



Environmental, Social and Governance System (ESG)

REQUEST FOR PROPOSAL (RFP)



18 July 2023



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CONFIDENTIALITY

The existence of this RFP and the information contained within it are confidential and all vendors who receive this document may only disclose information contained herein to individuals within their respective organisations for the purpose of preparing RFP responses.



2 RFP CONTEXT, OBJECTIVES AND SCOPE

2.1 ABOUT [REDACTED]

This RFP is sent by [REDACTED] – a leading international franchise operator for over 90 of the world's most recognized retail brands including H&M, Mothercare, Debenhams, American Eagle Outfitters, Victoria's Secret, Boots, Pottery Barn and KidZania. The Food brands include Starbucks, P.F. Chang's, The Cheesecake Factory, Pinkberry, Shake Shack, Ahwet Zeitouna, Amiti Noura, Asha's, Babel, Blaze Pizza, Bouchon Bakery, Dean & DeLuca, Le Pain Quotidien, PizzaExpress, Princi, Raising Cane's, Texas Roadhouse.

The company operates over **4,000** stores across diverse customer sectors: Fashion & Footwear, Health & Beauty, Food, Optics, Pharmacy, Home Furnishings and Leisure & Entertainment.

[REDACTED] stores can be found in markets across the Middle East and North Africa (MENA), Russia, Turkey and Europe and the company employs more than **53,000** people from over **120** nationalities.

The company has established itself as the industry leader across these territories through a combination of local market understanding and a comprehensive commitment to customer service. Growth in each of its operating divisions and brands is supported by continuous investment in talent and infrastructure. It applies best practices in retail operations, merchandising, marketing, information technology, logistics, real estate, human resources, and financial controls.

[REDACTED] is the retail business of the [REDACTED] which was founded in Kuwait in 1890 and today represents one of the most dynamic companies in the Middle East. In addition to its retail operations, the [REDACTED] is active in several other sectors including real estate, automotive, hotels, trading and investments.

2.2 CONTEXT, PURPOSE, AND OBJECTIVE

The purpose of this RFP is to implement an ESG (Environment, Social and Governance) system to collate all ESG data in a simple format, calculate GHG (Green House Gas) emissions, compile data in a format that can be easily transferred into standard ESG reporting formats, and can provide dashboards and reporting to monitor corporate progress against ESG and other sustainability targets.

The main objectives are:

- Consolidate all data requirements for ESG reporting from various sources
- Calculate GHG emissions based on standard calculation protocols
- Provide data in a format consistent with generally accepted reporting formats
- Allow for multiple users to enter required data and track completion of data sets

FUNCTIONAL SCOPE REQUIREMENTS

The functional scope is described below but should not be considered as definitive. We are looking for best practice recommendations which support our objectives outlined above.

Implement a solution through managed services model (*vendor supported*) which will give us a comprehensive view of our ESG data across our portfolio/markets and introduce us to industry leading best practices in ESG and GHG reporting to help us drive our sustainability development goals. The solution should enable collection of data across multiple departments, automated collection of data where available, workflow management to ensure the completion of data inputs, and reporting on metrics by, store/mall, CCID, brand/division, etc. Additionally, the solution should allow us to set and track our achievement of goals.

2.3 COUNTRIES/ MARKETS

Can the solution support all countries within [REDACTED] MENA, Turkey, Poland/ CEE, Kazakhstan, etc. Please specify the countries that can be supported.

2.4 DATA MANAGEMENT CAPABILITIES

#	Requirement
1	Multilingual capability: Does the system read Arabic data? . What other languages can be supported for the above listed countries/ Markets?
5	Need to migrate the current data into the system.
6	Able to analyse and structure the data based on the teams' needs.
8	Capability to retain past years' data (up to 5 years of data).
9	Validate input data (e.g., data type validation) and apply rules to data input (e.g., prevent date entry outside range etc)?

2.5 WORKFLOW; DMS

#	Requirement
1	Support external workflow access for participating in such flows? Please explain.
2	Repository of Documents which can be stored in a variety of formats (e.g., PDF, doc, docx etc.) and viewed/launched from related system areas? Please explain.

2.6 COMPLIANCE

#	Requirement
1	Ensured auditability and compliance of record

2.7 DASHBOARD; ALERTS; REPORTING CAPABILITIES

#	Requirement
1	Automated reports; Automated reports and data extraction.
2	Data extracting: High level overview of the data that should be reflected into the ESG reporting.
3	Store and integrate third-party documents/data (example: certificates, reports).
4	Support KPI (Key Performance Indicators) Reporting with ability to drill into results? (Minimum of 5 years data to enable comparison)
5	Ability to access and update via mobile/tablet?
6	Create searches quickly and simply, returning accurate results, with the option of running more than one search?
	Support reports run by value in local currency and KWD.
9	Is ad-hoc reporting available?
10	Report authentication or authorization failures?
11	Allow config vs. customization of reports?
12	Support advanced dashboarding?
15	Mode of info delivery (email, push notifications, messages delivered to login account by role type, etc.)
III	ESG Reporting
16	Data collection methods?
17	Data management methods?
18	Type/level/area/geography/market (dashboard/ reporting hierarchies?)
19	What standards and formats are supported (.xls, .docx or data aggregation into PowerBI/ other?)
20	Flexibility in reporting?
21	Analytical capabilities?
22	Methods of sharing data with stakeholders?

