



**Philadelphia College of Osteopathic Medicine
(PCOM) Department of Procurement Services**

**Request for Proposal (RFP)
Intranet Software Procurement
RFP #2026-100**

Issue Date: September 23, 2026

Response Deadline Date/Time: October 16, 2026, by 11:59 PM EST

Response Submission Information:

Submitted electronically to estellere@pcom.edu

Email Subject Line: PCOM Intranet Software Procurement - RFP#2026-100

Response Contact Information:

Estelle Redding, Director, ITS Service Delivery

Email: estellere@pcom.edu

Phone: (215) 871-6100

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1.0 Introduction and General Information

1.1 Introduction and Overview of RFP

Philadelphia College of Osteopathic Medicine (“PCOM” or the “College”) invites proposals from qualified vendors to provide a cloud-based intranet software solution and related implementation services (the “Services”), as more specifically described in **Appendix A** of this RFP.

Following its review of the statement of qualifications (“SOQ” or “Qualifications”) submitted by interested proposers (“Respondents”), PCOM has selected a shortlist of qualified Respondents (“Shortlisted Respondents”), who have demonstrated their relevant experience, capabilities, and proposed approach to delivering the Services. PCOM requests that such Shortlisted Respondents respond to this Request for Proposal (“RFP”) for the Services, as set forth herein, and submit their respective proposal (“Proposal”) in accordance with the terms and conditions of this RFP.

1.2 Background

Founded in 1899, Philadelphia College of Osteopathic Medicine is a private, nonprofit, graduate-level medical institution that offers doctoral and graduate programs across campuses in Philadelphia, PA (PCOM), Suwanee, GA (PCOM Georgia), and Moultrie, GA (PCOM South Georgia). In keeping with the College's mission to train primary care physicians, PCOM also operates several healthcare centers and an osteopathic manipulative medicine clinic at its Pennsylvania and Georgia locations. Additional details about PCOM can be found at the following link (<https://www.pcom.edu/about/>).

2.0 Additional Sources of Information

The following are links to additional information that Respondents may review in preparing their Proposal:

Description	Links
PCOM Website	https://www.pcom.edu
PCOM Department of Procurement Services Webpage	https://www.pcom.edu/about/departments/purchasing
PCOM Purchase Order Terms & Conditions	https://www.pcom.edu/about/departments/purchasing/documents/PO-terms-and-conditions.pdf
PCOM Minimum Insurance Requirements	https://www.pcom.edu/about/departments/purchasing/documents/insurance-requirements.pdf
PCOM Higher Education Opportunity Act (HEOA) Disclosures	https://www.pcom.edu/disclosures

3.0 RFP Overview and Questions

3.1 Overview of the RFP Process

Through this RFP process, PCOM is seeking to select the most qualified, responsive vendor to provide the intranet software solution and related implementation services. Following the issuance of this RFP, Respondents may request a discovery call upon request to address initial inquiries and questions.

PCOM will evaluate the Proposal based on the information submitted in this RFP, but reserves the right to conduct independent research to confirm its evaluation.

Upon receipt, the Proposal will be reviewed for completeness in accordance with the submission requirements and assessed in certain areas with respect to the standards set forth in this RFP. PCOM reserves the right to disqualify any response to the RFP that does not completely fulfill these requirements. PCOM reserves the right to accept or reject any or all submissions.

3.2 Timeline of Key Events

Event Name	Date/Deadline
RFP Issuance	09/21/2026
Email Notification to PCOM of Intent to Respond	09/25/2026
Deadline for Inquiries/Questions (Discovery Call)	10/02/2026
Response to Inquiries/Questions	10/09/2026
Deadline for Proposal Submission	10/16/2026
Demo scheduling for Shortlisted Respondents	TBD
Notification of Contract Award (subject to change)	Week of 11/16/2026

PCOM reserves the right to modify the above schedule at its discretion. Any changes or additional information regarding the RFP schedule and pre-submittal activities, including PCOM's responses to questions of Respondents and any clarifications and amendments released concerning this RFP, will be posted on the PCOM Procurement Services Department webpage at: <https://www.pcom.edu/about/departments/legal-affairs/>. It is the responsibility of all interested parties to check this webpage periodically for clarifications and updates.

