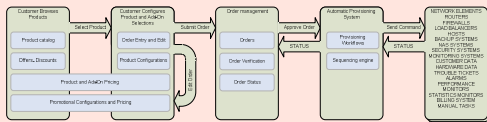
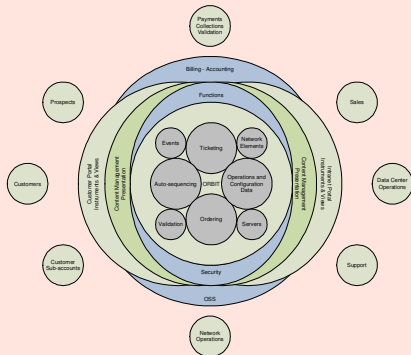




## RFI Essentials

### Requirements Framework

- Functional hierarchy and decomposition.
- Affected processes and touch points



### Form and Format

- Introduction / Background / Mission
- Conceptual Architecture
- Specification of Requirements
  - User interface
  - Information storage & retrieval
  - Automation
  - Technical Architecture
- Response Criteria / Terms / Checklist
- Legal requirements & boilerplate

### Results

- **Zero internal opportunity cost** – key IT resources remained engaged on business-critical development.
- **Complete, professional RFI development** – a specification of needed functionality and system requirements was prepared by an IT professional.
- **Impartial analysis** – results were tabulated and analyzed by an objective professional.
- **Cradle-to-grave management** – a high-quality IT professional handled vendor contacts and responses.

## Vendor Management at The Planet

The Planet is the number 1 privately held dedicated hosting provider in the world, second only to publically-traded IBM, with 6 data centers serving more than 22,000 clients and hosting over 3.1 million web sites.

### Opportunity

The Planet needed to explore significant internal infrastructure investment options entailing choices between vendor offerings and internal development. IT staff were fully engaged, and there were few individuals available with the combination of writing and analysis skills, as well technical experience.

### Approach

SIBRIDGE was engaged to develop a Request for Information, a list of potential top-tier vendors in the infrastructure spaces applicable to the investment need, and to write, release and manage a Request for Information (RFI) process.

### Results

- A requirements analysis of existing infrastructure capabilities, resulting in an overall inventory of key systems functionality.
- Detailed Requests for Information for both build-only and buy-and-customize options, including open source alternatives.
- A list of key vendors mapped against infrastructure functionality
- Professionally written RFI documentation, using industry-standard terms, verbiage and template structures.
- A professionally managed interface to vendors, resulting in detailed tracking of the RFI in the field, response rates and response analysis.

## Vendor RFI/RFP Management Process

- **Set Scope** – determine the scope of the request. Is it a request for information, or is it a request for contractually binding proposals? What is the scope and range of the work being requested? What are the anticipated terms?
- **Define Process** – identify the phases that the RFI/RFP will go through. Issuance date, specific direction to vendors on response deadlines, question-and-answer opportunities, content requirements, and follow-up procedures after closing date.
- **Define Criteria** – identify the key measures and weights to be assigned to vendor response qualitative and quantitative measures of “fit” to the request.
- **Write the RFI/RFP** – write the request in RFI or RFP form, observing industry standards and best practices for form and legal requirements.
- **Manage the Process** – place the RFI/RFP in the field, manage vendor Q&A, receive, categorize and score vendor responses.
- **Analyze the results** – tabulate vendor scores, analyze gaps in vendor responses, and identify key decision points for next steps.



SIBRIDGE Consulting helps clients align information technology execution with business strategic intent, to better plan and manage major technology initiatives, to optimize processes, and to achieve higher agility and better returns on their IT investments.

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