

Do's & Don'ts of RFP Preparation

A Vendor's Rant



Product Comparison

- Top tier ECM products all do the same thing
 - The difference is *how* they do it
 - Top tier are those products in Gartner's Magic Quadrant
- All *credible* ECM products provide Basic Content Services (BCS)
- Most top tier products are platforms, *not* solutions



Compliance

- Compliance applies to a product configured in a very specific manner – change the configuration & you're no longer compliant
- When asking if a product is compliant a simple yes or no is sufficient, there is no need to list out 100's of functional requirements
- If you're not going to implement DoD5015 or MoReq2 don't ask for a compliant solution



Realistic Costs

- For every \$ you spend on license expect to spend \$4 - \$5 on implementation
 - Includes internal costs
 - Open source is an exception

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Open Source Considerations

- License may be free or may cost a portion of COTS license fees for supported Open Source (e.g.: Alfresco Enterprise)
- Implementation costs may be comparable to COTS products
 - My mechanic charges the same \$/hr if I bring my Jeep or you bring your Mercedes

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Going Fishing?

- If all you're after is information, issue an RFI not an RFP
- If you ask for too much detail, we will get suspicious
 - You need a balance between the amount of detail you need to make a decision and asking us for proprietary information

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Use the right terminology

- Must & Should are not the same thing
 - Must is mandatory, Should is highly desirable
- Integrate vs. Interface
- Compatible With
- Pilot vs Prototype vs Proof of Concept

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Other Points

- If you want details (e.g.: project plan) provide us enough detail to work with
- RFP preparation is a group effort
 - IM, IT, Business need to collaborate
- Requirements come before RFP preparation
 - Business / Functional
 - Technical
 - Performance

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Contact us

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