RFQ QUESTIONS AND ANSWERS

Date: August 17th, 2023

Subject: Q&A Translation Services Request for Quotations

RFQ Number: RFP-ERP-FINANCE-FY23-001

Offer Deadline: Sunday, August 27th, 2023; 11:59 PM EST (Washington, D.C.)

RFP-ERP-FINANCE-FY23-001 is amended to include the questions and answers listed below.

1. Sylogist and Techno Brain would like the opportunity to review the answers to the questions posed here and create a thoughtful response to your RFP which we feel will likely require more than 3-4 business days. Therefore, we would respectfully request that Counterpart International consider extending the due date from Sunday, August 20th to Monday August 28th.
   A: Yes, Counterpart International agrees to extend the deadline for Offers until Monday August 27th, 11:59pm EST.

2. Does Counterpart International intend to migrate your data warehouse to the cloud (along with the Serenic Navigator system)?
   A: We would like the data warehouse to also be in the cloud.

3. Regarding #3 under Scope of Work (Configure the system to suit Counterpart International’s unique business requirements and perform any necessary customizations for optimal performance): Does Counterpart International envision incorporating any specific changes to the current Serenic Navigator platform during this upgrade project? If so, please provide us with details surrounding those anticipated changes, e.g., additional modules, features, functionality, customizations, etc.?
   A: We would like all current functionalities, features and modules. As is. No new additions at this stage.

4. Sylogist does not typically work on a fixed fee basis for professional services projects, will an estimate based on Time and Materials be accepted?
   A: Yes, Counterpart is open to issuing a Time and Materials agreement if that is a better mechanism for the proposal offered.

5. Does Counterpart International prefer the training portion of the project to include a select number of key users or should we anticipate the need to train all end users? Will training focus on the new features and functionality associated with the upgraded version or should we plan for comprehensive training of the system as a whole?
   A: We would like the training to be organized for 12 users.
   The training should focus on new features, functionality and different ways of extracting data or generating reports (significant departures from the desktop versions).
6. What method of training does Counterpart International prefer, in-person or virtual?
   A. Counterpart prefers a virtual training format.

7. A typical Sylogist upgrade lasts between 90-120 days. Will Counterpart International consider an expanded project duration exceeding the 60 days put forth in the RFP?
   A. Yes, Counterpart is open to receiving an offer with an extended period of performance of 90 days if it is justifiable for the proposal and provides a realistic implementation timeline.

8. Does Counterpart International prefer to migrate all historical data or would you like to proceed by only bringing forward opening balances? Moving over only your opening balances allows for a shorter project timeline, but our understanding is that you rely heavily on access to your historical data.
   A. We would like to move historical balances through FY14 (Sep 30, 2014), and transaction level detail starting from Oct 1, 2015 (FY15 and onwards).

9. Will your international field offices be migrating from QuickBooks to the upgraded platform? If so, should the scope of work involved in that phase of the project be included in our RFP response?
   A. Counterpart envisions that this platform may be implemented in our international field offices during future phases of this project. The timeline for when this rollout may be expanded to reach those offices has yet to be determined.

10. In reference to the General Background section of your RFP #2 (Configuring and customizing the system to align with the specific business requirements of Counterpart International.) Is there an expectation that the software configuration might change due to your current business processes?
    A. No expectation of change.

11. Do the integrations referred to in the Counterpart International RFP exist in the current Serenic Navigator platform or will you need the creation of those integrations factored into our response?
    A. We would like all existing integrations to be moved to the new system. As is.