23	Decision support, capabilities to improve at a later stage?
24	Industry benchmarks?

2.8 TECHNICAL INCL. INTEGRATION

Integrations: (refer to the EA conceptual diagram 6.9 for ESG integration points)

#	Requirement
1	Integrate [REDACTED] data with third-party solutions across and beyond the organisation? e.g.: System needs to be able to interface with HR systems, ERP/financial system BMS systems for automated data collection
7	<p>Technical characteristics</p> <p>A. Technology basis</p> <ol style="list-style-type: none"> 1. Provide a high-level functional architect (functional capabilities) 2. Roadmap with a product description for 3 years. <p>B. Configurability</p> <ol style="list-style-type: none"> 1. Configuration and adapted to a client's particular needs? 2. Can this configuration be done by the customer, without initial setup by the vendor? <p>C. Provide the Product Development roadmap</p> <p>D. Security</p> <p>D1. User access</p> <ol style="list-style-type: none"> 1. Capability to define user profiles? 2. Capability to manage UI access by profiles and users? 3. Capability to manage data access by profiles and users (by organisation structure, merchandise structure, supplier, etc.)? <p>D2. Authentication</p> <ol style="list-style-type: none"> 4. Capability to integrate with an Authentication Directory? 5. Plug-ins with systems (where required)? <p>D3. Data protection</p> <ol style="list-style-type: none"> 6. Capability to encrypt data defined as highly sensitive? 7. Safeguard confidential information? <p>D4. Any additional security features to protect the application?</p> <p>E. Archiving/purging</p> <p>F. Integrations:</p> <ol style="list-style-type: none"> 1. Which integration capability is offering the tool out-of-the-box (XML, flat file, DB connectors, etc.)?

	<ol style="list-style-type: none"> 2. Support different messaging protocols/integration mechanisms (e.g., SOAP, REST, Web Service, etc.) 3. Existing standard inbound/outbound format to integrate/publish data (master, transaction, finance, etc.)? 4. Plug-ins with enterprise integration solution? ORACLE Middleware solutions? 5. Capabilities to follow up inbound/outbound integration message and monitor rejection (console)? 6. Integration to MS Office? <p>G. Scheduling capabilities</p> <ol style="list-style-type: none"> 1. Internal batch scheduling solution? Which technology? 2. Plug-ins with enterprise scheduling solution? Automic? <p>H. Monitoring</p> <p>I. Upgrades</p> <p>J. Auditing</p> <p>K. Scalability</p> <p>L. Bandwidth requirements and expected Response time</p> <p>M. Centralized database configuration</p> <p>N. Mobility option</p> <p>O. Does the system make use of artificial intelligence?</p>
8	<p>Technical infrastructure</p> <p>Cloud solution vs. On premise solution?</p> <ol style="list-style-type: none"> 1. Solution supported on which Cloud platform? 2. Is it a “true” Cloud solution offering resources scalability and high availability? 3. What kind of Cloud solution proposed: IAAS, PAAS or SAAS? 4. Is any of the data associated with your software stored in the cloud? 5. Do you have an “on Premise solution?
9	Meet industry standards for authentication and authorization? E.g., SAML2.0, OpenID, OAuth2.0, etc.

2.9 ADMIN

#	Requirement
1	Perform administrative functions (e.g., account management, access control, logging, etc.)?
2	Ability for users to configure parameters, where required or will vendor support be needed?
3	Describe the admin tasks that will be needed for ongoing admin support.

2.10 GENERAL

#	Requirement
1	How many different input languages can the solution support? What language(s) are possible for training/ help material/ support?
2	Are there any additional functional features provided, not mentioned above?
3	Provide role-based access to differentiate between various internal user types? Please explain. E.g.: Can fact and historical data sets be viewed on the dashboard by role type?

