

# Request for Proposal (RFP)



by: Schmidt Cocinas

for: Schmidt Cocinas, Procurement department

ref: 2024-0209001

RFP released: [08 02 2024]

Deadline for Questions: [12:00 08 03 2024]

Deadline for Proposals: [12:00 08 04 2024]

**SCHMIDT Cocinas**

<https://www.home-design.schmidt/es-es/cocinas-a-medida>

Portuetxe K., 53a

20018 Donostia, Gipuzkoa

# The opportunity

This RFP is issued by Schmidt Cocinas. Registered Office: Portuetxe K., 53a 20018 Donostia, Gipuzkoa, referred to below as “the Buyer” or “we” or “us”.

The problem of outdated business processes and lack of digital infrastructure in the home furniture franchising sector affects franchisees, franchisors, and clients alike. Franchisees struggle with inefficient business management tools and inadequate support systems, hindering their growth potential and diminishing customer satisfaction. Franchisors face challenges in maintaining uniformity across franchise locations, monitoring performance, and providing timely assistance and training to franchisees. As a result, the impact of these issues includes decreased profitability, diminished brand reputation, and limited scalability.

A successful solution to this problem would entail the development of a comprehensive software platform tailored to the needs of home furniture franchisors and franchisees. Such a solution would streamline business operations, enhance communication and collaboration between stakeholders, provide real-time performance insights, and facilitate continuous training and support. Ultimately, it would empower franchisees to operate more efficiently, drive business growth, improve customer satisfaction, and strengthen the overall franchise network.

## What we need

We seek proposals from qualified vendors to develop a comprehensive software solution for digitalizing franchisor businesses in the home furniture sector. The solution should streamline business operations, enhance communication, and provide training and support to franchisees. Interested vendors should demonstrate expertise in home furniture software development and commitment to meeting project objectives within specified timelines and budget constraints.

## What we don't want

We appreciate innovation and creativity in proposals, but we are not looking for overly complex or rigid solutions that may hinder user adoption or require extensive customization. Proposals should avoid excessive reliance on proprietary technologies that may limit scalability or interoperability with existing systems. Additionally, we are not seeking solutions that do not align with industry best practices or fail to prioritise user experience and usability.

## What's important to us?

The system we are looking for has to meet the following requirements:

1. **Performance:** The software infrastructure should demonstrate high performance to ensure responsiveness and efficiency, even under heavy loads. Response times for critical operations should be within acceptable limits to provide a seamless user experience for franchisors and franchisees.
2. **Reliability:** Reliability is essential for ensuring that the software infrastructure operates consistently and predictably without unexpected failures or downtime. The system should be robust enough to handle errors gracefully and recover quickly from any failures to minimize disruption to business operations.
3. **Availability:** The software infrastructure should be highly available to support continuous operation and minimize downtime. This includes measures such as redundancy, failover mechanisms, and proactive monitoring to detect and mitigate potential issues before they impact users.
4. **Security:** Security is paramount in protecting sensitive data and preventing unauthorized access to the system. The software infrastructure should adhere to industry best practices for security, including encryption, access controls, authentication mechanisms, and regular security updates to mitigate potential vulnerabilities and threats.
5. **Scalability:** Scalability is essential for accommodating growth and handling increasing demands on the system over time. The software infrastructure should be designed to scale horizontally or vertically to support additional users, data volumes, and transaction loads without sacrificing performance or reliability.

## Why should you bid?

This opportunity presents an exciting chance for software providers to make a significant impact in the home furniture franchising sector. By bidding on this project, you can:

1. **Empower Local Communities:** Your participation can empower local communities by providing them with innovative software solutions that streamline business operations, enhance communication, and foster growth within the home furniture industry.
2. **Leverage Regional Reach:** If you have a large regional reach, this project allows you to extend your impact and support franchisor businesses across multiple locations, driving efficiency, consistency, and success throughout the region.
3. **Showcase Specialised Expertise:** If you have particular interest or expertise in home furniture software development, this project provides an ideal platform to showcase your specialised knowledge and skills, demonstrating your value as a trusted partner in the industry.
4. **Drive Innovation:** Your involvement can drive innovation within the home furniture franchising sector,

introducing cutting-edge technologies and best practices that revolutionise business processes, elevate standards, and position franchisor businesses for long-term success.

5. **Support Growth and Sustainability:** By bidding on this project, you actively contribute to the growth and sustainability of franchisor businesses, enabling them to thrive in a competitive market environment, expand their reach, and deliver exceptional value to their franchisees and clients.

In summary, bidding on this project offers an opportunity to make a meaningful difference in the home furniture franchising sector, leverage your expertise and resources to drive innovation and growth, and establish lasting partnerships that benefit local communities and businesses alike.

## **A bit about us**

Schmidt Groupe, founded by Hubert Schmidt in 1959, is a leading manufacturer of custom kitchens and home furniture in France and Europe. With a global presence spanning 30 countries and over 730 stores, we are dedicated to excellence, sustainability, and innovation.

