#### <THE COMPANY>

Telematics solution

#### Request for Proposals

<DATE>

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**<THE COMPANY> Solutions Initiative – Request for Proposals**

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**Attachments**

1. Request for Proposals Appendix I - Requirements Questionnaires
2. Request for Proposals Appendix II - Cybersecurity Requirements Matrix

# 1. Introduction

This request for proposals (RFP) document is intended to provide an overall framework and a set of rules and guidelines for the submission of proposals to the <THE COMPANY> by select vendors to provide a telematics solution for <THE COMPANY>.

## 1.1 <THE COMPANY> Background

<Insert information here>

## 1.2 <THE COMPANY> Organization

<Insert information here>

# 2. Project Information

<Insert information here>

## 2.1 Project Overview

<Insert information here>

## 2.2 Project Objectives

<Insert information here>

## 2.3 Context of Proposal

<Insert information here>

## 2.4 Project Constraints and Assumptions

The following are key constraints and assumptions for this RFP:

* <Insert information here>
* ….

## 2.5 Scope of Work

<THE COMPANY> seeks a prospective vendor to address the following requirements and tasks:

* <Insert information here>
* Provide on-going technical support to address any defects and/or other issues
* ….

## 2.6 Project Start

The project is estimated to start on or after <date>

## 2.7 <THE COMPANY> Contacts

The following is the primary point of contact (POC) for this proposal process. The vendors may contact this individual for clarifications of any information which has been provided in the context of this RFP.

**Contact**

|  |  |
| --- | --- |
| **Name:** |  |
| **Title:** |  |
| **E-mail Address:** |  |
| **Phone:** |  |
| **Mobile:** |  |

## 2.8 Vendor Responsibility

The vendor is solely responsible for fulfillment of the contract. These contract requirements cannot be subcontracted by the vendor without the prior written approval of <THE COMPANY>.

## 2.9 Third Party Resources

Any third party resources cannot be used by the vendor without the prior written approval of <THE COMPANY>. If any work contemplated under this RFP is to be completed by third party resources, those resources must be clearly identified, their roles clearly delineated, and a comprehensive management plan must also be included in the proposal addressing the risks and issues associated with the utilization of third party resources.

## 2.10 Confidentiality of Proposals

All submitted proposals are classified as competitive sealed proposals and are considered confidential. The contents will not be disclosed to other vendors or 3rd parties unless required by law or with written approval of the provider.

## 2.11 Closing Date for Receipt of Proposals

The closing date for the return of proposals is the <date> by <time> <time zone>. All proposals must have been submitted by this deadline to be considered.

## 2.12 Evaluations of Proposals

The proposal will be evaluated in accordance with the criteria set out in Section 6, Evaluation and Award Criteria.

## 2.13 Response to Queries

<THE COMPANY> will endeavor to reply to queries within 24 hours during normal business hours upon receipt of the query.

## 2.14 Contract Award

<THE COMPANY> expects to conclude the proposal reviews and award the contract by the <date> by <time> <time zone>.

# 3. Specification of Requirements

In order to facilitate the development of a detailed and meaningful response to this request for proposal, <THE COMPANY> has provided detailed functional requirements for the telematics system as well as technical specifications including proscriptive technical requirements as part of the RFP. While each vendor is encouraged to apply their considerable expertise and creativity to the design and development of the solution, <THE COMPANY> requires that all proposals and estimates provided adhere to both functional and technical requirements.

The specifications provided are intended as guide for the projects to come, but the scope of the project(s) may be extended or reduced to meet business needs and requirements of the <THE COMPANY>. It is therefore recommended that the vendor provide as much modularity and mapping to features in the costing of the projects as possible to enable as many ala carte options to the <THE COMPANY> as possible while still preserving the most economically advantageous response.

In addition to the features included in the attached specifications, the vendor must provide, as an integral part of the project, the cleanup and migration of existing production data, if any.

