

Request for Proposal (RFP)

1. Instructions for the Buyer

A Request for Proposal (RFP) is a formal request from an agency asking Respondents to propose how their goods or services or works can achieve a specific outcome and meet their budgets. The Buyer may be open to innovative ways of achieving the outcome. Use this template to help you outline the requirements and desired outcomes of the procurement.

A few terms to know. The 'Buyer' is the government agency using this RFP to procure goods or services. The 'Respondent' is the party submitting a Proposal in response to the RFP.

Everything in **RED** is information for the Buyer (that's you). Delete these **RED** parts throughout the document prior to publishing the RFP. Anything shaded in **YELLOW** is customisable. When you have completed these areas please un-shade them.

Delete this 'Instructions for the Buyer' page before releasing your RFP.

Before you release your RFP...

1. Write a procurement plan. ☐
2. Check that this is the right template for the procurement. ☐
3. Review the CUSTOMISABLE sections in this document (the areas shaded YELLOW). ☐

Important

Section 1: Do not change the names and sequence of sub-headings, or paragraph numbering.

Sections 2 to 5: Do not change the Section headings, but you can create your own sub-headings within each Section and change the content to suit your requirements.

4. Complete all sections in this document. ☐
5. Deleted all Buyer instructions and tips (**RED**). ☐
6. Unshaded the customised areas (YELLOW) by using the highlight pen icon. ☐
7. Delete this 'Instructions for the Buyer' page



Request for Proposal (RFP)

by: Luzco illumination

for: Luzco illumination, building and innovation

ref: 2023-4567847

RFP released:	[26 01 2024]
Deadline for Questions:	[12:00 26 02 2024]
Deadline for Proposals:	[12:00 26 03 2024]

Luzco illumination

<https://luzco.es>

C. Artesanos, nº8, P. E, 28660 Prado del Espino, Madrid

28660 - Madrid

The opportunity

Example: BrightSolutions - Commercial Lighting Specialists

Business Overview: BrightSolutions is a company dedicated to providing energy-efficient lighting solutions for commercial enterprises. Our focus is on helping businesses reduce their environmental impact and operational costs through the adoption of innovative lighting technologies.

Products and Services: We offer a range of LED lighting products and lighting control systems tailored to the specific needs of commercial spaces. Our services include lighting audits, design consultations, installation, and ongoing maintenance.

Environmental Impact: BrightSolutions is committed to sustainability. Our LED lighting products consume significantly less energy than traditional lighting sources, leading to reduced carbon emissions. Additionally, our lighting control systems are designed to optimize energy usage based on occupancy and natural light conditions.

Market Opportunity: With the increasing emphasis on sustainable business practices, there is a growing demand for energy-efficient lighting solutions. BrightSolutions aims to partner with businesses seeking to enhance their environmental credentials while realizing long-term cost savings.

Scope of Work: We are seeking a vendor to collaborate on expanding our product line and improving our supply chain efficiency. The selected vendor will assist in sourcing sustainable materials, optimizing manufacturing processes, and ensuring product quality.

Requirements:

- Expertise in supply chain management and sourcing sustainable materials.
- Experience in manufacturing process optimization with a focus on energy efficiency.
- Commitment to environmental responsibility and adherence to ethical sourcing practices.

Timeline: The project is expected to kick off within the next quarter, with a phased approach to product line expansion and supply chain improvements. Regular progress evaluations will be conducted.

Budget: We have allocated a budget of \$50,000 for this project, with a focus on sustainable sourcing, process optimization, and quality assurance.

Submission Instructions: Interested vendors are invited to submit detailed proposals by [deadline], outlining their experience, proposed approach, and a breakdown of costs.

This example highlights a business that contributes to "lightness" by providing energy-efficient lighting solutions to other commercial entities. Adapt the details to align with your specific business concept and industry.

What we need

IlluminateTech, a forward-thinking provider of energy-efficient lighting solutions, is seeking proposals from experienced vendors to develop a web application that enhances our business operations and customer interactions. The selected vendor will play a critical role in bringing our business online and ensuring a seamless digital experience. Key requirements for the web application development project include:

Submission Guidelines: Interested vendors are requested to submit detailed proposals addressing the outlined

requirements. Proposals should include the vendor's relevant experience in web application development, proposed technologies and frameworks, project timelines, and a clear breakdown of associated costs. Submissions are due by 25 03 202, and vendors may be invited for further discussions or presentations.

What we don't want

IlluminateTech is committed to a successful collaboration with a web application development partner. To ensure a clear understanding of our expectations, we outline aspects that do not align with our vision for this project. Vendors are advised to avoid the following:

1. Cookie-Cutter Solutions:

- We do not want generic, one-size-fits-all solutions. Vendors should refrain from providing template-based designs that lack uniqueness or fail to represent the distinctive aspects of IlluminateTech's brand.

2. Compromised Security:

- Security is paramount. We strictly prohibit any compromises in data security, including vulnerabilities in the application that could expose customer information or compromise transaction integrity.

3. Overly Complex User Interfaces:

- While we seek a modern and intuitive design, we do not want overly complex user interfaces that may confuse or overwhelm our customers. The user experience should be seamless and straightforward.

