

# RFP Template

## Contracting platforms

*Considering a Request For Proposals? Use this document to help find out whether the contract solutions providers you're evaluating can offer the features, service levels and outcomes that your business needs.*

### Company information

Who are your typical customers?

Who is the typical buyer of your software in the company? Please provide some relevant customer testimonials.

### Solution summary

Describe your company's vision for your product.

What are the top three value areas your product is designed to deliver for customers?

Who are your typical customers?

What teams typically use your solution? Describe the different use cases.

What types of integration do you offer?

### Self-serve contract creation

Can users self-serve on the creation of contracts?

How customisable is that workflow - can natural language be used?

How is the user guided to input the correct information for the chosen contract template eg. Q&A workflow?

How can the system select the correct clauses for the contract required?

Can systems like Salesforce be used to generate contracts?

What other systems can be used to generate contracts?

Can you mass create contracts?

### Contract workflow capabilities

Are there limits to the type of contract your solution can handle? Please explain.

How configurable are the workflows to different areas of the organisation?

How can users collaborate internally on a contract?

Can you restrict contracts to stop free text edits?

Can users across teams maintain concurrent visibility on contract activities?

How can legal and other teams visualise the status of documents?

Can your product manage sequential and parallel approvals?

How can notifications be received e.g. via email, Slack?

### Contracts on third-party terms

Can third-party contracts be brought into the contract repository?  
Are you able to tag and fully search these documents?  
Can you set up approvers and sign third-party contracts?

## **Collaborative workflows, negotiation and signature**

Can counterparties redline, make comments and make suggestions in the application?  
Does your system allow for fallback clauses to be inserted into the contract?  
Can a timeline of the document be viewed displaying the different versions and activities?  
Can a final redline be produced at the end of an offline review process to track changes made in MS Word?

## **Counterparty experience**

Does your solution offer flexibility for counterparties to work directly within the system?  
Can you set automated reminders around key events in contracts e.g. renewals?

## **Electronic signature**

Can signature requests be sent out directly from your product?  
Can you sign third-party paper?  
Does your product have its own eSignature solution or is another solution required to integrate?

## **Contract repository**

Can the views be customisable of the contract data you wish to view?  
Can different workspaces be set up for different teams and users?  
Does the solution provide filtering on the views?  
Does the solution provide full search and find functionality across the document?  
Can you export the customised views as CSV to send externally?  
Can your system store final backups of documents in multiple locations (i.e., on both Salesforce and Google Drive)?

## **Implementation, settings adjustment and support**

On average, how long does implementation take for a customer like us?  
What are the fees for implementation?  
Are there any fees associated with setting up additional templates/workflows?  
What is the average support response time?  
Can we self-serve on template/workflow creation?  
How long does it take to set up a workflow?  
How are your supported integrations set up?  
How will business users be trained on the platform?

## **New releases**

How often are new product releases?

Are new releases included in the price?