**RFP Request**

Request for UX/UI testers and equipment

1. **Purpose**
   * To be able to acquire high quality testers and equipment to facilitate a better user experience for potential viewers.
2. **Origination's Background**

* Our company has been incorporated this year, and needs a website to be able to attract employees and be able to market its image.

1. **Basic Requirements**
   * At least 8 testers who are able to meet consistently when called upon
   * Equipment to test users
   * A UX Facilitator to help gather and collect accurate information and data
2. **Hardware and Software Equipment**
   * Tracking software when testing the site to be able to gather data on how the users interact with the website
   * Equipment such as eye trackers or facial recognition hardware to be able to gather information on how the user reacts to the site
3. **Description of RFP Process**
   * Upon finding possible UX/UI testers or vendors to acquire services from, an initial meeting with the vendors CEO or manager would be the most prevalent. Afterward, our company should issue a type of contract that would be suited best for our needs, including time, amount of services, and the length of using the company. Once the contract is issued, a point of total assumption should be stated, so as not to run up an overcharge.
4. **Statement of Work and Schedule Information**

* The equipment needs to be set up in a timely fashion, and should also be able to be run cost effectively. Figuring out how to install the testing equipment, preferably only installing and disabeling all of the equipment once, instead of constantly having to re-install and disassemble equipment, is a high priority. As for the testers, they should be able to come in when called upon, and not have many delays. There is no set timeframe on when testers work. After each round of testing, there is an unknown timeframe for the designers to be able to change the website according to other data and information given. The company being employed should be hired hourly than having a weekly or monthly contract, due to the irregularity of required testing.
* **Possible Appendixes**
  + Currently, we do not have any feedback from people using the site, due to its ongoing development. There should be some expected bugs to take care of. There will have to be testings periodically performed until the site is completely mapped out.
  + The system requirements for this are to be able to gauge user’s reactions to the website, and also be able to monitor and survey the user’s experience.
  + For the size of the website, it should have no more than 12 testers to be able to accurately measure and process the data. The site is mostly going to be semi-local, mostly hosted on a town’s website, so quality versus quantity is very important to our website.
  + If accepted, a vendor should be able to agree to the contract, and be able to work at a moment’s notice.

**Sample Contract**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_ agree to work for CAF hourly, and do the best to ensure CAF will have a engaging user experience.