4. Lack of Mobile Responsiveness:

- We explicitly discourage the development of web applications that do not prioritize mobile responsiveness. The application must function seamlessly across various devices to ensure an inclusive user experience.

5. Excessive Dependencies on Third-Party Tools:

- We want to minimize dependencies on third-party tools that could hinder scalability or pose risks to the stability of the application. Vendors should provide a clear list of integrated tools and justify their necessity.

6. Delayed Project Timelines:

- IlluminateTech is working with a specific timeline for the launch of the web application. Vendors should avoid proposing solutions that cannot be delivered within the agreed-upon timeframe.

7. Ambiguous Pricing Structures:

- We do not want proposals with vague or ambiguous pricing structures. Vendors must provide a transparent breakdown of costs, including development, maintenance, and potential additional fees.

8. Non-Compliance with Regulations:

- IlluminateTech operates in compliance with various industry regulations. Vendors must refrain from proposing solutions that may violate these regulations or compromise our commitment to ethical business practices.

Submission Guidelines: Vendors are expected to review and acknowledge these points in their proposals. Any proposal that includes elements contrary to the outlined expectations may be disqualified. IlluminateTech appreciates the attention to detail and commitment to aligning proposals with our requirements.

What's important to us?

IlluminateTech places significant importance on specific values and objectives that we believe are integral to the success of the web application development project. We seek a partner who understands and aligns with the following:

1. User-Centric Design:

- We prioritize a user-centric design approach that focuses on enhancing the overall user experience. Proposals should demonstrate a deep understanding of our target audience and their preferences.

2. Scalability and Future-Proofing:

- Scalability is crucial for our growing business. We prioritize solutions that are not only robust for the present but also scalable to accommodate future updates, increased traffic, and additional features.

3. Innovation and Creativity:

- IlluminateTech values innovation and creativity in design and functionality. Vendors are encouraged to propose imaginative solutions that set our web application apart in terms of both aesthetics and features.

4. Transparent Communication:

- Effective and transparent communication is paramount. We highly value vendors who maintain open lines of communication, providing regular updates on project progress, challenges, and proposed solutions.

5. Adherence to Timelines:

- Meeting project timelines is critical for the success of this collaboration. We seek a vendor who can demonstrate a track record of delivering projects on time and is committed to adhering to our agreed-upon schedule.

6. Quality Assurance and Testing:

- IlluminateTech places a strong emphasis on the quality of the final product. Vendors should outline robust quality assurance and testing processes to ensure a bug-free and reliable web application.

7. Adaptability to Feedback:

- We value vendors who are receptive to feedback and can adapt their approach based on our input. The ability to incorporate feedback during the development process is crucial for achieving the desired outcome.

8. Long-Term Partnership:

- We are seeking a vendor interested in building a long-term partnership. Proposals should reflect a commitment to post-launch support, maintenance, and the potential for future collaboration on updates and expansions.

Submission Guidelines: Vendors are encouraged to address these points explicitly in their proposals, providing detailed explanations of how their approach aligns with the values and objectives outlined by IlluminateTech.

Why should you bid?

Bidding on IlluminateTech's web application development project presents a unique and mutually beneficial opportunity for vendors. We encourage qualified and experienced companies to consider bidding for the following reasons:

1. Market Visibility:

- Successful collaboration with IlluminateTech on this project offers vendors increased market visibility. The project involves the development of a user-friendly and innovative e-commerce platform, contributing to a strong online presence in the sustainable lighting solutions market.

2. Strategic Partnership:

- This project represents more than a one-time engagement. IlluminateTech is actively seeking a strategic, long-term partnership with a web development company that shares our values and commitment to excellence. The selected vendor has the potential to establish a lasting relationship with IlluminateTech for future projects and collaborations.

3. Showcase Your Expertise:

- Bidding on this project allows vendors to showcase their expertise in e-commerce website development, user experience design, and innovative solutions. IlluminateTech is interested in collaborating with a vendor that can bring creative and forward-thinking ideas to the table.

4. Sustainability Emphasis:

- IlluminateTech is dedicated to sustainability, and the selected vendor will have the opportunity to contribute to environmentally friendly initiatives. This project involves the creation of an e-commerce platform for a business specialising in energy-efficient lighting solutions, providing vendors with a chance to align themselves with sustainable practices.

5. Recognition as a Tech Leader:

- The successful vendor will be recognized as a technology leader, contributing to the digital transformation of IlluminateTech's operations. This recognition can significantly enhance a vendor's reputation in the tech industry and attract additional opportunities.

6. Access to a Growing Market:

- The lighting solutions market, especially in the sustainable and energy-efficient segment, is experiencing significant growth. Bidding on this project provides vendors with access to a dynamic and expanding market, potentially leading to increased business opportunities.

7. Collaborative Innovation:

- IlluminateTech values innovation and creativity. The selected vendor will have the chance to collaborate with our team in shaping the future of our online presence. This open and collaborative approach fosters innovation and ensures that the final product meets the highest standards.

Submission Guidelines: Interested vendors are encouraged to highlight their unique selling propositions, relevant experience, and a detailed understanding of how their bid aligns with the goals and values of IlluminateTech. IlluminateTech looks forward to reviewing proposals from vendors committed to excellence, innovation, and sustainable business practices.

