



# Request for Proposal (RFP)

by: Gasolineras BP

for: Gasolineras BP, Procurement Department

ref: RFP-2024-001

RFP released: [02/02/2024]

Deadline for Questions: [12:00 15 02 2024]

Deadline for Proposals: [12:00 15 03 2024]

**Gasolineras BP**

<https://www.bp.com/>

C/ Quintanadueñas, 6. 2º Edificio Arqbórea

28050 - Madrid

# The opportunity

This RFP is issued by BP, a leading multinational energy company with a strong presence in the global market. We are seeking proposals for the digitalization of our franchise businesses in the BP gas station sector, focusing on the management of restaurant operations and support for our franchisees.

This RFP presents a unique opportunity for software solution providers to collaborate with BP, a prominent multinational energy corporation renowned for its extensive global footprint. We are embarking on a transformative journey towards digitalizing our franchise businesses within the BP gas station sector, aiming to revolutionize the way we manage restaurant operations and support our valued franchisees.

By partnering with us, vendors have the chance to be at the forefront of innovation in the energy sector, contributing to the modernization of our franchise operations. This initiative aligns with our commitment to excellence and continuous improvement, offering vendors the platform to showcase their expertise and drive positive change within our industry.

## What we need

BP, a prominent energy company, is embarking on a digitalization initiative for our franchise businesses in the BP gas station sector. We are seeking proposals from qualified software solution providers to enhance the management of restaurant operations and provide comprehensive support for our franchisees. The goal is to streamline processes, improve efficiency, and elevate the overall performance of our franchise businesses in the rapidly evolving digital landscape.

We need a computer system that has these functionalities:

1. **Online Ordering Capability:** Franchisees need the ability to offer online ordering to customers for convenient and efficient food ordering.
2. **Inventory Management:** Franchisees require effective inventory management to track stock levels, streamline procurement, and prevent stockouts or wastage.
3. **Menu Management:** Franchisees need efficient menu management to easily update and maintain their menu offerings across multiple locations.
4. **Training and Support Resources:** Franchisees require access to comprehensive training materials and support resources to ensure consistent operations and successful management of their restaurants.
5. **Reporting and Analytics:** Franchisees and the franchisor need robust reporting and analytics capabilities to gain insights into key performance metrics and make informed business decisions.

## What we don't want

BP is not interested in proposals from non-specialized software providers that cannot offer comprehensive solutions for the digitalization of our franchise businesses. We are not seeking abstract or speculative approaches; rather, we are looking for practical and well-defined proposals that directly address the management of restaurant operations and support for our franchisees. Additionally, we do not want proposals that lack a clear implementation plan or do not align with our goal of enhancing overall operational efficiency in the BP gas station sector.

## What's important to us?

BP is seeking software solution providers who demonstrate the capability, experience, and technical infrastructure to successfully execute the digitalization initiative for our franchise businesses in the BP gas station sector. We prioritize providers with a proven track record in the development and implementation of software solutions tailored to the management of restaurant operations and support for franchisees.

We are interested in proposals that go beyond the immediate project goals and may contribute to broader outcomes, such as the improvement of overall operational efficiency and the seamless integration of digital solutions within the BP gas station sector. Effective networks and strong relationships within the technology and business community are essential, ensuring a collaborative and successful implementation of the proposed digitalization solution.

In summary, we value providers who not only meet the technical requirements but also demonstrate a commitment to achieving broader positive impacts within the digital landscape of the BP gas station sector. Further details about our requirements can be found in Section 2.

The computer system we are looking for must meet the following non-functional requirements:

1. Usability: Ease of use, ease of learning, adhere to established usability standards, accommodate users from different regions and languages, meet accessibility standards
2. Reliability: High availability rate, minimize the frequency and severity of failures that impact user experience, have robust mechanisms in place to recover from failures and restore normal operations with minimal data loss or downtime.
3. Performance: Provide fast response times, capable of handling a high volume of concurrent user requests, sufficient capacity to handle the expected data volumes and support the growth of the franchise network an start up and shut down within reasonable time frames.
4. Supportability: Designed to accommodate future changes, upgrades, and enhancements, compatible with the required hardware, software, and network infrastructure, provide configuration options to adapt to specific business requirements, designed to handle increased user loads, data volumes, installation process should be well-documented, straightforward and provisions for ongoing support, maintenance, and troubleshooting to ensure its long-term viability and reliability.

