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# APPENDIX D - PRODUCT/SERVICE REQUIREMENTS

**WSIPC RFP 21-02 E-signature and Document Approval Software Solutions**

## INSTRUCTIONS

Please answer each requirement based on the proposed solution’s ability to satisfy the respective requirement. If the requirement cannot be met and warrants further explanation, a brief explanation may be provided in the “Comments” column. The following scoring system should be used to evaluate each business requirement:

|  |  |
| --- | --- |
| **Response Code** | **Definition** |
| Y—Yes | Requirement is met. |
| N—No | Requirement is not met. |
| Q—Qualifier | Ability to meet requirement requires further explanation from Vendor. Please use the "Comment" column to provide more details. |

## General

| **Requirements/Specifications** | **Yes** | | **No** | **Q** | | **Comment *(Required if “Q” is selected)*** |
| --- | --- | --- | --- | --- | --- | --- |
| **Product/Service Usage -** The product and/or service is used by other Washington State K-12 school districts and has an active Washington State user community. |  |  | |  |  | |
| **Documentation -** Describe access to operational, instructional, and/or specification sheets. It is highly desirable that this type of information be available to customers electronically via the internet (preferred) or other electronic means of delivery. |  |  | |  |  | |
| **Shipping Costs -** All costs for shipping to the buyer’s location, must be clearly stated on price lists and promotional materials, and must be clearly described in the Proposer’s response to this RFP. |  |  | |  |  | |
| **Vendor Website -** The Proposer must have an active website with published product and/or service information. |  |  | |  |  | |

## Technical/functional Requirements

| **Requirements/Specifications** | **Yes** | | **No** | **Q** | | **Explanation *(Required if “Q” is selected)*** | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Electronic signature capabilities |  |  | |  |  | |
| Easy setup and configuration |  |  | |  |  | |
| Easy user interface and navigation |  |  | |  |  | |
| Document status tracking |  |  | |  |  | |
| Document creation and storage capabilities |  |  | |  |  | |
| Version control(s) |  |  | |  |  | |
| Multiple action roles like editing, signing, approval |  |  | |  |  | |
| Encrypt and secure communications and shared documents |  |  | |  |  | |
| Proof of signing |  |  | |  |  | |
| Multi-party signing |  |  | |  |  | |
| Signer and/or multi signer authentication capabilities |  |  | |  |  | |
| Flexible approval configuration |  |  | |  |  | |
| Expiration settings |  |  | |  |  | |
| Task progress tracking |  |  | |  |  | |
| Serial, parallel, or mixed sequencing routing |  |  | |  |  | |
| Audit tracking and controls |  |  | |  |  | |
| Responsive device capabilities |  |  | |  |  | |
| Mobile app with mobile signature capability and notifications |  |  | |  |  | |
| Data analytics and reporting |  |  | |  |  | |
| Bulk send options |  |  | |  |  | |
| Customizable templates |  |  | |  |  | |
| Multiple language capabilities |  |  | |  |  | |
| Third party integration |  |  | |  |  | |
| Branding customization |  |  | |  |  | |
| Custom watermarks |  |  | |  |  | |
| 24/7 customer support |  |  | |  |  | |
| Support industry specific regulations such as HIPPA |  |  | |  |  | |
| ADA compliance |  |  | |  |  | |