CRDF Global RFP Questions & Answers

The following questions have been anonymized and answered below:

1. Is there a budget we should keep in mind?

   There is no budget ceiling identified for this procurement. Offerors' proposals will be evaluated on a best value basis.

2. What, if any, is the expected contract length?

   Contract length is not defined. CRDF Global is looking for a proposed timeline from each offeror. CRDF Global has estimated that Phase 5 would likely occur in the second half of 2025.

3. Does CRDF Global have an ideal timeline for the accomplishment of each phase?

   CRDF Global does not have an ideal timeline for the accomplishment of each phase.

4. Can you clarify if Phases 1 and 2 are intended to occur prior to final vendor selection? If so, since Factor B requests a budget breakdown for each phase, please elaborate on CRDF Global's budgetary expectation for each of these phases.

   Phases 1 and 2 are intended to occur after vendor selection.

5. What is CRDF Global's current tech stack? What specific weaknesses with this stack have motivated this RFP?

   CRDF Global currently uses Deltek Costpoint as its ERP system, other than that all project/program management activities are conducted using the Microsoft 365 suite of products, primarily excel for manipulation of financial information.

   Weakness that have motivated this RFP are primarily driven by lack of integration, which leads to duplicative and manual efforts, with time wasted on manual data entry, and lack of unified view of organizational performance, with a lack of a centralized database and therefore limited analytics capabilities.

6. Since CRDF Global is international, is there an expectation for in-person training sessions? If so, which location is preferred?

   There is no expectation for in-person training sessions.

7. Should the responses to Factor A–Management and Technical Approach and Factor B–Cost/Price be in separate attachments or can they all be in the same document?

   Responses can be in the same document.

8. Could you clarify any specific functionalities or features that are mandatory for the SaaS-based Program Delivery System (PDS)?

Some features that are desired for a SaaS PDS include: Task Management (ability to assign, prioritize and track tasks, as well as to establish schedules using Gantt chart features), Collaboration Tools (to include notifications and workflows), Resource Management, Reporting and Analytics (customizable dashboards, customized reports), Integration (particularly with financial data), cost and budget tracking, and data import and export features.

9. Are there any particular workflows or processes in the current system that you expect the new system to replicate or significantly enhance?

   No particular workflows identified.

10. Can you provide more details on the type of data analytics capabilities you require? For example, do you need predictive analytics, real-time dashboards, specific reporting tools, etc.?

    The Program Management System should have descriptive analytics (e.g., project performance metrics, resource utilization, budget tracking), near real-time dashboard would be a desired capability, predictive analytics (e.g., forecasting project timelines based on current progress, identifying budget issues before they occur, predicting resource demands, etc) while not essential would be highly desirable.

11. Could you elaborate on the key integration points with existing systems (e.g., Deltek Costpoint, Deltek Talent Management, ERP, and CRM)?

    The key integration points between a new SaaS Project Management System and Deltek Costpoint would most likely focus on aligning financial, resource and project management data to streamline workflows and reporting. Some desired integrations would be the ability to synchronize project creation in a SaaS system with Costpoint, and financial management with the ability for data to flow from Costpoint into a SaaS Project Management System for comprehensive financial tracking and reporting.

12. What level of data migration is expected? Will historical data need to be imported into the new system, and if so, how much data and in what formats?

    Unknown at this time. It is likely that some level of historical data will need to be imported. All data that does need to be imported is most likely in excel format.

13. Are there any specific APIs or middleware solutions that CRDF Global prefers or currently uses for integrations?

    No specific or preferred APIs.

14. Can you specify the federal contracting requirements the system must comply with? Are there specific standards such as FISMA, NIST, or FedRAMP that the solution must adhere to?

    NIST800-171

15. Are there any additional security protocols or data protection standards (e.g., encryption, user authentication methods) beyond federal compliance requirements?

Multi-factor authentication.

16. How does CRDF Global envision the change management process? Are there existing frameworks or approaches that vendors should align with?

There are no specific change management frameworks currently in place for new software.

17. Could you provide more details on how proposals will be scored within Factor A (Management and Technical Approach)? For example, how are strengths and significant strengths differentiated in the scoring process?

CRDF Global will evaluate the effectiveness and efficiency of the offerors approach, with reference to: (1) the offerors understanding of the requirements, (2) the offerors experience with enterprise level program management implementation and SaaS solutions, (3) the offerors experience integrating systems, (4) the offerors ability to develop a logically sequenced timeline, (5) assumptions made. Following evaluations, Factor A will be rated from (1) unacceptable, through to (5) outstanding.

Strengths and Significant Strengths will be differentiated as follows:

Criterion	Strength	Significant Strength
Degree of Impact	Moderate benefit, slight improvement over requirements	Major benefit, clearly superior to requirements.
Risk Reduction	Minimally reduce performance risk	Significantly reduce performance risk
Innovative Solution	Offers incremental innovation	Provides groundbreaking or transformative innovation
Value to CRDF	Improves performance or efficiency slightly	Provides exceptional value or benefit.

18. Are there specific deadlines within the phased timeline (Discovery, Evaluation, Design, Testing, Deployment) that the vendor must align with?

There are no specific deadlines. CRDF Global is looking for a logically sequenced timeline.

19. How will deliverables from each phase be reviewed and approved by CRDF Global? Is there an existing review committee or process?

Deliverables from each phase will be reviewed and approved by representatives of CRDF Global Program Delivery System Team, which includes Project Managers, IT Professionals, and Financial Analysts. The most appropriately skilled/relevant representative will review and approved deliverable depending on topic.

20. What is the expected duration of post-implementation support? Should this include ongoing maintenance, upgrades, and helpdesk services?

CRDF Global is looking for a recommendation from the offeror on expected duration of post implementation support. However, expected 4-6 months of post go live support would be appropriate for estimation purposes.

21. Are there any specific Service Level Agreements (SLAs) CRDF Global expects for post-implementation support?

Not defined at this time.

22. Are there any regional or cultural considerations we should keep in mind when designing the system to support global teams?

There are no regional or cultural considerations that would impact designing a system.

23. Could you provide examples of KPIs you would consider critical for evaluating system implementation success?

CRDF Global is looking for the offeror to define measurable KPIs for implementation. Typical KPIs when implementing a SaaS into an organization should measure adoption, performance improvements, system reliability, customer satisfaction.

24. Are there any specific risks or challenges CRDF Global has identified that the vendor should address in their proposal?

The most significant challenge envisioned by CRDF Global is the ability of a SaaS Program Management System to integrate with Deltek Costpoint.

25. Can you confirm whether proposals from international vendors are allowed, provided they meet all compliance requirements?

Proposals from international vendors are allowed.