## 3.1 Objectives

The main objectives of the project are to <insert information here>.

## 3.2 Deliverables

The vendor must specifically outline all proposed deliverables for the project including <insert information here>. The proposed key deliverables will be a differentiator in addition to cost for the evaluation of proposals.

## 3.3 Project Duration

It is anticipated that the project will be completed within a <insert range of weeks or months for project completion> timeframe. Vendors are encouraged to propose staged work programs with multiple deliverables where appropriate.

## 3.4 Functional Requirements<Use the TEMPLATE Request for Proposals Appendix I.xlsx to capture all functional requirements in a questionnaire format and attach it to the RFP>

## Please see the attached *Request for Proposals Appendix I - Requirements Questionnaires* for functional requirements.

## 3.5 Technical Requirements

## <Use the TEMPLATE Request for Proposals Appendix I.xlsx to capture all technical requirements in a questionnaire format and attach it to the RFP>

## Please see the attached *Request for Proposals Appendix I - Requirements Questionnaires* for technical requirements.

## 3.6 Cybersecurity Requirements

## <Use the TEMPLATE Request for Proposals Appendix I.xlsx to capture all cybersecurity requirements in a questionnaire format and attach it to the RFP>

## Please see the attached *Request for Proposals Appendix I - Requirements Questionnaires* for cybersecurity requirements.

## 3.7 Training and Documentation Requirements

The vendor must provide both on-site training and user documentation. This includes application end-user as well as administrator training.

## 3.8 Support Requirements

The vendor must be able to provide the <THE COMPANY> with comprehensive and responsive technical support during normal <time zone> business hours for <specify time period> after the deployment of a telematics solution to address any defects and/or other issue which may be encountered during the initial use of the new solutions. Each vendor is encouraged to provide a proposal including a service level agreement (SLA) for the initial <insert number> <insert time measurement – e.g., months, years, etc.> period subsequent to the deployment (into production) of the new solution as well as options for on-going support and maintenance services.

# 4.0 Required Format of Proposal

In order to ensure that each vendor’s proposal can be properly and quickly evaluated <THE COMPANY> requests that all proposals follow the format outlined in this section. Non-compliant proposals may be disqualified.

## 4.1 Format of Proposal

The format and delivery of the proposal must adhere to the following guidelines:

* <Insert information here>
* ….

## 4.2 Layout of Proposal

Proposals must be structured in accordance with the following headings.

* Management Summary
* Provider’s General Profile
* Industry Specific Skills and Experience
* Proposed Solution
* Response to Requirements Questionnaires
* Project Management
* Assumptions, Constraints, and Risks
* Client Responsibilities
* Cost Structure
* Management and Key Personnel
* Reference Projects
* Draft Contract

For more details regarding the content of these sections, please review the following sections.

## 4.3 Management Summary

The management summary must contain the following:

* General vendor information
* High-level approach to the proposed solution including an outline plan
* Summary of services to be supplied and products, if applicable
* Cost overview broken down by the following categories:
* Project services costs in the form of a time and materials estimate with a not-to-exceed guarantee for each project and solution.
* Annual on-going support and maintenance options and costs
* Estimates of material expenses such as client specific development software, travel, hotels, etc. which will be billed back to the client

## 4.4 Provider’s General Profile

The following information, in this format, is required by each proposal submitted:

* Name, address, website, telephone, and fax number of vendor and/or third party resources.
* General company information and history, e.g. “about us”
* Overall statements and information about company stability and longevity
* Overview of all products and services offered
* Contact person dealing with the proposal including contact information
* Description of role, or element of contract, to be fulfilled by any consortium/ third party
* Identification of party who will carry overall responsibility for the contract

## 4.5 Industry Specific Skills and Experience

Vendors shall provide details of the following skills and experience in respect of the Request for Proposal:

* Experience in the successful delivery of similar telematics solutions
* Prior experience of proposed team working together on other projects
* Experience in developing and deploying telematics solutions