A bit about us

Overview: IlluminateTech is a forward-thinking company dedicated to providing sustainable and energy-efficient lighting solutions. Founded in 1984, we have quickly established ourselves as a leader in the industry, driven by a commitment to innovation, environmental responsibility, and customer satisfaction.

Mission Statement: At IlluminateTech, our mission is to revolutionize the lighting industry by offering cutting-edge, eco-friendly solutions that contribute to a more sustainable future. We believe in the power of technology to create positive change and are passionate about delivering products that blend functionality with environmental consciousness.

Core Values: Our core values shape every aspect of our business:

- **Sustainability:** We are committed to minimizing our environmental impact through the use of eco-friendly materials and energy-efficient technologies.
- **Innovation:** We embrace innovation as a driving force, constantly seeking new ways to improve our products and services.
- **Customer-Centricity:** Customer satisfaction is at the heart of what we do. We aim to exceed expectations and build lasting relationships with our clients.
- **Integrity:** We operate with the utmost integrity, ensuring transparency, honesty, and ethical business practices in all our dealings.

Our Products: IlluminateTech specializes in the design and manufacturing of energy-efficient lighting solutions. Our product range includes:

- LED lighting for commercial and residential spaces
- Customized lighting solutions for special projects
- Smart lighting systems with advanced control features

Market Presence: Over the years, IlluminateTech has gained a strong foothold in the market, catering to a diverse clientele ranging from individual consumers to businesses seeking sustainable lighting solutions. Our dedication to quality and sustainability has positioned us as a trusted and reliable provider in the industry.

Project Goals: The current project involves the development of a web application to enhance our online presence and facilitate seamless interactions with our customers. We are excited about this initiative as it aligns with our commitment to staying at the forefront of technological advancements and providing an exceptional online experience for our clients.

Why Collaborate with IlluminateTech:

- **Proven Track Record:** IlluminateTech has a track record of delivering high-quality, sustainable lighting solutions.
- **Innovation Hub:** We foster a culture of innovation and creativity, creating opportunities for collaborative and inventive projects.
- **Sustainability Leadership:** As a leader in sustainable practices, collaborating with IlluminateTech allows partners to contribute to environmentally conscious initiatives.

Contact Information: For any inquiries or further information, please contact: Jon Etxebarria, Head of the

Procurement Department, j.etxebarria@luzco.com, 916 32 20 02.

IlluminateTech welcomes collaboration with vendors who share our values and are committed to excellence in their respective fields.

SECTION 1: Key Information

1.1 Context

- a. This Request for Proposals (RFP) is an invitation to submit a Proposal for the Luzco illumination, building and innovation contract opportunity.
- b. This RFP is a multi-step procurement process.

1.2 Our timeline

Here is our timeline for this RFP (all are Basque Country times and dates):

Respondent briefing session	10:00	15 01 2024
Deadline for Questions	12:00	15 02 2024
Deadline for us to answer questions		01 03 2024
Deadline for Proposals	12:00	15 03 2024
Presentations by shortlisted Respondents (indicative)		01 04 2024
Successful Respondent(s) notified (indicative)		15 04 2024
Expected start date of Contract (indicative)		01 05 2024

1.3 How to contact us

- a. Contact us through our Point of Contact via email.
- b. Our Point of Contact:

Name: Jon Etxebarria
Title/role: Head of the Procurement Department
Email address: j.etxebarria@luzco.com

1.4 Developing and submitting your Proposal

- a. This is an open, competitive tender process.
- b. Take time to read and understand the RFP.
- c. Take time to understand our Requirements. These are in SECTION 2 of this document.
- d. Take time to understand how your Proposal will be evaluated. See SECTION 3 of this document.
- ~~e.~~ For resources on tendering visit <https://luzco.es/proyectos/iluminacion-para-locales-comerciales/>
- f. If you have questions, ask our Point of Contact before the Deadline for Questions (see Section 1.2 above).
- g. Use the Response Form <https://luzco.es/?s=Response+Form> to submit your Proposal.
- h. Complete **and** sign the declaration at the end of the Response Form.
- i. For more information <https://luzco.es/?s=informacion>.
- j. Check you have provided all the necessary information in the correct format and order.
- k. Submit your Proposal before the Deadline for Proposals.

1.5 Address for submitting your Proposal

Submit your Proposal to the following address: j.etxebarria@luzco.com.

We will not accept Proposals sent by post or delivered to our office.

1.6 Our RFP Terms

a. Offer Validity Period

By submitting a Proposal, the Respondent agrees that their offer will remain open for 6 calendar months from the Deadline for Proposals.

b. RFP Terms

By submitting a proposal, the Respondent agrees to the RFP-Terms described in SECTION 6 .

1.7 Later changes to the RFP or RFP process

- a. After publishing the RFP, if we need to change anything or provide additional information, we will let all Respondents know by contacting Respondents by email.

1.8 Defined terms

These are shown using capitals. You can find all definitions at the back of the RFP-Terms.

SECTION 2: Our Requirements

2.1 Background

2.1.1 Purpose of the Web Application: The development of the web application for IlluminateTech serves a crucial purpose in aligning our business operations with evolving market trends and enhancing the overall customer experience. The application is intended to be a central hub for our customers, providing a seamless platform to explore our product offerings, make informed purchase decisions, and engage with IlluminateTech in a meaningful way.

