

hardware and software and purchase additional peripherals, such as larger monitors, digital video cameras, and speakers.

Negotiate the Contract

After a thorough evaluation of the proposals, the next step is to negotiate a contract with the top vendor. As noted earlier, since a vendor's response to an RFP isn't legally binding, it's prudent to fold the original RFP and the vendor's proposal into the final contract. Negotiation and the next two phases of the implementation process are covered in more detail in Chapter 8.

Implement the Solution

Implementation is usually a shared activity that requires resources from the vendor, the developer, and the organization. Details of the implementation that should be specified exactly in the negotiated contract include the time line, deliverables, the sign-off procedure, and means of resolving disputes.

Assess Results

Assessing the results of an implementation involves comparing the functional and requirements specifications with what is delivered as well as evaluating the overall effect on the organization, especially the bottom line. Chapter 8 continues the discussion of Knowledge Management from the perspective of the numerous stakeholders involved in a KM initiative and the likely return on investment.

Summary

Technologic solutions to Knowledge Management can be evaluated as part of a nine-phase process that revolves around the RFP. Inside the corporation, the RFP serves as a working document that management