## Why should you bid?

This represents a distinctive opportunity for software solution providers to play a crucial role in BP's ambitious digitalization project for franchise businesses in the BP gas station sector. By participating in this bid, providers have the chance to contribute to the transformation of restaurant operations and the support systems for franchisees within the BP network.

Successful respondents will not only be instrumental in shaping the digital future of the BP gas station sector but will also have the opportunity to showcase their expertise and innovation in a prominent industry. This project offers a platform for providers to demonstrate their capabilities in delivering cutting-edge software solutions and to establish themselves as key players in the digital evolution of the energy sector.

Furthermore, providers engaged in this initiative will benefit from exposure to a global energy company, gaining insights into industry-specific challenges and opportunities. The selected provider will be part of a collaborative effort to streamline processes, enhance efficiency, and contribute to the overall success of BP's franchise businesses.

In summary, bidding on this project is an opportunity for software solution providers to make a lasting impact on a significant digital transformation within the BP gas station sector and establish themselves as valuable contributors to the future success of BP's franchise operations.

The computer system we are looking for would be adaptable for the digitization of multiple franchises and constitute a domain in which the Respondents can reuse components in order to achieve the highest levels of quality in their products.

## A bit about us

BP is a globally recognized energy company operating in various countries, committed to delivering innovative solutions and shaping the future of the energy sector. Our focus extends beyond traditional energy services, encompassing a diverse range of initiatives to enhance operational efficiency and customer experience. This procurement initiative aligns with BP's overarching strategy to embrace digital transformation and technological advancements within the gas station sector.

As a company dedicated to providing top-notch energy solutions, this procurement is a strategic move to integrate cutting-edge software solutions into our franchise businesses. Our objective is to optimize restaurant operations, elevate support systems for franchisees, and stay at the forefront of technological advancements in the energy industry. By investing in this digitalization project, we aim to ensure sustained growth, operational excellence, and a seamless experience for our customers and franchise partners.

In summary, this procurement aligns with BP's commitment to technological innovation, operational efficiency, and the overall advancement of our franchise businesses within the dynamic landscape of the gas station sector.

# SECTION 1: Key Information

## 1.1 Context

- a. This Request for Proposals (RFP) is an invitation to submit a Proposal for the Gasolineras BP, 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 Spanish times and dates):

Respondent briefing session	10:00	15 02 2024
Deadline for Questions	12:00	20 02 2024
Deadline for us to answer questions		01 03 2024
<b>Deadline for Proposals</b>	12:00	15 03 2024
Presentations by shortlisted Respondents (indicative)		01 04 2024
Successful Respondent(s) notified (indicative)		15 04 2024
Expected start date of Contract (indicative)		01 05 2024

## 1.3 How to contact us

- a. Contact us through our Point of Contact via email.
- b. Our Point of Contact:

**Name:** Mikel Oscoz  
**Title/role:** Head of the Procurement Department  
**Email address:** [m.oscozrivas@gmail.com](mailto:m.oscozrivas@gmail.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 [https://www.bp.com/es\\_es/spain/home/productos-y-servicios/para-su-vehiculo/bp-pulse/contacto.html](https://www.bp.com/es_es/spain/home/productos-y-servicios/para-su-vehiculo/bp-pulse/contacto.html) to submit your Proposal.
- g. Complete and sign the declaration at the end of the Response Form.
- h. Use the Pricing Schedule <https://mibp.es/es/welcome> 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: [m.oscozrivas@gmail.com](mailto:m.oscozrivas@gmail.com)

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

## 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

## **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 initiative is aligned with our strategic objective of enhancing the digital infrastructure for franchise businesses in the BP gas station sector. Historically, these services have been managed through traditional operational methods that may not fully harness the potential of modern technologies.

In our forward-looking approach, we aim to revolutionize our approach to digitalization by integrating state-of-the-art information technology solutions. Our strategy involves transitioning towards a robust and innovative digital infrastructure, emphasizing cutting-edge technology and streamlined processes. By leveraging advanced software and IT services, we aspire to create a seamless digital experience for franchisees, optimize restaurant operations, and position BP at the forefront of the digital evolution within the gas station sector.