3.3 RFP Submittal Questions

PCOM will entertain questions in connection with this RFP from Shortlisted Respondents. All questions regarding the RFP are due from such Respondents by 5:00 pm EST on October 2, 2026. Questions should be submitted via e-mail to estellere@pcom.edu. Respondents are prohibited from contacting any undesignated PCOM officials or advisors of PCOM. Respondents are advised that unauthorized contact with PCOM officials, related parties, or advisors of PCOM may result in the disqualification of such Respondents from this RFP process.

3.4 Terms and Conditions; Contracting Process

Respondents must comply with the requirements and specifications contained in this RFP, including, without limitation, the General Terms and Conditions set forth in **Attachment A** of this RFP.

Respondents invited to submit a proposal in this RFP process may be required to execute a contract in a form substantially similar to the agreement between PCOM and PCOM's contractor (the "**Agreement**"), which includes PCOM's insurance requirements and indemnification provisions, attached to this RFP as **Attachment B** (also referred to as the "**Master Agreement**"). The Master Agreement generally specifies the Services, but PCOM reserves the right to modify the Agreement and adjust the Services as necessary for the Project. PCOM will not consider any substantive changes to the form of Agreement if they are not submitted at or before the time the Respondent's response is due.

Respondents acknowledge and agree that: (i) PCOM provides this draft form of Master Agreement to help expedite the negotiation process, (ii) this draft is subject to change at PCOM's discretion, and (iii) the draft is for review purposes only. Notwithstanding the foregoing, the terms and conditions contained in the Master Agreement or, in the sole discretion of PCOM, terms and conditions substantially similar to those contained in the Master Agreement, will constitute and govern any agreement that results from this RFP.

Any exceptions to the terms and conditions of the Master Agreement, as well as any additional required language, terms, or conditions, must be documented and submitted with the responses of the Shortlisted Respondent(s) and are subject to PCOM's review. Such exceptions and/or additional terms and conditions may be deemed by PCOM (in its sole discretion) as non-conforming and may result in the disqualification of Respondents' responses as non-responsive to this RFP, at PCOM's sole discretion.

4.0 Submittal Requirements

The following constitutes the submittal requirements for the Respondent's Proposal. Respondent must complete and submit the PCOM Intranet Solution Requirements Workbook attached as **Appendix A** as the primary response vehicle for this RFP. The workbook is organized into four response tabs: High-value Use Cases, Qualifications & References, Implementation Deliverables, and Total Cost of Ownership. Respondents must complete the workbook in accordance with the instructions provided in each tab and must not delete or add cells unless expressly instructed by PCOM.

Any narrative materials, attachments, redlines to **Attachment B – Master Agreement**, or other supporting documents requested by this RFP must be clearly labeled and submitted together with the completed workbook. Supporting materials should follow the order provided below to facilitate PCOM's review. All pages of supporting narrative materials should be numbered.

Please note that the submittal requirements and evaluation criteria listed in this RFP apply to the entire Respondent team. Information pertaining to any proposed partners, subcontractors, implementation resources, or other team members should be submitted as part of the Respondent's RFP response.