2.11 ESG ENTERPRISE ARCHITECTURE LOGICAL INTEGRATION VIEW

[REDACTED] - ESG & Sustainability Architecture: Ver-0.1 08-Feb-2023

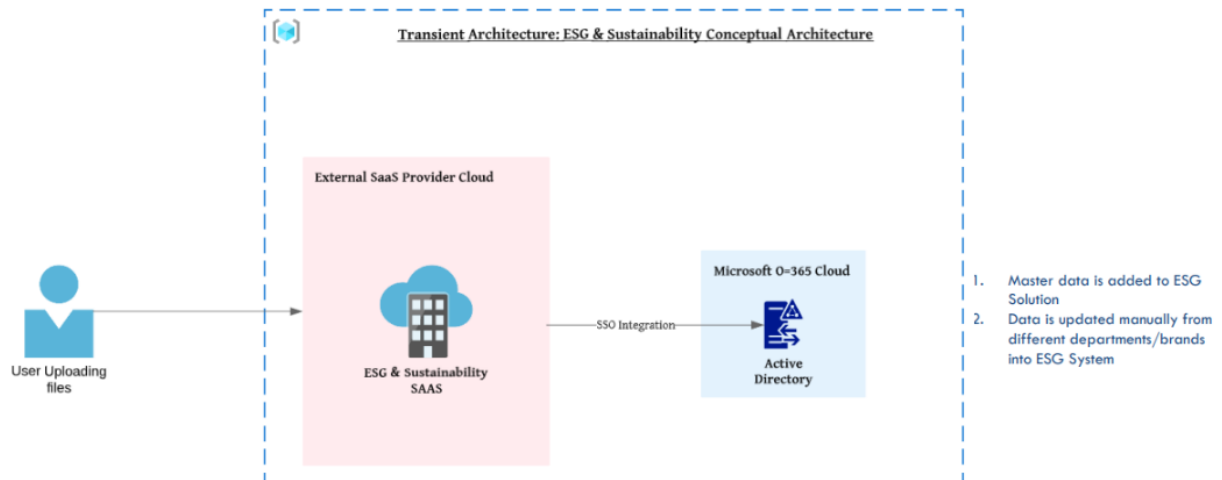
Scope

ALS

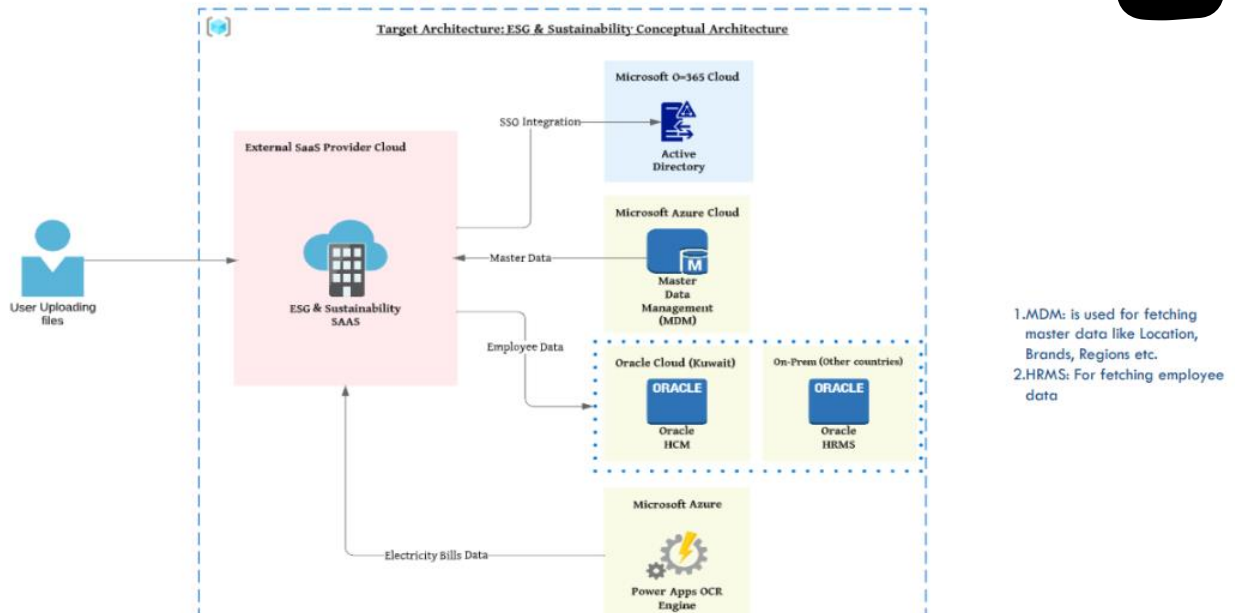
Sustainability requires a tool which will allow us to track and calculate the impact of sustainability initiatives. The scope as of now includes:



Transient Architecture



Target Architecture



Summary of the ESG integrations to/ from:

1. MDM integration: is used for fetching master data like Location, Brands, Regions etc.
2. HRMS integration: For fetching employee data
3. UBMS integration
4. BI/ EDH integration
5. SSO integration.