2.1.2 Current Limitations: As of now, IlluminateTech faces certain limitations in our online presence that the web application aims to address. These limitations include:

- Lack of a centralized platform for customers to browse and purchase our products.
- Inefficient customer interaction channels that hinder effective communication.
- Limited opportunities to showcase our commitment to sustainability and innovation online.

2.1.3 Integration with Business Goals: The requirements outlined in this RFP are intricately tied to IlluminateTech's broader business goals. These include:

- Expansion of our market reach by providing a convenient and accessible online platform for customers.
- Strengthening IlluminateTech's brand identity through a visually appealing and user-friendly website.
- Facilitating e-commerce transactions to drive revenue growth while maintaining our commitment to sustainability.

2.1.4 Customer Expectations: IlluminateTech has identified key expectations from our customers that the web application should address:

- Intuitive navigation and a user-friendly interface to enhance the overall customer experience.
- Clear presentation of product information, specifications, and pricing.
- Secure and efficient online transaction capabilities.
- Timely and relevant communication channels, including order updates and notifications.

2.1.5 Industry Trends: The requirements are also influenced by current trends in the e-commerce and sustainable business sectors. We seek to incorporate features that align with industry best practices, ensuring that the web application remains relevant and competitive.

2.1.6 Regulatory Compliance: IlluminateTech operates within the framework of various industry regulations, and the web application must adhere to these standards. Regulatory compliance is a non-negotiable requirement to ensure the ethical and legal operation of our online platform.

2.1.7 User Feedback and Testing: User feedback from our existing online platforms and testing insights have played a crucial role in shaping the requirements. The web application should reflect a synthesis of customer preferences, usability studies, and best practices identified through testing methodologies.

2.1 Key outcomes

2.2.1 Enhanced User Experience: The primary outcome we seek is a significantly improved user experience for visitors to the IlluminateTech web application. This encompasses:

- Intuitive navigation for seamless exploration of our product catalog.
- Responsive design ensuring optimal performance on various devices.
- Streamlined user journeys leading to increased customer satisfaction.

2.2.2 Increased Conversion Rates: The web application should contribute to higher conversion rates by providing a user-friendly and trustworthy platform for customers to make informed purchase decisions. Key outcomes include:

- Improved product presentation leading to higher engagement.
- Simplified and secure online transaction processes.

2.2.3 Strengthened Brand Presence: A key goal is to strengthen IlluminateTech's brand presence in the online sphere. The web application should:

- Consistently reflect our brand identity through design elements and messaging.
- Showcase our commitment to sustainability, innovation, and high-quality products.

2.2.4 Expanded Market Reach: The web application is expected to serve as a catalyst for expanding our market reach by:

- Attracting new customers through effective search engine optimization (SEO) strategies.
- Increasing online visibility and awareness of IlluminateTech's sustainable lighting solutions.

2.2.5 Efficient Customer Interaction: Efficient and effective customer interaction is a critical outcome, including:

- Seamless communication channels for inquiries, support, and feedback.
- Timely order notifications, shipment updates, and post-purchase engagement.

2.2.6 Robust E-Commerce Functionality: Key outcomes related to the e-commerce functionality of the web application include:

- A secure and user-friendly shopping cart system.
- Integration with a reliable payment gateway to facilitate smooth transactions.

2.2.7 Scalability and Future-Proofing: The web application should be designed with scalability in mind, ensuring it can:

- Accommodate an expanding product catalog and customer base.
- Easily incorporate future updates, features, and technological advancements.

2.2.8 Analytics and Reporting: Implementing robust analytics and reporting capabilities is essential for:

- Gaining insights into customer behavior and preferences.

- Making data-driven decisions to enhance the overall performance of the web application.

2.2.9 Regulatory Compliance: Ensuring compliance with industry regulations and data protection standards is a non-negotiable outcome. The web application must:

- Adhere to relevant legal frameworks governing e-commerce and customer data protection.

2.2 What we require from a Respondent:

2.3.1 Past Projects: Provide a detailed overview of your company's past projects related to web application development, specifically highlighting those with similarities to our current requirements. Include:

- Project names, descriptions, and objectives.
- Technologies used and your role in the development.
- Outcomes and key achievements.

2.3.2 Case Studies: Include relevant case studies that showcase your ability to meet client expectations and deliver successful outcomes. Each case study should cover:

- Project challenges and how they were overcome.
- Innovation and unique aspects of the solution.
- Client testimonials or references.

2.3.3 Client References: Supply a minimum of three client references for projects similar in scope and complexity to ours. Include the following information:

- Client name, contact person, and position.
- Project details, duration, and your role.
- Overall client satisfaction and any ongoing relationships.

2.3.4 Industry Recognition: Highlight any industry recognition, awards, or certifications that reflect your company's excellence in web application development. Provide details on:

- Specific awards received and the criteria for recognition.
- Certifications relevant to our project requirements.

2.3.5 Relevance to IlluminateTech: Explain how your past projects and track record align with IlluminateTech's business, mission, and values. Demonstrate an understanding of the unique aspects of our industry and how your experience positions you as an ideal partner.

2.3.6 Challenges and Solutions: Describe any challenges faced during past projects and the strategies employed to overcome them. This section aims to assess your problem-solving abilities and adaptability in different project scenarios.

