



## Frequently Asked Questions

- **What is UpsideRFX?**

UpsideRFX is a web-enabled e-RFX tool that supports all sourcing and procurement activities through collaborative creation and management of complex RFX documents (i.e., RFP, RFQ, RFI, etc.), reverse and forward auctions, and related processes, with functionality that supports both the purchaser and vendor communities. UpsideRFX integrates with UpsideContract, the world's leading enterprise contract management solution, providing close integration of sourcing and procurement processes with contract creation and management processes.

- **What kind of procurement documents will UpsideRFX create?**

UpsideRFX supports the collaborative creation, approval workflow, and all other related processes for any type of procurement document, including:

- RFP – Request for Proposal,
- RFQ – Request for Quote,
- RFI – Request for Information,
- and many other similar document types.

UpsideRFX, with its flexible business rules and workflow, supports procurement process in virtually all industries.

- **Can UpsideRFX be used with other Upside Software products?**

UpsideRFX is fully integrated with Upside Software's full suite of eBusiness solutions providing capabilities such as seamless RFX to contract migration, management of master procurement contracts, automated payments based on deliverables or project milestones, etc.

- **Can UpsideRFX be “hooked” into our other systems?**

UpsideRFX can be integrated with virtually any other system, including established strategic sourcing, eProcurement, ERP, contract management and provisioning applications. Our proprietary data-mapping engine can "hook" into most applications seamlessly leveraging the value of your investment in these other systems while providing the great benefits of UpsideRFX.

*For More Information:*

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- **We have our own Contract Management and eProcurement software, can UpsideRFX provide additional value?**

Even if you already have eProcurement and / or contract management solutions in place, UpsideRFX can still close the gap that other solutions cannot fill, while providing great value.

UpsideRFX provides end-to-end Sourcing & Procurement functionality, which means requests for goods / services can be managed through UpsideRFX and once the tender / bid has been awarded, the information can be passed to the eProcurement system (to allow for ongoing purchasing through catalogs) as well as Contract Management software so that the actual contract can be created and managed.

- **How do I get my suppliers to participate online with me?**

These days all companies are looking to improve their processes while saving time and money. UpsideRFX helps with this by streamlining processes, but it can also make things simpler for your suppliers.

With vendor self-service, vendors can register online and, once approved (either automatically or through an internal vendor review & approval workflow process), they will receive a username and password to access the system.

Once the vendor has been set up they can access general opportunities, or be invited to bid on specific opportunities. Vendors can also customize their profile, identifying the types of opportunities they are interested in, as well as the method and schedule they are notified of such opportunities.

The UpsideRFX external vendor portal is a central location for vendors to obtain information and communicate with you on procurement opportunities.

UpsideRFX, with its easy to use interface and configuration flexibility, greatly improves the visibility and accessibility of your procurement opportunities for suppliers making things easier for your suppliers to work with you.

- **What if I need to make an amendment or change to the RFX document?**

UpsideRFX's flexibility allows changes to be made to an RFX which then creates an amendment document showing only the items that have been added, changed, or deleted from the last version of the RFX. Once amendments are approved they are posted for vendors to access.

- **UpsideRFX looks great but we need to do things a little differently, can you accommodate changes?**

UpsideRFX can meet any business requirement! UpsideRFX provides an exceptional level of configurability allowing us to tailor it to meet your business processes. In the event that this is not enough we can address your requirements through our ongoing product development process (we will work to add your requirements in a subsequent release of the product).

We work with a wide variety of customers and take their requirements and suggestions seriously when planning our product development activities and designs for future product releases. If there is something that you want in UpsideRFX chances are someone has already asked for it – contact us and we can let you know when the next version is scheduled for release and what functionality it will have.

Please [contact us](#) to discuss your specific requirements and the options for meeting them.

- **How quickly can UpsideRFX be implemented?**

Typically, we can implement UpsideRFX within 3 to 15 days of signing a contract. The total time is dependent on the complexity of any interfaces, configuration of business rules and workflow, and training requirements.

[Contact us](#) to discuss your specific situation and we will provide you with an accurate estimate.

- **UpsideRFX sounds great but how much does it cost?**

As you may have noticed, flexibility is a common theme with Upside Software. Our flexibility continues into our pricing models for all our products. We are able to offer solutions to meet any business requirement and budget.

- **How long until I get a full return on my investment?**

UpsideRFX provides incredible value. Your organization will recognize the internal savings immediately, and your suppliers will also benefit.

Return on investment (ROI) will result from savings in your RFX development, supplier interaction, and submission review and evaluation processes, as well as in other areas.

We can assure a full ROI within one year and our goal is to demonstrate immediate positive value and minimize the time it takes to get your full return.

We offer flexible pricing structures to ensure that you get the best value from our products. [Contact us](#) for more information and to discuss your specific situation.