



## Questions and Answers

### RFQ #2020-112 Scorecard Business Review Services

Please be advised all questions are keyed as submitted.

1. How many departments/divisions/units will have scorecards (we usually see one scorecard per participating department)?
  - A. We currently have a total have a total of **22** scorecards, spread over **16** departments. Most departments have one scorecard but some departments have multiple scorecards, as their role is diverse.
  
2. What is the expected number of users who will access the system?
  - A. We expect to have a total of **32** users.
  
3. Is there a preference to onsite or web based training of users?
  - A. Current events prevent us from taking advantage of onsite training, but this would be the preference. In a COVID-19 scenario, web based would be ideal.
  
4. Are you seeking guidance/consulting services to help define the objectives, measures, and initiatives or are they already established?
  - A. Objectives, measures and initiatives are developed internally.
  
5. How many users of each type will the organization have in the selected system?
  - Full access users (ability to add new strategic elements, like measures, goals and projects, to the system)
    - A. 32 full access users (2 per department).
  - Update users (ability to update existing elements with new data and analysis)
    - A. 16 additional update users.
  - Browser users (ability to look around in the system but not make changes)
    - A. We have not needed this type in the past.
  
6. Can many scorecards does the Coalition expect to track in the selected system?
  - A. Based on historical use, we have tracked an average of 22 scorecards.
  
7. Can you provide some details on the size and scope of the scorecards (average number of goals, metrics, initiatives, etc.)?
  - A. Based on historical use, our scorecards have an average of 5-7 goals, each with their own metrics and initiatives. These vary on the department and the type of activity being tracked.

8. Does the organization require the selected vendor to input historical data? If so, how many years?  
A. Yes, we would like to include 3-4 years of historical data.
9. Scope of work, can we elaborate a little more on what you are requiring?  
A. We welcome the entity interested in the work to propose their work using the systems they believe will meet the needs expressed in the original scope and present those to us.
10. Are there any specific or recommended systems you would like us to use?  
A. We welcome the entity interested in the work to propose their work using the systems they believe will meet the needs expressed in the original scope and present those to us.
11. Is there a page limit for proposal?  
A. No.
12. Are there any additional supporting documents needed?  
A. Not at the moment.
13. How many copies of the proposal need to be submitted? In what format? Hard Copies, PDF, Electronic or just email?  
A. One PDF copy via email to [RFQ@elcmdm.org](mailto:RFQ@elcmdm.org) will suffice.