4.1 Submittal Instructions

Each Proposal must include the following materials, organized in the order listed below:

- Cover Letter:

- Identify the Respondent's full legal name, primary contact, proposed solution, and acknowledgment that the Respondent has reviewed this RFP and completed the Requirements Workbook attached as **Appendix A**. The cover letter must be signed by an authorized representative of the Respondent.
- Completed Requirements Workbook attached as **Appendix A**, including all required vendor-response fields in the following tabs:
 - Tab 1: High-value Use Cases
 - Tab 2: Qualifications & References
 - Tab 3: Implementation Deliverables
 - Tab 4: Total Cost of Ownership
- Suggested redlines to **Attachment B – Master Agreement**, if applicable
- Any additional supporting materials requested by this RFP or referenced in the Requirements Workbook, clearly labeled and submitted in Word, PDF, or Excel format, as appropriate

Each Proposal should be complete and definitive when submitted. Respondents must use the Requirements Workbook attached as **Appendix A** as the primary vehicle for providing their responses. They should include supporting narrative or attachment materials only when requested by this RFP or necessary to explain a workbook response. Alternatives should not be included unless specifically requested. Proposal should be self-explanatory and submitted on the most favorable terms from a price and technical standpoint that the Respondent can submit to PCOM. Respondents should not assume that they will be contacted or afforded an opportunity to clarify, discuss, or revise their Proposal before an award is made. However, PCOM reserves the right in its discretion to enter into negotiations with a Respondent.

Response Submission: An **electronic** copy must be submitted as follows:

- The response must be **signed**, demonstrating execution by means of (i) an electronic signature (e.g., DocuSign), (ii) an original, manual signature, or (iii) a faxed, electronic image scan transmission (e.g., "pdf" or "tif" via electronic mail) or photocopied manual signature.
- The response must be received electronically at the email shown in the **Response Submission Information** section of the cover page of this document.
- Electronic submission must be received by the required **Response Deadline Date/Time** reflected on the cover page of this document.
- Response submissions that exceed **20 MB** will be submitted with multiple emails, modifying the email subject line shown in the **Response Submission Information** section of the cover page of this document to include: **Submission 1 of X** ('X' representing the number of files being submitted).

Non-Response Submission: PCOM will not consider non-responsive submissions, i.e., those with material deficiencies, omissions, errors, or inconsistencies, or that otherwise do not follow instructions. PCOM, in its sole discretion, will determine what is non-responsive.

5.0 Method of Review and Proposal Evaluation

From the date this RFP is issued through the date of PCOM's award of contract (the "**Evaluation Period**"), each Respondent submitting a Proposal (including its employees, agents, representatives and/or sub-contractors) is prohibited from having any non-solicited communications with any person inside PCOM or any affiliates of PCOM if the communication refers to the content of Respondent's Proposal, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly

or indirectly influencing the evaluation of Proposal.

Respondents not in compliance with this provision may be subject to disqualification, unless it is determined, in PCOM's discretion, that the communication was harmless, that it was made without intent to influence, and that the disqualification would not serve the best interest of PCOM.

A Respondent's submittal may be disqualified if any of its identified teammates engage in any of the foregoing communications during the Evaluation Period. Only those discussions, communications, or transmittals of information authorized or initiated by PCOM for this RFP or general inquiries directed to the PCOM Procurement Services Department regarding requirements of the RFP (prior to the submission deadlines for Proposal) or the status of the contract award notifications (after submission) are excepted from this provision.

5.1 Description of Evaluation Criteria

Proposal:

Respondents should address the evaluation criteria below through their completed Requirements Workbook attached as **Appendix A** and, where necessary, through clearly labeled supporting materials submitted with the Proposal. PCOM will evaluate the completeness, clarity, and responsiveness of each Proposal, including the degree to which the Respondent demonstrates its ability to provide the intranet software solution and related implementation services described in this RFP.

i. Proposed Work Plan and Methodology; Overall Management Approach

Respondents should describe the overall approach they would follow in providing the Services, including the methodology for planning, configuring, implementing, testing, training, launching, and supporting the proposed intranet solution. The response should provide sufficient detail to demonstrate a clear understanding of PCOM's requirements and should align with the implementation deliverables identified in **Tab 3: Implementation Deliverables** of the Requirements Workbook attached as **Appendix A**.