2.3.7 Long-Term Success: Provide insights into the long-term success and sustainability of the solutions implemented in your past projects. This includes post-launch support, updates, and the continued effectiveness of the implemented solutions over time.

2.3.8 Continuous Improvement: Outline any measures or practices your company adopts for continuous improvement. This may include feedback mechanisms, post-project evaluations, and strategies for staying abreast of industry advancements.

2.3.9 Lessons Learned: Share key lessons learned from past projects and how they have informed your approach to subsequent endeavors. This information provides insights into your company's commitment to learning and growing from experiences.

2.3.10 Scalability: Demonstrate your experience in developing scalable solutions that accommodate growth and changing business needs. Provide examples of how scalability was considered in past projects.

We are looking for Respondents with more than five years of experience in the global digitization

a. capability

a.1 Technical Expertise: Demonstrate your company's technical expertise relevant to web application development, including:

- Proficiency in programming languages and frameworks.
- Experience with e-commerce platforms and technologies.
- Knowledge of security best practices in web development.

a.2 Team Composition: Outline the composition of your project team, specifying:

- Key team members, their roles, and relevant qualifications.
- Previous collaborative experiences within the team, if applicable.
- Roles and responsibilities in the context of web application development.

a.3 Project Management Approach: Describe your project management approach, emphasizing:

- Methodologies employed in project planning and execution.
- Communication and collaboration tools used for team coordination.
- Strategies for mitigating project risks and ensuring timelines are met.

a.4 Scalability Solutions: Provide insights into your approach to developing scalable solutions, covering:

- Strategies for accommodating an expanding product catalog and user base.
- Experience with projects that required scalability and growth-oriented solutions.

a.5 Quality Assurance and Testing: Detail your approach to quality assurance and testing, including:

- Methods employed to ensure the robustness and reliability of web applications.
- Testing phases, methodologies, and tools used for comprehensive quality assurance.

a.6 Security Measures: Demonstrate your commitment to security by outlining:

- Security measures implemented in past projects to protect user data and transactions.
- Compliance with industry standards and regulations related to online security.

a.7 Innovation and Creativity: Highlight instances where your company has demonstrated innovation and creativity in web application development, showcasing:

- Unique features or functionalities incorporated into past projects.
- Contributions to cutting-edge technologies within the web development sphere.

a.8 Collaboration Experience: Provide examples of successful collaborations with other businesses, emphasizing:

- Effective communication and collaboration with clients and stakeholders.
- Your ability to work seamlessly within a collaborative framework.

a.9 Post-Launch Support: Detail your approach to post-launch support, including:

- Maintenance strategies for ensuring the ongoing effectiveness of the web application.
- Protocols for addressing and resolving issues post-launch.

a.10 Industry Knowledge: Demonstrate your understanding of the lighting solutions industry and its unique requirements. Share insights into how your company will align with IlluminateTech's specific industry needs.

We are looking for Respondents with knowledge and skills to build the different components necessary for the digitization of a franchise.

b. capacity

b.1 Workload and Current Commitments: Provide an overview of your current workload and commitments, including:

- The number of ongoing projects and their respective stages.
- Any potential conflicts or overlapping timelines with this project.

b.2 Project Team Availability: Assure the availability of your project team by specifying:

- The number of dedicated team members assigned to our project.
- The expected level of commitment in terms of hours per week or milestones.

b.3 Resource Scalability: Outline your ability to scale resources based on project requirements, addressing:

- Flexibility in increasing or reallocating resources during peak periods.
- Protocols for maintaining consistent quality while scaling resources.

b.4 Technology Infrastructure: Detail your technology infrastructure, covering:

- Hardware and software capabilities.
- Cloud services, if utilized, and their scalability for potential growth.

b.5 Collaboration Tools: Specify the collaboration tools and communication channels you employ to facilitate:

- Seamless interaction among project team members.
- Effective communication with IlluminateTech stakeholders.

b.6 Risk Management Strategies: Demonstrate your capacity to manage risks associated with the project by outlining:

- Strategies for identifying and mitigating potential risks.
- Protocols for handling unexpected challenges during development.

b.7 Financial Stability: Ensure your financial stability to handle the financial aspects of the project, including:

- Transparency regarding your company's financial standing.
- The ability to manage project costs within the proposed budget.

b.8 Contingency Plans: Provide information on contingency plans in place for unforeseen circumstances such as:

- Team member unavailability or turnover.
- Technological disruptions or unforeseen challenges.

b.9 Time Management: Demonstrate your capacity to manage project timelines by showcasing:

- Historical adherence to project timelines.
- Protocols for maintaining timelines in the face of unexpected delays.

b.10 Support and Maintenance Infrastructure: Detail the infrastructure in place to support ongoing maintenance, covering:

- Protocols for addressing bugs, updates, and maintenance requests post-launch.
- The availability of support staff for timely issue resolution.