## 4.6 Proposed Solution

In the Proposed Solution include the following:

* Overall architecture and telematics system design
* Detailed hardware and software recommendations and requirements
* Project methodology
* Project plan
* Issue management strategy and tools
* Change management / Scope management strategy and process
* Reporting plan, i.e. timesheets, status, burn rate, etc.
* Key deliverables
* Time-scale for completion
* Business Continuity Plan/ Incident Response

## 4.7 Response to Requirements

Response to the requirements contained in the Request for Proposal must be in the same sequence as provided and discuss how the vendor will meet the requirements. This section should be organized to reflect the project and solutions as follows:

<insert table of contents for response to RFP>

## 4.8 Project Management

The vendor must nominate a project manager for the purpose of installing, configuring, and transitioning the proposed solution. Provide full details, including Curriculum Vitae (CV) in the proposal. Where applicable, the vendor can outline its approach to project management including specific project management methodologies, e.g. Prince2 or PMBOK.

## 4.9 Assumptions, Constraints, and Risks

Provide a detailed list of all assumptions, constraints, and risks which may have an impact on the proposal and associated parameters such as time, cost, etc.

## 4.10 Client Responsibilities

Provide a detailed list of the deliverables, tasks, and other items for which <THE COMPANY> will be responsible for during the project, especially those which will have an impact on the timeliness and costs of the project.

## 4.11 Cost Structure

Provide a detailed breakdown of cost information for the proposal by the following categories:

* A time and materials estimate broken down by team and/or resource including specific information regarding burn rates and resource roll-on/roll-off schedule
* A cash flow model based on the estimated start date along with the proposed resources and implementation timeframe
* Consulting services costs
* Estimated or fixed project consulting costs for development, testing, installation, configuration, and transition
* Training including both technical and end-user
* Travel and other material expenses
* Recurring costs
* Annual on-going maintenance and support
* Any other costs which may be incurred as part of implementing the proposed solution making a clear differentiation between one time and recurring costs
* For estimated time and materials project costs provide a not to exceed cost figure which can be guaranteed within the parameters of scope management process
* Finance details including invoicing schedule (bi-weekly or monthly), required deposits, terms, e.g. net 15, 30, etc.

## 4.12 Management and Key Personnel

Vendors shall provide profiles/CV of the key personnel who will be involved in the project, including the following information:

* Identity of the key personnel who will be responsible for managing each services/task
* Technical knowledge of the personnel who will be responsible for performing each service/task
* Vendors should also outline the proposed arrangements to manage this contract with details of the proposed reporting and liaison arrangements
* Vendors shall provide details, including curriculum vitae, of all personnel who will be engaged in the management of the services required by this Request for Proposal

## 4.13 Reference Projects

Provide details of at least two (2) reference projects at which the vendor has provided similar services as per the proposed specifications. The following information is required for each reference site:

* Name of Company
* Contact name
* Telephone number and/or email address
* Summary of technical architecture, software, system configuration, etc. and other information that vendor feels is appropriate to this Request for Proposal
* These references may be contacted to verify the ability of the vendor to implement the activities as described in this Request for Proposal

## 4.14 Draft Contract

Provide a full draft of the contract(s) including terms and conditions under which the products and services would be provided in accordance with the proposal. Submitted contract must be complete and include all usual clauses including <THE COMPANY> intellectual property ownership and warranty against unauthorized use of intellectual property in the development of <THE COMPANY> solutions.

## 4.15 Presentations

As part of the proposal submission process the vendors can schedule presentations for key <THE COMPANY> personnel after the receipt of the Request for Proposal. All presentations must be completed by <time> <time zone> and <date>. The vendors are strongly encouraged to schedule the presentations as far in advance as possible to obtain their desired timeslot during these two days.

