THE A-TEAM  
 Meeting Future Global Software Needs Today

456 Stewart Street | Tampa, Florida | 12345

March 12, 2017

Wayne Pollock, VP Marketing

Example Corporation

123 Main Street

Tampa, FL 12345

RE: RFP #1074-2 Voice Mail System

Dear Mr Pollock,

We look forward to working with Example Corporation and supporting your efforts to improve your employee voice messaging system. We offer exemplary integrated CRM, JIT Inventory management, and training and support services. We are confident that we can meet the challenges ahead, and stand ready to partner with you in delivering an effective voice messaging support solution.

If you have questions on this proposal, feel free to contact me at your convenience. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

Sharon Tender

Sr. Testing Software Engineer

Proposal Attached

The A-Team

www.a-team.com

March 12, 2017

RFP #1074-2 Voice Mail System

VOICE MAIL SOFTWARE PROPOSAL

The A-Team Proposal

The A-Team  
Voice Mail Software Proposal

For Example Corporation, Tampa, Florida

Contact for Example Corp:

Wayne Pollock, VP Marketing

wpollock@example.com

Proposal Delivery to:

Betty Boop, VP Technologies

bboop@example.com

123 Main Street

Tampa, FL 12345

Contact for The A-Team:

Sharon Tender, Sr. Testing Software Engineer

sharon.tender@The a-team.com

456 Stewart Street

Tampa, FL 12345

Ph 456-125-8998

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# Overview

The A-Team is pleased to submit this proposal for voice messaging software to Example Corporation. We will strive to present a clear and concise description of our plan to help you reach and exceed your goals to update your current voice messaging system.

## The Basic Voice Mail Objectives

Develop a voice mail system with the following capabilities:

* Need #1: Support password security features
  + Ability to create and change passwords
* Need #2: Support incoming voice messages
  + Play incoming voice messages
  + Delete incoming voice messages
* Need #3: Support User Greeting for voice messages
  + Record outgoing message
  + Delete outgoing message
  + Update outgoing message
* Need #5: Create Administrator voice messaging support
  + Support password security features for Admins
  + Activate voice mailbox
  + Deactivate voice mailbox
  + Access to employee voice mailbox
    - Play and copy selected messages
* Need #6: Create non-volatile persistent storage through CRUD
  + Create, Read, Update and Delete voice mail data saved to a server
* Need #7 Training
  + Administrators – onsite training
  + Employees – manuals only

# Our Proposal

## The Solution

In addition to the Basic Voice Mail Objectives listed above, The A-Team proposes the following recommendations in order for us to provide the top notch service you deserve.

* Recommendation #1: Ability to black-list soliciting phone calls
* Recommendation #2: Employee smart phone app specifically designed for your corporation
* Recommendation #3: Provide an intuitive UX system that requires minimal training for users

## The Features

One sentence discription.

* Feature #1:
* Feature #2:
* Feature #3:

## The Benefits

One sentence discription.

* Benefit #1:
* Benefit #2:
* Benefit #3:

## Hosting

We team up with GitDaddy for all our customers that require server hosting. GitDaddy has proven to be a reliable partner who has experience hosting in over 5 nations with over 20,000 sq. ft. of dedicated server space spread out into 3 states and 2 countries in order to provide redundancy for their clients.

* + GitDaddy
  + 125 Central Ave.
  + Phoenix, AZ 82345
  + 526-564-4568

GitDaddy’s commitment to it’s clients:

* Back-up timeline: Every Sunday morning at 2am
  + Additional back-ups are performed based on potential weather events
* With 5 locations in 2 countries, we do not experience downtime.
* We perform rutine software updates monthly.
* We have tech support for 6 different languages available 8am eastern time to 5pm western time. Emergency support 24/7.
* Our server locations are housed in unmarked buildings. Employees must pass a level 3 security background check. Our call center technitians must pass level 1 security background check.
* We maintain high-speed direct connection to the internet with a firewall at each location.

## Timeline for Execution

Key project dates are outlined below. Dates are best-guess estimates and are subject to change until a contract is executed.

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Start Date | End Date | Payment |
| <Project Start> | 05-15-2017 |  |  |
| Milestone 1 - Requirements |  |  | $2,000 |
| Milestone 2 – WireFrame design |  |  | $2,000 |
| Phase 1 Complete |  | 02-01- 2018 | $10,000 |
| Milestone 3 – Testing |  |  | $3,000 |
| Milestone 4 – Site Developement |  |  | $3,000 |
| Phase 2 -- Deliver Product to client |  |  | $5,000 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Supplied Material

The following materials are to be supplied by Example Corporation for this project. For The A-Team to meet project milestones, this material must be supplied on schedule. The due dates included in the following table represent our best guess based on current proposed project dates:

|  |  |
| --- | --- |
| Materials to be supplied by Example Corporation | Due Date\* |
| Phones (need this to determine the technology to use) |  |
|  |  |
|  |  |

\*We cannot be responsible for cost overruns caused by client’s failure to deliver materials by agreed-upon due dates.