As the only manufacturer meeting ISO 9001, ISO 14001, and OHSAS 18001 standards, along with certifications like PEFC and NF Environment, we prioritize quality and sustainability in every product.

Our investment in cutting-edge technology enables us to deliver fully customized solutions with exceptional quality and efficiency. With a production capacity of 130,000 units per year and 600 kitchens per day, we are leaders in meeting customer demands.

Schmidt Groupe's reputation for excellence and reliability is evident in our network of over 450 points of sale across Europe. For over 80 years, we have been trusted to deliver tailor-made solutions that exceed expectations, driven by a commitment to innovation and customer satisfaction.

<https://www.groupe.schmidt/es/trabaje-con-nosotros/convertirse-en-concesionario-schmidt/quienes-somos/>

# SECTION 1: Key Information

## 1.1 Context

- a. This Request for Proposals (RFP) is an invitation to submit a Proposal for the **FranqWare Procurement Department** contract opportunity.
- b. This RFP is a single-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	08 01 2024
Deadline for Questions	12:00	08 02 2024
Deadline for us to answer questions		08 03 2024
<b>Deadline for Proposals</b>	12:00	08 04 2024
Presentations by shortlisted Respondents (indicative)		23 04 2024
Successful Respondent(s) notified (indicative)		08 05 2024
Expected start date of Contract (indicative)		23 05 2024

## 1.3 How to contact us

- a. Contact us through our Point of Contact via email ~~or the Government Electronic Tenders System (GETS)~~.
- b. Our Point of Contact:

**Name:** Jon Ander Iturrioz  
**Title/role:** Head of the Procurement Department  
**Email address:** jiturrioz@schmidt.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. If you have questions, ask our Point of Contact before the Deadline for Questions (see Section 1.2 above).
- f. Use the Response Form <https://www.groupe.schmidt/es/responseForm> to submit your Proposal.
- g. Complete **and** sign the declaration at the end of the Response Form.
- h. Use the Pricing Schedule <https://www.groupe.schmidt/es/pricing> for your pricing information.
- i. Check you have provided all the necessary information in the correct format and order.
- j. Submit your Proposal before the Deadline for Proposals.

## **1.5 Address for submitting your Proposal**

Submit your Proposal to the following address: [jiturrioz@schmidt.com](mailto:jiturrioz@schmidt.com).

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

Make sure you include all attachments and reference material.

## **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

This procurement relates to the strategic initiative to modernise and enhance our organisation's digital infrastructure in alignment with our overarching policy objectives and business outcomes. Historically, the goods and services required for this initiative have been procured through traditional methods, with limited customization and scalability.

In the past, our organisation has relied on conventional software solutions that may have lacked the flexibility and functionality needed to fully support our evolving needs. While these solutions have served us adequately, we recognize the need for a more comprehensive and innovative approach to meet the demands of a rapidly changing digital landscape.

Moving forward, we are committed to adopting a forward-thinking strategy for the future delivery of our digital infrastructure. Our vision is to implement cutting-edge technologies and best practices that empower our organisation to operate more efficiently, enhance collaboration, and drive sustainable growth.

We seek to leverage modern software solutions that offer greater customization, scalability, and integration capabilities, enabling us to adapt and evolve in response to emerging challenges and opportunities. By investing in innovative digital solutions, we aim to future-proof our organisation and position ourselves for long-term success in an increasingly competitive market.

## 2.2 Key outcomes

The outcomes we want to achieve are the following:

- **Modern Digital Infrastructure:** Implement modern digital infrastructure to support organisational needs and strategic objectives.
- **Operational Efficiency:** Streamline operations, enhance collaboration, and improve efficiency through innovative technology solutions.
- **Scalability and Flexibility:** Foster scalability, flexibility, and future-readiness to adapt to evolving business requirements.
- **User Experience and Security:** Prioritise user experience, data security, and compliance with industry standards.
- **Innovation and Future Readiness:** Cultivate a culture of innovation and continuous improvement to remain competitive in the digital landscape.



## **2.3 What we require from a Respondent:**

### **a. track record**

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

### **b. capability**

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

### **c. capacity**

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

### **d. solution**

We are looking for solutions that:

1. Meet standardised processes and practices across all franchise locations, ensuring consistent quality, service, and brand experience for customers.
2. A digitised system that provides a centralised platform for effective communication, training, and support.
3. The system has to enable streamlined financial management, inventory control, and performance analysis.

## **2.4 Other information**

- a. The product will be delivered electronically.
- b. Payment will be on successful delivery of milestones.