Respondents should also describe their overall management approach to the Project, including project governance, communications, status reporting, change control, risk and issue management, quality control, and close-out. In responding to this evaluation factor, Respondents should identify at least three key issues, risks, or challenges associated with implementing and sustaining the proposed intranet solution and, for each, describe the proposed mitigation strategy and any relevant strengths, practices, or differentiators the Respondent would bring to the engagement.

ii. Proposed Personnel / Equipment and Resource Allocation

Respondents should identify the key personnel, implementation resources, technical resources, training resources, support resources, and any subcontractors or implementation partners proposed for the Project. Respondents should confirm that the proposed resources are available to perform the Services and should briefly describe how responsibilities will be assigned, decisions will be made, follow-up actions will be implemented, escalations will be handled, and any disputes or resourcing issues will be addressed.

To the extent applicable, Respondents should identify any vendor-provided tools, environments, sandbox capabilities, implementation accelerators, or other resources required to deliver the proposed solution. Respondents should also identify any roles, resources, systems access, data, or participation expected from PCOM during implementation and ongoing operation. This information should be consistent with **Tab 2: Qualifications & References** and **Tab 3: Implementation Deliverables** of the Requirements Workbook attached as **Appendix A**.

Respondents should provide a complete list of all subcontractors, implementation partners, or other third parties that would perform work on the Project if PCOM awards the Agreement to the Respondent.

iii. Project Criteria / Enhancements / Schedule

Respondents should describe how the proposed intranet solution satisfies the high-value use cases, requirements, design constraints, and priorities identified in **Tab 1: High-value Use Cases** of the Requirements Workbook attached as **Appendix A**. This should include, as applicable, the Respondent's approach to user experience, accessibility, content management, search, audience targeting, enterprise application access, identity and security, integrations, analytics and reporting, notifications and governance, maintainability, scalability, reliability, and compliance.

Respondents should identify any recommended enhancements, differentiators, optional capabilities, or implementation approaches that would improve the intranet solution's performance, adoption, governance, maintainability, or long-term value. Respondents should clearly distinguish among capabilities supported as part of the default offering, capabilities requiring configuration or additional cost, capabilities requiring third-party solutions, capabilities requiring customization, roadmap capabilities, and unsupported capabilities, consistent with the scoring scale in the Requirements Workbook.

Respondents should provide a preliminary implementation schedule showing the proposed phases of the Project, including significant milestones such as discovery, requirements validation, solution configuration, integration activities, content migration approach, testing, training, launch readiness, go-live, stabilization, and transition to ongoing support. Respondents should demonstrate the ability and method to complete implementation within the proposed timeline following PCOM's approval to proceed.

iv. Pricing / Rates

Respondents must submit pricing and cost information through **Tab 4: Total Cost of Ownership** of the Requirements Workbook attached as **Appendix A**. Pricing should identify all costs associated with the proposed solution across the required time horizon, including, as applicable, subscription or licensing fees, support and maintenance fees, implementation costs, installation or setup costs, training, documentation, onboarding, project management, integrations, hardware, and miscellaneous or adjacent costs.

- Identify all assumptions, dependencies, optional services, variable fees, rate structures, reimbursable cost categories, or additional costs that may affect the total cost of ownership.
- Describe billing practices, payment assumptions, and any cost implications associated with implementation scope, user counts, integrations, support levels, training, storage, environments, migration, or future expansion.
- Identify any costs that are not included in the base pricing submitted in the Requirements Workbook but may be required for PCOM to implement, operate, support, or expand the proposed solution.
- Clearly identify any additional fees, costs, expenses, or reimbursable amounts for which the Respondent would seek compensation.

Proposal may be normalized to a common scope of work for evaluation purposes. PCOM may consider total cost of ownership, price transparency, reasonableness of assumptions, pricing completeness, and overall commercial fit when evaluating this category.