# Pricing

The following table details the pricing for delivery of the services outlined in this proposal. This pricing is valid for <## days> from the date of this proposal:

|  |  |
| --- | --- |
| Basic Voicemail System Cost | Price |
| Basic Voicemail Software System | $25,000.00 |
|  |  |
| Total Basic Voicemail System | $25,000.00 |
| **Expansion Pack Additional Cost** |  |
| Recommendation #1 |  |
| Recommendation #2 |  |
| Recommendation #3 |  |
| Recommendation #4 |  |
| Recommendation #5 |  |
| Recommendation #6 |  |
| Hosting (provided by GitDaddy, based on < 45,000 mb of transfer data) | 5,000/yearly |
| Total Expansion Pack Services Costs |  |
| **Services Cost <Category #3>** |  |
|  |  |
| Total Services for both Basic and Expansion Pack Voicemail |  |
| Total |  |

*Disclaimer: The prices listed in the preceding table are an estimate for the services discussed. This summary is not a warranty of final price. Estimates are subject to change if project specifications are changed or costs for outsourced services change before a contract is executed.*

# Qualifications

The A-Team has continually proven to be an industry leader for communication software development.

## References

Below are three examples of our voicemail system innovations and reference informations:

* Sims’s Sunglass Shack
  + Developed unique communication system where phones with a display interface are attached to each employee wrists so they never miss a potential client. The employee taps a button on the wrist screen to answer call then communicate with caller using Blue-tooth ear-bud. The device automatically hangs up the call when the hand extends to their side. The device would pulse lightly if the employee had a voice message.
  + John Sims, CEO
  + 123-456-7891
* Ray Jenkins
  + Ray is def so we developed a system that alerted him to phone calls via a light in his glasses. When he answered the call, his glasses shaded a bit so he could read the caller’s phone number. With a hand-wave across in front of him, the call was answered. As the caller spoke, the words were typed across his lenses. He replied to calls by typing on a keyboard wrapped around his lower arm. The keyboard was made for one-handed typing and was immediately read by the computer to the caller.
  + Ray Jenkins
  + 789-456-1236
* Mars Travel Agency
  + Our client needed a way to reach their space travelers on Mars. The A-Team developed a new innovated way to send a transmission utilizing the speed of light. The message was encapsulated into a light photon and sent in a laser beam to an Earth satellite, a high powered laser beam was then sent to the Mars satellite which in turn sent the beam to the traveler on the planet. Message speeds were between 5 and 10 minutes depending planet positions.
  + Buzz Alldrone
  + 456-897-4523

## Organizational Capacity

* 45,000 sq. ft. warehouse for equipment, located in Riverview, FL
* 5,000 sq. ft. office space for employees Located in Tampa, FL
* 3,000 employees

## Full-time staff

Organizational chart attached.

* 2,500 full time
* 250 part-time
* 100 interns
* 150 contract

## Company profile

* 15 years in business
* Software development in communications

## Staff Devoted to Example Corporation

* 1% of our development staff will be devoted to project

## Team

* Flavio Aquino, Sr. Data Integration Software Engineer
  + Roll: Implement Design
  + 23 yrs. experience designing database design applications for Fortune 500 companies across the North and South American continents
* Sharon Tender, Sr. Testing Software Engineer
  + Roll: Test Software
  + 21 yrs. experience performing testing applications and implementing TDD for AT&T, Verizon and Brighthouse communications
* Frank Castillo, Sr. Full Stack Software Engineer
  + Roll: Design Software
  + 28 yrs. experience designing automated voice activated systems for NASA’s space communication division

## Project Management Process

* We implement an Agile work philosophy.

## Percent of total revenue derived from voicemail/PBX developments

* 30%

## Planned IPOs, mergers or acquisitions.

* none

## Hardware/Software vendor partnerships

* We produce everything in-house in order to have total quality control of our software

## Testing and Support

* We provide all testing prior, during, and post coding
* We provide training to administrators and support up to 1 year of delivering final product

## Service level agreement (SLA) structure

## List any terms and conditions.

The prices listed in this proposal are an estimate for the services discussed. This summary is not a warranty of final price. Estimates are subject to change if project specifications are changed or costs for outsourced services change before a contract is executed.