## 2.5 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

## 2.6 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.

## 2.7 Key deliverables

Description	Indicative Delivery Date
Standardised Processes and Practices Documentation	31st July 2024
Module Acceptance / Project Web Completed	
Centralised Platform for Communication, Training, and Support	31st October 2024
Module Acceptance / Project Web Completed	
Financial Management System	31st December 2024
Module Acceptance / Project Web Completed	
Inventory Control System	28th February 2025
Module Acceptance / Project Web Completed	
Performance Analysis Tools	30th April 2025

Module Acceptance / Integrated into Prototype	
Product Web	30th June 2025
Product Acceptance / FranqWare Product and Project Web	

### 2.8 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.
- b. Pricing Schedule.
- c. Technical specifications.

### 2.9 Delivery locations

Location	What is being delivered here?
SCHMIDT Cocinas, Portuetxe K., 53a Donostia, Gipuzkoa	FranqWare product 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-conditions

(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 commercial or operational capacity or capability to deliver.
3. The Respondents have appropriate technical skills or expertise or relevant experience
3.1. The Respondents has a valid CMMI or SPICE level 2 or higher accreditation.
3.2. The project documentation presented strictly complies with the CCII-N2016-02 standard
3.3. The development life cycle strictly complies with the OpenUP methodology

### 3.2 Evaluation model

The evaluation model is the price quality method. This means the non-price criteria will be scored, and a formula will then be used to determine a “supplier quality premium”, representing the extra amount we would be willing to pay for the difference in quality between each Proposal and the lowest scored proposal. The supplier quality premium for each Proposal is then subtracted from the proposed price, resulting in an “adjusted price”. The Proposal with the lowest adjusted price will likely be selected as the Successful Respondent.

All Proposals that meet the pre-conditions are evaluated using the evaluation model. Scores will assist in deciding the Successful Respondent(s), but ultimately the decision will be based on which Proposal(s) we consider will provide the best overall public value.

We will use the “two-envelope” system to conduct evaluations. Respondents must provide all financial information relating to price, expenses and costs in a separate sealed envelope or soft copy file. The evaluation panel will score each Proposal according to the weighted criteria in Section 3.3 below, and then examine the financial information of each Proposal. The panel will assess which Proposals to shortlist based on the scores and the total costs over the whole-of-life Contract.

### 3.3 Evaluation criteria

We will evaluate Proposals which meet all pre-conditions according to the following criteria and weightings.

Criteria	Weighting
<b>Track record:</b>  We will evaluate the respondent's track record based on their past project successes, client satisfaction ratings, adherence to timelines, and the ability to overcome challenges effectively.	15%
<b>Capability of the Respondent to deliver:</b>  Evaluates the respondent's expertise in designing, developing, and deploying software solutions, assessing their technical proficiency, experience with relevant technologies, and adherence to software engineering best practices.	20%
<b>Capacity of the Respondent to deliver:</b>  Examines the respondent's ability to manage the entire software development lifecycle effectively, considering factors such as infrastructure scalability, resource allocation, project management capabilities, risk mitigation strategies, and responsiveness to changing project requirements.	20%
<b>Proposed solution:</b>  We will review the approach and methodology used in the respondent's proposed solution to the project requirements.	30%
<b>Price</b>	15%
<b>Total weightings</b>	<b>100%</b>

### 3.4 Scoring

Rating	Definition	Score
EXCELLENT	Respondent demonstrates exceptional ability, understanding, experience and skills. The Proposal identifies factors that will offer potential added value, with supporting evidence.	9-10
GOOD	Respondent demonstrates above average ability, understanding, experience and skills. The Proposal identifies minor additional benefits, with supporting evidence.	7-8
ACCEPTABLE	Respondent demonstrates the ability to meet the criteria, with supporting evidence.	5-6
RESERVATIONS	Satisfies only a minimum of the criteria but not all. Reservations about the Respondent to adequately meet the criteria. Little supporting evidence.	3-4
SERIOUS RESERVATIONS	Extremely limited or no supporting evidence to meet the criteria. Minimum effort made to meet the criteria.	1-2
UNACCEPTABLE	Does not comply or meet the criteria at all. Insufficient information to demonstrate the criteria.	0

### 3.5 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).

### 3.6 Due diligence

For shortlisted Respondents, we may:

- reference check the Respondent and any named personnel
- make other checks against the Respondent e.g. a search of the Companies Office or NZBN
- interview Respondents

- d. request Respondents make a presentation
- e. arrange site-visits
- f. test products
- g. inspect audited accounts for the last [number] financial years
- h. undertake a credit check
- i. undertake a Police check for all named personnel

## 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. 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 €. Unless otherwise agreed, we will arrange contractual payments in €.
- 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.
- h. If two or more Respondents intend to submit a joint Proposal, the Pricing Schedule must include all costs, fees, expenses, and charges chargeable by all Respondents. Invoicing will be centralised through a consortium account established for this purpose.



## 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.

**[Attach the Contract here or submit via [GETS](#)]**

## SECTION 6: RFP Terms

View the [RFP Terms](#) dated [08/02/2024].