

Questions and Answers

RFP-25-0011 IT Planning Software and Support

2/26/2025

Question	Answer
1. Would it be possible for us to meet to further discuss your needs and ensure we're aligned on the best approach moving forward?	Meetings prior to submission will not occur.
2. What is the evaluation process beyond submission of the RFP?	Proposals are evaluated by the panel and a decision is made and contract is awarded.
3. What other vendors are you evaluating?	This is an open solicitation, and we welcome all vendors.
4. What are your budget requirements for this project (1. Ongoing Annual Subscription and 2. Implementation)?	Implementation, Training, Support/Maintenance, Annual License
5. Can you please elaborate on the challenges you face with Workday and Excel? How would you prioritize the challenges you're looking to solve? What would solving these challenges mean to each of you?	We have multiple spreadsheets in play and the room for error is high. These spreadsheets have multiple owners and are saved in multiple places. Answering questions from leadership takes longer than need be. We are excited to have access to real-time answers, utilizing dashboards and reporting.
6. Can you please elaborate on the functional & technical requirements you are looking for in a new solution? Of those requirements, what are you prioritizing?	These are included in the scope of the RFP.
7. How do you see yourselves expanding the use of this budgeting and planning solution?	At this time, we are focusing only on our department needs.
8. The user-interface between different vendors will be different in solving your challenges with Excel. Some will leverage a proprietary Web-UI, others will leverage only Excel. What experience is preferred as you consider user-adoption?	Users are familiar with Excel formulas and utilizing this knowledge with the new solution is preferred. We are looking for a solution that is user friendly and easily adopted by staff that is more technical than budget oriented.
9. Would the solution be looking to manage full contract life cycles (signatures, approvals, workflows, etc.)? How would you use this outside of Prism? How would this interact with the overarching budgeting and planning process, or does it not at all?	Our contract signatures and approvals/workflows are managed in Prism and will remain as such. We are interested in seeing the contract commitment amount, spend, balance in this new IT planning software. We are interested in seeing what your solution may offer.

Question	Answer
<p>10. While we are able to provide you with our implementation methodology, approach, and average implementation timeline, it will be difficult for us to provide you with an implementation Statement of Work outlining the exact deliverables, responsibilities, timeline, and associated cost to the project. Can we meet the team for a scoping conversation to prepare a detailed statement of work for the project. If this is not possible, can you fill out a scoping questionnaire? This step is very crucial as we consider your project's plan and overall success.</p>	<p>Meetings prior to submission will not occur.</p>
<p>11. When are you looking to go-live with a new solution? What is significant about this date?</p>	<p>We do not have a hard deadline for go-live, but we are looking at 6/1/25.</p>
<p>12. Can you please provide more detail on your existing process for contract management versus your desired future state? Also, what is the volume of contracts living in Prism today? We'd like to better understand what specific contract management capabilities you're looking for in the new software solution.</p>	<p>Our contracts are created and managed within Prism. With the new IT Software Tool, we would like "visibility" of our contract numbers, commitments, balances, and term dates in the same system where we budget. This will allow us to make budget decisions with this information readily available.</p>
<p>13. Could you please provide an editable Word version of Schedule B - Supplies or Services/Prices and Attachment B-Third Party Questionnaire?</p>	<p>Yes</p>
<p>14. We require all our customers to sign our standard master subscription agreement (MSA). During the contracting phase, we are happy to discuss further and come to mutually acceptable terms for both parties, where possible. We noticed that pages 11-23 and 26-36 outline NeighborWorks' standard terms, conditions, and policies, so we want to be clear that you accept this approach?</p>	<p>We can present your MSA to our legal department for review and negotiation.</p>
<p>15. Under your proposal requirements, you indicate that we're required to sign page 1 of the RFP as part of our final submission. Can you please clarify what that signature commits us to? For example, does signing page 1 equate to us signing off on all the terms and conditions included in the RFP document?</p>	<p>Signing Page 1 only solidifies your submission to the RFP. Negotiations of Terms and Conditions will occur after the awardee has identified.</p>

Question	Answer
16. The solicitation states a due date of 03/03 and 03/06. Can NW confirm which date is accurate?	RFP submissions are due 03/06/25.