This forward-thinking approach is integral to ensuring the continued success and growth of our franchise operations. Through the procurement of advanced IT solutions, we anticipate achieving key outcomes such as enhanced operational efficiency, improved customer experience, and a solid foundation for future technological advancements within our franchise businesses.

## **2.2 Key outcomes**

Key outcomes are about what we are buying and why. This RFP relates to the purchase of a comprehensive computer system designed for the global digitalization of the franchise with the aim of enhancing its overall operation and performance. The outcomes we want to achieve are aligned with our strategic goals for digital transformation in the BP gas station sector.

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

### **a. track record**

We are seeking Respondents that have a proven track record of successfully implementing digitalization projects in the gas stations industry. Demonstrated experience in developing and deploying cutting-edge solutions for online ordering systems and inventory management will be highly valued.

### **b. capability**

We are seeking Respondents that can demonstrate a high level of expertise and capability in developing and implementing advanced information technology solutions relevant to the RFP requirements, showcasing a proven ability to innovate and excel in tasks such as developing robust software solutions and providing comprehensive training. Given the digitalization goals in the BP gas station sector, expertise in online ordering systems and inventory management will be particularly valuable.

### **c. capacity**

We are seeking Respondents that can efficiently manage and execute the required processes within the specified timeline, demonstrating a capacity for streamlined project management, effective resource allocation, and adherence to deadlines.

### **d. solution**

We are looking for solutions that encompass a comprehensive suite of information technology services and products, specifically tailored to meet the digitalization needs of franchise businesses in the BP gas station sector. To ensure a seamless and effective transformation of our operations.

## **2.4 Other information**

- a. We estimate the quantity to be delivered is digitalization software licenses for all franchise locations
- b. The services must be delivered to the main distribution centre in Madrid.
- c. 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 date for delivery
Develop and deploy initial digitalization software for five pilot franchise locations	15/02/2024
Conduct comprehensive training sessions for franchisees on the new software	20/03/2024

## **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 and also Terms and Conditions

## 2.9 Delivery locations

We anticipate the Respondent will need to deliver the goods or services to these locations:

Location	What is being delivered here?
-Main Distribution Center: C/ Quintanadueñas, 6. 2º Edificio Arqbórea Madrid	
Software Implementation and Integration	
-Regional Franchise Offices	Training and Support Services

# SECTION 3: Our Evaluation Approach

This section sets out the Evaluation Approach that will be used to assess Proposals.

## 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. Access to Current Systems
- 2. Regulatory Compliance
- 3. Integration with Existing Infrastructure
- 4. Data Security
- 5. Availability for Training

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
1.1. The Respondents has a valid CMMI or SPICE level 2 or higher accreditation.
1.2. The project documentation presented strictly complies with the CCII-N2016-02 standard
1.3. The development life cycle strictly complies with the OpenUP methodology

### 3.1 Evaluation model

#### Option 5: Weighted attributed, price not weighted:

The evaluation model is a weighted attribute. In this model, price is not assigned a specific weight. Proposals capable of full delivery on time will be shortlisted based on their scores, and the Successful Respondent(s) will then be selected from the shortlist through an overall assessment of the best value-for-money over the entire duration of the Contract

#### Overall assessment:

All Proposals that meet the pre-conditions are evaluated using the chosen methodology. Scores will assist in deciding the Successful Respondent(s), but the final decision will be based on a holistic assessment of which Proposal(s) we determine will deliver the best overall public value

We will implement a "two-envelope" system for evaluations. Respondents are required to submit all financial information related to price, expenses, and costs in a separate sealed envelope or soft copy file. The evaluation panel will first score each Proposal based on the weighted criteria outlined in Section 3.3 below, and subsequently review the financial information of each Proposal. The panel will determine which Proposals to shortlist based on both the scores and the total costs over the whole-of-life of the Contract>

Evaluation model
<b>Weighted attributed, price not weighted</b>



## 3.2 Evaluation criteria

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

### Criteria Weighting

1. Access to Current Systems: 20%
2. Regulatory Compliance: 15%
3. Integration with Existing Infrastructure: 25%
4. Data Security: 20%
5. Availability for Training: 20%

