



ADDENDUM

SOLICITATION NO.: DL172668P

SOLICITATION NAME: CONSULTING &
IMPLEMENTATION OF SALESFORCE SOFTWARE

ADDENDUM NO.: 1

DUE DATE AND TIME: OCTOBER 14, 2014, 2 PM

DATE: OCTOBER 6, 2014

PROCUREMENT ANALYST: DEBORA LAUER

The following questions were received with regard to the solicitation named above. OSU has provided answers below to each question, but the RFP or contract documents have not been modified as a result.

Q1. Does the COE want to track students working with graduate programs in the portal along with internal school tracking?

A1. Yes

Q2. Has the COE looked at utilizing the Communities project Salesforce.com offers?

A2. Yes.

Q3. Can we get an overview of the existing SFDC Instance at the Graduate level?

A3. I'm sorry but we're not able to share that, due to university confidentiality issues. We will be using our OSU ID number as the unique identifier, that is what will match any records between what is existing.

Q4. How many records need to be migrated?

A4 ~20,000

Q5. What is the current system of record holding housing the records?

A5. Excel spreadsheets, many of them.

Q6. How soon does OSU want to start this project?

A6. ASAP

Q7. What is the deadline for completion?

A7. We'd like to complete in about a month's time.

Q8. Will OSU provide wireframes for the portal or is that included in the scope?

A8. We'd be planning to utilize the Communities Portal

Q9. I am curious if OSU is considering other CRM Platforms at this time, specifically Microsoft technology.

A9. The open bid we have now is specific to a Salesforce implementation. We are adding on to an existing Salesforce instance, and thus need to stick with Salesforce.

Entities are not required to return addendums with their offers but are responsible to make themselves aware of, obtain and incorporate into their final offer any information contained in addendums. Failure to do so may make the offer non-responsive and cause it to be rejected.

(Updated: February 28, 2014)