3 PROVIDE A LIST OF CURRENT CLIENTS AND REFERENCE SITES



4 RFP PROCESS AND GUIDELINES

4.1 RFP TIMELINE

#	Activity	Deadline
1	Release of RFP	18-Jul-23
2	[REDACTED] Q&A with vendors	23-Jul to 10-Aug
3	Technical presentation walkthrough	28-Aug to 7-Sep
4	Proposals submission (Technical & Commercial)	14-Sep-23
5	Commercial offers clarifications with vendors	28-Sep-23

Submission Guidelines:

Respondents should adhere to the following submission information:

1. Technical Responses should be submitted via email to: [REDACTED] & [REDACTED]
2. Commercial proposals to be submitted separately via email to [REDACTED] titled **“Environmental, Social and Governance System – your company name”**
3. All responses must be received by the closing date mentioned above no later than 03:00 PM (15:00) GMT+3

5 EXPECTED ANSWERS

5.1 OVERALL STRUCTURE EXPECTED FOR THE ANSWER

Bidder's answer should be composed of three separated documents:

- An executive summary
- A technical proposal
- A financial proposal that needs to quote for number of 16 countries with 20 Global Licenses.

The expected contents for each of those documents are described hereafter.

Bidders must strictly respect the expected structure for their answer. Otherwise, they will be disqualified.

Bidders will have the opportunity to present in person a summary of their technical proposal. The precise date of this meeting will be communicated by [REDACTED].

During this meeting, the vendor will also have to carry out a demo of the key functionality of their solution.

5.2 EXECUTIVE SUMMARY

The executive summary document should be structured as follows.

1. Functional domains covered by the proposed solution(s)
2. Overview of the proposed solution(s)
3. Functional and technical strengths of the proposed solution(s)
4. List of clients like [REDACTED] where proposed solution(s) are implemented
5. Implementation approach
6. Post implementation training and support plan
7. Bidder's commitment on this project
8. Proposal of agenda for solution demo meeting.

5.3 FUNCTIONAL AND TECHNICAL PROPOSAL

The technical proposal document should be structured as follows and needs to answer section 6 listed requirements.

A – Proposed solution(s)

Description of the proposed solution to meet [REDACTED] business requirements, including at least the following information:

1. High level functional architecture - visual representation (e.g., diagram(s)) of the proposed functional architecture including modules, interfaces, interaction type (e.g., real time synchronization)
2. Functionality of the proposed solution
3. Detailed list of functionalities respecting the structure of RFP functional domains
4. Ability to meet partially or totally [REDACTED] business requirements with standard functionality
5. List of main specific developments required to meet [REDACTED] business requirements

6. Description of product roadmap for the next three years
7. Technical characteristics of the proposed solution(s) as requested in section 6
8. Technical infrastructure required to support the proposed solution(s)
 - Narrative or visual representation of the infrastructure required to support the proposed solutions
 - Sizing assumptions for [REDACTED]

B – Implementation approach and effort

The description of the recommended approach to implement the proposed solution should be structured as follows and need to answer to sections 6 listed requirements:

1. Proposed implementation methodology
 - a. Overall approach¹
 - b. Workplan with key activities, deliverables and milestones
 - c. Project organization and governance
 - d. Proposed implementation team with profiles / CVs²
 - e. Commitment to significant on-site presence in the locations where key users are based for all the projects
 - f. Training approach for [REDACTED] business and IT teams
 - g. Resources expected from [REDACTED]
2. Possible post implementation services (training, support, operations etc.)
 - a. Description of services
 - b. Service levels
3. Knowledge transfer approach to [REDACTED] IT team

5.4 FINANCIAL PROPOSAL

The financial proposal should be subdivided into chapters be structured as follows and need to answer to sections 6 listed requirements:

A – Software acquisition and maintenance price

Two options should be proposed:

- Option 1: License acquisition price + yearly maintenance price.
- Option 2: Yearly subscription.

Pricing metrics (e.g., number of users) and sizing assumptions made for [REDACTED] must be detailed.

Fixed price expected for both options.

The proposed discount versus standard price must be indicated.

B – Implementation price

An order of magnitude of the implementation duration and effort (range of man-days and cost) is expected from each bidder in their first answer.

A fixed implementation price must be provided later (in their final offer) by the short-listed vendors. A meeting will be organized with the shortlisted vendors to define the key assumptions required to establish this fixed price.

C – Post-implementation services price

¹ [REDACTED] wishes to make maximum use of Agile where appropriate, and requires the implementation approach which quickly delivers the first working version of the software

² [REDACTED] reserves the right to review/approve/decline *any proposed* resources ahead of project launch

The price of possible post implementation services should be indicated in the financial breakdown.

D – Training and knowledge transfer price

The price of possible training and knowledge transfer should be indicated in the financial breakdown.