5.2 Evaluation Criteria: Scoring Weights

The evaluation score for Proposal will be based on a **100-point** scale and will measure the degree to which each response meets the following criteria:

Category	Points
Functional Requirements	50
Ongoing Support and Maintenance	15
Implementation Methodology / Schedule	15
Pricing / Rates	10
Overall Quality of Submission	10
Total Points	100

All tie scores of submitted responses (if any) will be broken by PCOM, at the complete and exclusive discretion of PCOM.

In evaluating Respondents' Proposal submissions, PCOM reserves the right to take any of the following steps, with respect to either all of the submissions received or to a subset of submissions selected as superior to the others: (1) consult with prior clients on the performance of the bidder or of particular persons proposed for this bid; (2) schedule presentations or interviews with representatives of the bidder proposed for the project; (3) conduct a review of past performance, including a review of reports, analyses, or other materials that would reflect the bidder's performance; and (4) request additional data or supporting material.

6.0 Disclaimer

Any representations or statements made within this RFP shall not be considered a contractual obligation by PCOM, and the Respondents shall not be entitled to rely upon them. PCOM reserves the right to reject any and all submittals and to identify and select the Respondents which PCOM, in its sole and absolute discretion, deems most qualified.

The Respondents shall be solely and totally responsible for all costs associated with responding to this RFP, and the College accepts no responsibility with regard thereto. Submissions will become the property of PCOM.

PCOM reserves all rights in administering this RFP, including (but not limited to) the rights to:

- Reject any or all submittals at any time;
- Terminate evaluation of any or all submittals at any time;
- Suspend, discontinue, and/or terminate negotiations with any Respondent at any time prior to the actual authorized execution of the Master Agreement;
- Negotiate with a Respondent without being bound by any provision in its submittal;
- Accept and review a nonconforming submittal;
- Request or obtain clarifications, revisions, or additional information from any source;
- Issue addenda to and/or cancel this RFP;
- Issue a new request for qualifications and proposal;
- Extend any deadline or time and waive or permit the correction of minor deficiencies or irregularities in a submittal and minor or technical violations of this RFP; and
- Change the scope and the range of services from what is defined in this RFP at any time.

This RFP does not commit PCOM to enter into a contract. In no event shall PCOM be bound by, or liable for, any obligations with respect to a project or services to be performed or materials and/or products to be provided by qualified contractors until such time (if at all) as a Master Agreement, in form and substance satisfactory to PCOM, has been executed and properly authorized, and then only to the extent set forth therein.

Under no circumstances shall PCOM be liable for, or reimburse, the costs incurred by Respondents, whether or not selected for negotiations, in developing submittals or in negotiating agreements.

In submitting its Proposal, each Respondent expressly waives, on behalf of itself, its partners, joint venture members, officers, employees, and agents, any claim against PCOM and their respective officers and employees, for any damages that may arise therefrom.

Any and all information PCOM makes available to Respondents shall be as a convenience to the Respondents and without representation or warranty of any kind.

[Remainder of this page is intentionally left blank; attachments to this RFP begin on the next page.]