We are looking for Respondents with CMMI level 2 or higher certification.

c. solution

c.1 Executive Summary: Provide a concise executive summary of your proposed solution, including:

- An overview of your approach to developing the IlluminateTech web application.
- Key strengths that set your solution apart.

c.2 Technical Approach: Detail your technical approach to web application development, covering:

- Programming languages, frameworks, and technologies to be utilized.
- Specific features and functionalities aligned with IlluminateTech's requirements.
- Scalability considerations to accommodate future growth.

c.3 Project Management Methodology: Outline your project management methodology, including:

- Phases and milestones throughout the development lifecycle.
- Communication and collaboration strategies.
- Protocols for addressing potential challenges and risks.

c.4 User Experience (UX) Design: Describe your approach to creating an enhanced user experience, addressing:

- Intuitive navigation and user interface design.
- Strategies for ensuring accessibility and responsiveness across devices.
- Protocols for gathering and incorporating user feedback.

c.5 E-Commerce Functionality: Explain how your solution will meet IlluminateTech's e-commerce needs, specifying:

- Secure payment gateway integration.
- Shopping cart functionality and checkout processes.
- Features to enhance the overall online purchasing experience.

c.6 Security Measures: Detail the security measures integrated into your solution, covering:

- Data encryption protocols to protect user information.
- Authentication and authorization mechanisms.
- Compliance with industry standards for online security.

c.7 Innovation and Creativity: Highlight innovative elements of your solution, such as:

- Unique features that differentiate your proposal.
- Creative approaches to addressing IlluminateTech's specific requirements.

c.8 Quality Assurance and Testing: Outline your quality assurance and testing processes, including:

- Testing methodologies for ensuring robustness and reliability.
- Protocols for identifying and resolving potential issues before launch.
- Strategies for ongoing quality assurance post-launch.

c.9 Post-Launch Support: Describe your approach to post-launch support and maintenance, covering:

- Protocols for addressing bugs, updates, and user support.
- Service level agreements for response times and issue resolution.
- Long-term strategies for maintaining the effectiveness of the web application.

c.10 Sustainability Considerations: Address any sustainability considerations integrated into your solution, such as:

- Eco-friendly features or practices.
- Suggestions for minimizing the environmental impact of the web application.

d. Broader Outcomes

d.1 Environmental Sustainability: Highlight how your proposed web application aligns with environmental sustainability, including:

- Measures taken to minimize the environmental impact.
- Eco-friendly features or practices integrated into the solution.
- Strategies for promoting sustainability within the IlluminateTech web application.

d.2 User Empowerment and Education: Demonstrate how your solution empowers users and provides educational value by:

- Incorporating user-friendly interfaces for easy navigation and understanding.
- Implementing features that educate users about IlluminateTech's sustainable lighting solutions.
- Strategies for fostering a sense of empowerment and environmental consciousness among users.

d.3 Market Growth and Visibility: Explain how the proposed web application contributes to market growth and visibility by:

- Enhancing IlluminateTech's online presence.
- Attracting new customers through effective digital marketing and SEO strategies.
- Leveraging the web application as a tool for market expansion and increased brand recognition.

d.4 Social Responsibility: Outline any social responsibility initiatives integrated into your solution, including:

- Features that promote inclusivity and accessibility.
- Strategies for fostering community engagement through the web application.
- Contributions to social causes or partnerships that align with IlluminateTech's values.

d.5 Technological Advancements: Discuss how your solution contributes to technological advancements within IlluminateTech by:

- Implementing cutting-edge technologies and features.
- Strategies for future-proofing the web application against technological obsolescence.
- Opportunities for collaborative innovation and continuous improvement.

d.6 Positive Impact on IlluminateTech's Operations: Describe how the proposed web application positively impacts IlluminateTech's day-to-day operations by:

- Streamlining processes and improving efficiency.
- Providing valuable insights through analytics and reporting features.
- Enhancing internal communication and collaboration.

d.7 Long-Term Partnership Opportunities: Discuss the potential for establishing a long-term partnership beyond the initial web application development by:

- Offering ongoing support and maintenance services.
- Identifying opportunities for future collaboration on additional projects.
- Strategies for building a lasting and mutually beneficial relationship with IlluminateTech.

d.8 Industry Influence: Address how your solution positions IlluminateTech as an influential player in the lighting solutions industry by:

- Leveraging the web application to showcase leadership and innovation.
- Strategies for staying at the forefront of industry trends and advancements.
- Contributions to industry discussions and initiatives.

d.9 Enhanced Customer Relationships: Explain how the proposed web application strengthens IlluminateTech's relationships with customers by:

- Facilitating seamless and positive customer interactions.
- Providing personalized and responsive customer support.
- Strategies for building loyalty and fostering long-term customer relationships.

2.3 Other information

a. We estimate the quantity of deliverables for the IlluminateTech web application development project to include:

- A fully functional and tested web application meeting the outlined requirements.
- Comprehensive documentation covering system architecture, coding standards, and user guides.
- Ongoing support and maintenance services for a specified duration post-launch.
- Any additional features or customizations as mutually agreed upon during the development process.

The estimated quantity is subject to negotiation and adjustment based on the proposals received and subsequent discussions with the selected vendor. Vendors are encouraged to provide detailed breakdowns of their proposed deliverables and associated timelines for each phase of the project.

b. The services must be delivered to C. Artesanos, nº8, Prado del Espino, Madrid, 28660.

c. Payment will be monthly on invoice.

2.4 Contract term

We expect that the Contract will commence 05/2024. The anticipated Contract term and options to extend are:

Description	Years
Initial term of the Contract	1
Options for us to extend the Contract	2
Maximum term of the Contract	3

2.5 Contract value

We estimate the value of this Contract to be €100000 plus GST for the initial term, and €100000 plus GST in aggregate if all renewals and extensions are taken up.