# 5.0 Submission Criteria

For questions regarding this RFP, submit all inquiries via email to <insert email address> by <insert due date>. Responses to the questions will be posted <insert where responses will be made available> no later than <insert date>. All proposers are recommended to visit the above mentioned <COMPANY> website on a regular basis as responses will be posted when available.

## 5.1 Proposal Evaluation Process Timeline

**TASK: DATE/TIME:**

Deadline for submitting questions <Insert date>

Answers to all questions submitted <Insert date>

Deadline for submission of proposals <Insert date>

Evaluation period <Insert date>

Selection of vendor <Insert date>

**NOTE: These dates represent a tentative schedule of events. <THE COMPANY> reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.**

## 5.2 Submission Process

Vendors shall submit <insert submission requirements> to:

<Insert COMPANY Name>

<Insert Contact Name>

<Insert Address>

Proposals shall be clearly marked as follows:

REQUEST FOR PROPOSAL NO.: <insert proposal number>

FOR: <Insert project name/number>

***Disclosure:*** *Proposals must be received by <insert date and time and time zone>. Proposals that do not arrive by the specified date and time WILL NOT BE ACCEPTED. Vendors may submit their proposal any time prior to the above stated deadline.*

At its sole discretion, <THE COMPANY> may reject incomplete proposal submissions if, in its judgment, the submission lacks information needed to effectively evaluate the proposal. Nothing in this request for qualifications implies a contractual obligation with any firm, nor will <THE COMPANY> reimburse costs for submission preparation.

# 6.0 Evaluation and Award Criteria

## 6.1 Evaluation and Award Criteria

Proposals will be evaluated on the following criteria:

* Proven track record of key personnel in providing required services
* Financial viability
* Technical ability
* Understanding of requirements above
* Appropriateness of the proposed solution (e.g. the degree to which it fulfills the requirements above)
* Approach to standards issues, e.g. interoperability – Open Telematics API support
* Project Management
* Quality of customer support, after sales service, and technical assistance
* Ability to meet project timeframes
* Total lifecycle costs
* Cost, including licenses, support, and services
* The contract will be awarded on the basis of the most economically advantageous tender using the following award criteria:
* Quality of the proposal and methodology,
* Demonstrated understanding of the requirements,
* Range of previous relevant experience,
* Quality of resources available for this project,
* Ability to meet the project timescale,
* Cost,
* System resilience & uptime
* Other criteria as determined by <THE COMPANY>

## 6.2 Confidentiality of Evaluation

Information relating to the examination, clarification, evaluation, and comparison of proposals will not be disclosed to other Vendors or other external parties except to the extent necessary to complete the project.

## 6.3 Clarification of Proposals

To assist in the examination process, <THE COMPANY> may request points of clarification as regards their proposals, e.g. details of the proposed solution. Failure to provide clarifications to the <THE COMPANY> in a timely manner before the end of the evaluation process may negatively impact evaluation of the vendor.

## 6.4 Contract Negotiations and Processing

Contract negotiations will be conducted and contracts developed and signed with the most advantageous applicants between approximately <dates>. In the event that mutually agreeable terms cannot be reached within the time specified, <THE COMPANY> reserves the right to undertake contract negotiations with the next most advantageous applicant without undertaking a new procurement process.

## 6.5 Request for Proposal Cancellation

This Request for Proposals may be canceled at any time and any and all proposals may be rejected in whole or in-part when <THE COMPANY> determines it is in the best interest of <THE COMPANY>.

## 6.6 Estimated Quantities

Quantities referred to in the proposal are only an estimate of the anticipated requirements. Where applicable, <THE COMPANY> may order quantities or services greater or less than the estimate.

## 6.7 Cost of Preparation of Proposal

The cost of the preparation of the proposal and any clarifications associated with the evaluation of proposal is the sole responsibility of the vendors. <THE COMPANY> will not be held responsible for any expenses or losses incurred by the vendors in the preparation of the proposal. The vendors shall bear all costs associated with the preparation and submission of their proposals.