ATTACHMENT A: General Terms and Conditions

1. Revisions to the Request for Proposal. In the event that it becomes necessary to revise any part of this RFP at any point prior to the assigned response deadline, posted in the same location as the original RFP. PCOM shall be the sole determinant of whether any revisions/addenda should be issued as a result of any question or other circumstances, and will extend the Proposal deadline if, in PCOM's sole judgment, such information significantly amends this solicitation or makes compliance with the original deadline impractical.
2. Ownership of Materials. Ownership of all data, materials, and documentation originated and prepared for PCOM pursuant to this RFP shall belong exclusively to PCOM.
3. Errors in RFP Responses. PCOM will not be liable for any errors in Respondents' Proposal. Except during negotiations initiated by PCOM (if any), modifications to the Proposal will not be accepted after the deadline. In no event will PCOM permit a Respondent to submit subsequent material modifications to a Proposal. THE PROPOSAL AS SUBMITTED WILL BE THE LAST AND FINAL OFFER.
4. Withdrawing RFP Responses. Respondents may withdraw their Proposal at any time prior to the applicable deadline by submitting a written request to PCOM from an authorized representative of the Respondent. After withdrawing a Proposal, the Respondents may submit another Proposal at any time prior to the due date.
5. Timely Submissions Required. It is the responsibility of all Respondents to ensure that their Proposals are received by PCOM no later than the appointed submission date and time stated in the RFP. Late submittals will not be accepted.
6. Reservation of PCOM's Rights. In addition to any other rights provided hereunder or any of the Agreement Documents, PCOM expressly reserves:
 - a. The right to reject any and all Proposal or any portion thereof. Neither receipt of a Statement of Qualifications and Proposal nor failure to reject shall impose any legal obligation on PCOM;
 - b. The right to purchase products or services covered under any Agreement that may result from this RFP through a separate competitive bidding procedure if PCOM, in its sole discretion, deems it in its best interest; and
 - c. The right to make awards on an item-by-item, total, or lump sum basis (if applicable).
7. Firm Pricing. All prices provided by Respondents shall remain firm for the entire term of the Agreement.
8. Response Validity. Unless provided otherwise herein, all responses (Qualifications and Proposal) shall be valid for **ninety (90)** days from the due date of the response.
9. Acknowledgment and Certification of Respondents. By submission of its Proposal, each Respondent:
 - a. Acknowledges and accepts a purchase order, PCOM's Purchase Order Terms and Conditions [\[https://www.pcom.edu/about/departments/purchasing/documents/PO-terms-and-conditions.pdf\]](https://www.pcom.edu/about/departments/purchasing/documents/PO-terms-and-conditions.pdf);
 - b. Acknowledges and accepts the terms and conditions of the Master Agreement (**Attachment B**); and
 - c. Certifies that the Proposal is made without prior understanding, agreement, or connection with any entity or person submitting a bid/offer for the same services, and is in all respects fair and without collusion or fraud. Each Respondent agrees to abide by all conditions of this solicitation and certifies that the signatory is authorized to submit the Proposal for the Respondent.
10. Order of Precedence. The Agreement entered into by the parties shall consist of the Master Agreement, the

RFP, the Respondent's submitted Proposal (including all appendices or attachments and clarifications, the specifications, including all modifications thereof), and a Purchase Order (if applicable) requiring signatures of PCOM and the Respondent (collectively, the "**Agreement Documents**"). In the event of a conflict of terms, the following precedence will apply:

- i. Master Agreement
 - ii. Amendments to the Master Agreement
 - iii. RFP
 - iv. Respondent's Proposal
 - v. Purchase Order (if applicable)
11. Use of PCOM Name. Respondents shall not use PCOM's name, logos, or other trademarks in any marketing and/or advertising media without prior written approval from PCOM.
 12. Communications. Respondents are to direct all questions related to this RFP to the PCOM contacts identified herein. Unauthorized contact, discussions, or requests for meetings with any other PCOM personnel during the bid process may result in the rejection of your Proposal.
 13. Confidentiality.

Respondents may be given access to records that are confidential under Pennsylvania law solely for the purpose of performing the required services under the Master Agreement. Respondents (including their respective employees, agents, and subcontractors, as applicable) shall be required to sign a nondisclosure agreement ("**NDA**") attached as **Attachment C** of this Request for Proposal prior to their receipt of such documents, obligating Respondents and each employee, agent, and subcontractor of Respondents to comply with the limitations and provisions of the NDA.

The information contained in responses submitted to PCOM for its consideration in this RFP phase will be held in confidence, subject to the terms and conditions of the NDA.
 14. Authorization.

Any Agreement or contract for services and/or goods that will, or may, result in the expenditure by PCOM in excess of \$50,000 must be approved in writing by the Chief Financial Officer, and it is not approved, valid, or effective until such written approval is granted.