2.6 Key deliverables

Description	Indicative date for delivery
Fully Functional Web Application/Module acceptance/building and innovation and project web	31 06 2024
Documentation Package/Module acceptance/Project web completed	31 10 2024
Quality Assurance Reports/Module acceptance/Integrated into prototype	31 04 2025
Post-Launch Support and Maintenance Plan/Module acceptance/Project web completed	31 05 2025
Training Materials/Module acceptance/Integrated into prototype	31 06 2025

2.7 Other tender documents

These documents have been uploaded on GETS and are available to Respondents – they form part of this RFP. These include:

- a. RFP Response form.

Please find attached the RFP Response Form, which serves as a structured template for respondents to complete their proposals. The form includes sections for providing company details, project approach, team qualifications, and pricing information. Respondents are required to fill out the form comprehensively and submit it along with their proposal documents

- b. Pricing Schedule.

Attached is the Pricing Schedule document outlining the proposed pricing structure for the web application development project. The pricing schedule includes an itemized breakdown of costs, cost estimates for each phase of the project, payment terms, and conditions. Respondents are requested to provide clear and transparent pricing information in accordance with the outlined requirements.

c. List any other documents or useful information that you think will be relevant to the Respondent in relation to this RFP].

1. In addition to the RFP Response Form and Pricing Schedule, respondents may find the following documents and information relevant to preparing their proposals:
 - Technical Specifications Document: Provides detailed technical requirements and specifications for the web application development project.
 - Sample Contract: Offers a template contract outlining terms and conditions for the engagement, including project scope, deliverables, timelines, and payment terms.
 - Non-Disclosure Agreement (NDA): Specifies confidentiality obligations to protect sensitive information shared during the proposal process.
 - Submission Instructions: Provides guidance on how to format and submit proposals, including preferred file formats, submission deadlines, and contact information for inquiries.
 - IlluminateTech Business Overview: Offers insights into IlluminateTech's business operations, values, and objectives to help respondents align their proposals with our organization's goals.

Please review these documents carefully and ensure that all required information is included in your proposal submission. Should you have any questions or require further clarification, please don't hesitate to contact us at j.etxebarria@luzco.com.

2.8 Delivery location

We anticipate the Respondent will need to deliver the goods or services to these locations:

Location	What is being delivered here?
C. Artesanos, nº8, P. E, 28660 Prado del Espino, Madrid	building and innovation and project web

SECTION 3: Our Evaluation Approach

This section sets out the Evaluation Approach that will be used to assess Proposals.

3.1 Pre-condition

(See Rule 28: Pre-conditions for more information).

Each Proposal must meet the following pre-conditions. We will not consider Proposals which fail to meet these conditions.

#	Pre-conditions
1.	The Respondents have legal and financial capacity
2.	The Respondents have appropriate technical skills or expertise or relevant experience
2.1	The Respondents has a valid CMMI or SPICE level 2 or higher accreditation
2.2	The development life cycle strictly complies with the OpenUP methodolo

3.2 Evaluation mode

Evaluation model
Price quality method

3.3 Broader Outcomes

(See Rule 16: Broader Outcomes for more information)

We will evaluate Proposals which promote Broader Outcomes. These may be social, environmental, cultural or economic.

3.4 Evaluation criteria

We will evaluate Proposals according to the following criteria and weightings.

Criteria	Weighting
Technical Expertise: <ul style="list-style-type: none">• Demonstrated experience and proficiency in web application development, particularly in the e-commerce domain.• Expertise in relevant programming languages, frameworks, and technologies.• Capability to meet the technical requirements and specifications outlined in the RFP.	30%
Project Approach and Methodology : <ul style="list-style-type: none">• Clarity and comprehensiveness of the proposed project approach and methodology.• Alignment of the proposed approach with IlluminateTech's objectives and requirements.• Strategies for project management, communication, and risk mitigation.	25%
Team Qualifications and Experience: <ul style="list-style-type: none">• Qualifications and experience of key team members assigned to the project, including developers, designers, and project managers.• Previous experience working together as a cohesive team on similar projects.• Capacity to allocate resources effectively and meet project timelines.	20%
Innovation and Creativity: <ul style="list-style-type: none">• Innovative features or functionalities proposed for the web application.• Creativity in addressing IlluminateTech's specific requirements and challenges.• Potential for the proposed solution to add value and differentiate IlluminateTech in the market.	15%
Cost-effectiveness and Value: <ul style="list-style-type: none">• Clarity and transparency of the proposed pricing structure.• Cost-effectiveness of the proposed solution relative to the expected benefits and outcomes.• Value-added services or benefits offered beyond the basic project requirements	10%
Total weightings	100%