### 3.3 Scoring

Rating	Definition	Score
EXEMPLARY	Respondent demonstrates outstanding ability, profound understanding, extensive experience, and advanced skills. The Proposal articulates significant potential added value, substantiated by compelling evidence	9-10
STRONG	Respondent exhibits above-average ability, solid understanding, considerable experience, and proficient skills. The Proposal outlines noteworthy additional benefits, supported by credible evidence.	7-8
ADEQUATE	Respondent showcases the ability to fully meet the criteria, providing convincing supporting evidence.	5-6
LIMITED	Satisfies only a minimum of the criteria, with reservations about the Respondent's capability to adequately fulfill all requirements. Limited supporting evidence.	3-4
MINIMAL	Extremely limited or no supporting evidence to meet the criteria. Minimum effort made to fulfill the criteria.	1-2
UNACCEPTABLE	Does not comply or meet the criteria at all. Insufficient information to demonstrate adherence to the criteria.	0

### 3.4 Price

If a Respondent provides a significantly lower cost than other Proposals, we may initiate inquiries or request additional evidence to ensure that the Respondent can fulfill all the Requirements and conditions outlined in the Proposed Contract for the quoted cost. Note: Any statements regarding cost must be transparent, precise, and unequivocal. Costs must encompass or explicitly state Goods and Services Tax (GST).

### 3.5 Due diligence

Due diligence is a crucial step in ensuring the suitability and reliability of

potential Respondents. For shortlisted Respondents, we may:

- Conduct reference checks on the Respondent and any named personnel.
- Perform other checks against the Respondent, such as a search of the Companies Office or NZBN.
- Conduct interviews with Respondents.

- Request Respondents to make a presentation.
- Arrange site visits to assess operations firsthand.
- Conduct product testing to evaluate quality and functionality.
- Inspect audited accounts for the last [number] financial years to assess financial stability.
- Undertake a credit check to evaluate financial health.
- Conduct a Police check for all named personnel to ensure a clean and reliable background.

This comprehensive due diligence process aims to gather thorough information for a well-informed decision during the evaluation phase.

## SECTION 4: Pricing information

### 4.1 Pricing information provided by Respondents

- a. Respondents are required to use the provided Pricing Schedule.
- b. The Pricing Schedule should provide a detailed breakdown of all costs, fees, expenses, and charges, including any specific costs such as freight costs, exchange rate fluctuations, etc. Additionally, it must explicitly state the total Contract price exclusive of GST.
- c. In cases where the pricing is based on fee rates, Respondents should specify all rates, whether hourly, daily, or a combination of both.
- d. Respondents must outline their strategies for managing risks and contingencies related to the delivery of the Requirements.
- e. All assumptions and dependencies affecting pricing and/or the total cost to us must be thoroughly documented by Respondents. If specific assumptions or dependencies are not met, leading to an expectation of higher costs than the quoted price, Respondents are required to highlight these factors.
- f. Tender prices must be provided in NZ\$. Unless otherwise agreed, contractual payments will be arranged in NZ\$. [If there are foreign exchange implications, detail how foreign exchange risk will be addressed.]
- g. While Respondents may submit a pricing approach that differs from the Pricing Schedule, they must also submit a Pricing Schedule that aligns with the provided template
- h. If two or more Respondents plan to submit a joint Proposal, the Pricing Schedule must encompass all costs, fees, expenses, and charges applicable to each Respondent. [Specify invoicing details, such as whether only the lead in the consortium will issue invoices.]

# **SECTION 5: Our Proposed Contract**

## **5.1 Proposed Contract**

The Proposed Contract intended for use in this procurement is attached to this RFP (via GETS).

Upon submitting your Proposal, please indicate if you have any queries or would like to negotiate any of the terms or conditions outlined in the Proposed Contract. If there is a desire to negotiate new terms or conditions, this should also be clearly communicated.

The RFP Response Form includes a dedicated section for expressing your position on the Proposed Contract terms. Failure to communicate your position will be construed as an acceptance of the terms and conditions in the Proposed Contract in their entirety.

## SECTION 6: RFP Terms

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