ATTACHMENT B: Master Agreement (Sample)

<https://acrobat.adobe.com/id/urn:aaid:sc:US:d593765f-6237-4442-94a6-0107b996c940>

ATTACHMENT C: Non-Disclosure Agreement

<https://acrobat.adobe.com/id/urn:aaid:sc:US:282c2501-714b-43d2-a332-f3417986ac63>

Appendix A – Scope of Work / Project Specifications

1. Potential Services and Assignments. PCOM is seeking a qualified vendor to provide a cloud-based intranet software solution and related implementation services. The selected solution is expected to serve as a centralized hub for PCOM-provided links, embedded documents and/or multimedia, institutional resources, departmental materials, policies, forms, announcements, approved application access points, and other internal reference materials.
 - The solution should support a modern, accessible, secure, searchable, and governed intranet experience while avoiding unnecessary complexity, social-media-style functionality, deep system integrations, or the storage of authoritative institutional data.

The required scope includes, but is not limited to, the proposed intranet platform, implementation planning, configuration, content and navigation design, role-based access and audience-targeting configuration, search and tagging configuration, accessibility support, light application-linking capabilities, analytics and reporting, testing, training, documentation, launch support, transition to ongoing support, and related project governance and deliverables. The solution is expected to function primarily as a gateway and reference hub, not as a system of record or replacement for PCOM's existing enterprise applications.

2. Minimum Requirements and Specifications.

The detailed requirements, specifications, implementation expectations, vendor-response fields, and pricing template for this RFP are contained in the PCOM Intranet Solution Requirements Workbook. Respondents who notify PCOM of their intent to respond by the aforementioned deadline will receive the Requirements Workbook via reply email. Respondents must complete and submit the Requirements Workbook in accordance with the instructions provided in each tab and must not delete or add cells unless expressly instructed by PCOM.

Below is a description of the workbook's contents:

- **Tab 1: High-value Use Cases** — Respondents must score and comment on the extent to which their proposed solution supports PCOM's stated intranet use cases and requirements, including user experience, accessibility, content management, search, audience targeting, approved application access points, platform architecture, identity and security, analytics and reporting, notifications and governance, maintainability, scalability, reliability, commercial requirements, and design constraints.
- **Tab 2: Qualifications & References** — Respondents must provide information regarding their company qualifications, product and service lineup, roadmap, client experience, relevant references, sandbox or pilot availability, customer service model, and data retrieval and end-of-service practices.
- **Tab 3: Implementation Deliverables** — Respondents must address the expected implementation deliverables, including project work plan and governance, security planning, requirements and functional specifications, retention and compliance, testing, training, implementation planning, disaster recovery and business continuity planning, user manuals and configuration guides, operational readiness, and project close-out.
- **Tab 4: Total Cost of Ownership** — Respondents must provide pricing and cost information across the required time horizon, including vendor plan costs, support and maintenance, installation, hardware, training, documentation, onboarding, project management, integration, and miscellaneous costs.

3. Miscellaneous Provisions.

Respondents should provide supporting narrative, attachments, or explanatory materials only where requested by this RFP, required by the Requirements Workbook, or necessary to clarify a workbook response. Any such materials must be clearly labeled and submitted with the completed Requirements Workbook.

governance, records-management, and commercial requirements, including requirements related to Okta single sign-on, role-based access control, WCAG 2.1 AA compliance or the latest applicable standard, SOC 2 compliance, cyber insurance, and evidence of a recent cybersecurity assessment.

4. Additional Questions Specific to this RFP.

Respondents must answer all questions and complete all required response fields in the Requirements Workbook. PCOM may request clarification, supplemental information, demonstrations, or follow-up responses during the evaluation process.

In the event of a conflict between the summary language in this Appendix A and the detailed requirements or response fields in the Requirements Workbook, the Requirements Workbook shall control unless PCOM issues a written addendum stating otherwise.