3.5 Scoring

Rating	Definition	Score
EXCELLENT	<ul style="list-style-type: none">• Demonstrates exceptional proficiency and expertise in all aspects of the evaluation criteria.• Proposal exceeds expectations and offers innovative solutions that add significant value to the project.• Minimal or no reservations regarding the proposed approach, team qualifications, or cost-effectiveness.	9-10
GOOD	<ul style="list-style-type: none">• Shows strong competency and effectiveness in addressing the evaluation criteria.• Proposal meets or exceeds most of the requirements and demonstrates a solid understanding of the project objectives.• Some minor reservations may exist but do not significantly detract from the overall quality and suitability of the proposal.	7-8
ACCEPTABLE	<ul style="list-style-type: none">• Meets the minimum requirements outlined in the RFP and adequately addresses the evaluation criteria.• Proposal demonstrates competency but may lack depth or innovation in certain areas.• Some reservations may exist regarding aspects of the proposed approach, team qualifications, or cost-effectiveness.	5-6
RESERVATIONS	<ul style="list-style-type: none">• Raises concerns or uncertainties regarding specific aspects of the proposal.• Proposal may lack clarity, consistency, or sufficient detail in addressing certain evaluation criteria.• Significant reservations exist regarding the proposed approach, team qualifications, or cost-effectiveness.	3-4
SERIOUS RESERVATIONS	<ul style="list-style-type: none">• Significantly falls short of meeting the requirements or expectations outlined in the RFP.• Proposal demonstrates fundamental deficiencies or weaknesses in addressing key evaluation criteria.• Serious concerns exist regarding the proposed approach, team qualifications, or cost-effectiveness.	1-2
UNACCEPTABLE	<ul style="list-style-type: none">• Fails to meet the minimum requirements or is completely unsuitable for the project.• Proposal poses significant risks or concerns that render it unacceptable for further consideration.	0

3.6 Price

If a Respondent offers a substantially lower price than other Proposals, we may make enquiries or require additional evidence to verify that the Respondent can meet all the Requirements and conditions of the Proposed Contract for the price quoted. Note: Any claims made about price must be clear, accurate and unambiguous. Prices must include or be clear about Goods and Services Tax (GST).

3.7 Due diligence

3.7.1 Vendor Qualifications:

Provide details of the due diligence process that potential vendors must undergo to demonstrate their qualifications for the project. This may include:

- Submission of company profiles, including information on experience, expertise, and track record in web application development.
- Verification of relevant certifications, licenses, or accreditations.
- References from previous clients or projects demonstrating successful outcomes and customer satisfaction.

3.7.2 Financial Stability:

Outline the requirements for assessing the financial stability of potential vendors, including:

- Submission of financial statements, such as balance sheets, income statements, and cash flow statements, to demonstrate financial health and stability.
- Verification of creditworthiness and ability to meet financial obligations associated with the project.

3.7.3 Legal and Compliance Checks:

Specify the legal and compliance checks that potential vendors must undergo, including:

- Confirmation of compliance with relevant laws, regulations, and industry standards related to web application development and e-commerce.
- Verification of insurance coverage, including professional liability insurance, to mitigate potential risks and liabilities.

3.7.4 Conflict of Interest Disclosure:

Require potential vendors to disclose any actual or potential conflicts of interest that may impact their ability to impartially execute the project. This may include:

- Identification of any existing or past relationships with IlluminateTech or its affiliates that could pose a conflict of interest.
- Disclosure of involvement in competing projects or partnerships that may create conflicts of interest.

3.7.5 Security and Data Privacy Measures:

Ensure that potential vendors have robust security and data privacy measures in place to protect sensitive information. This may include:

- Confirmation of compliance with relevant data protection laws and regulations, such as GDPR or CCPA.
- Documentation of security protocols, encryption methods, and access controls to safeguard data against unauthorized access or breaches.

3.7.6 Due Diligence Timeline:

Provide a timeline for completing the due diligence process, including key milestones and deadlines for submitting required documentation and information. This ensures that the evaluation process remains on schedule and allows sufficient time for thorough assessment of potential vendors

SECTION 4: Pricing information

4.1 Pricing information provided by Respondents

- a. Respondents must use the Pricing Schedule provided.
- b. The Pricing Schedule must show a breakdown of all costs, fees, expenses and charges. Include an analysis of the total cost of ownership over the project lifecycle, taking into account not only upfront development costs but also ongoing support, maintenance, and potential future enhancements. It must also clearly state the total Contract price exclusive of GST.
- c. Where the price is based on fee rates, specify all rates, either hourly or daily or both as required.
- d. Respondents must show how they will manage risks and contingencies related to the delivery of the Requirements.
- e. Respondents must document all assumptions and dependencies that affect its pricing and/or the total cost to us. In other words, if the Respondent would expect us to pay more than the quoted price or estimate if particular assumptions or dependencies are not satisfied, the Respondent must call out those assumptions and dependencies.
- f. Respondents must tender prices in NZ\$. Unless otherwise agreed, we will arrange contractual payments in NZ\$.
- g. Respondents may submit a pricing approach that is different to the Pricing Schedule, however, the Respondent must also submit a Pricing Schedule that conforms.

SECTION 5: Our Proposed Contract

5.1 Proposed Contract

The Proposed Contract that we intend to use for this procurement is attached to this RFP (via GETS).

In submitting your Proposal you must let us know if you wish to question or negotiate any of the terms or conditions in the Proposed Contract or wish to negotiate new terms or conditions.

The RFP Response Form contains a section for you to state your position. If you do not state your position you will be deemed to have accepted the terms and conditions in the Proposed Contract in full.

SECTION 6: RFP Terms

View the [RFP Terms](#) dated 8 02 2024.