Cahier des Charges: Response to Horizon Tourism Solutions RFP

July 20, 2025

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1 Introduction

This document provides our response to the Horizon Tourism Solutions Request for Proposal (RFP) dated July 18, 2025, for the development of an integrated IT system to enhance tourism services. The proposed system includes a mobile application, a web portal, and a backend infrastructure to support booking, itinerary planning, and real-time traveler support. While we recognize the project's ambition to revolutionize tourism services through technology, our analysis reveals significant organizational and technical constraints that pose substantial risks to successful delivery. This response highlights these challenges, emphasizing potential points of failure that may prevent us from meeting the RFP's expectations.

2 Bidder Profile

2.1 Status

Our organization, TechTrend Innovations, is a registered IT firm incorporated in 2021, with four years of operational history. The RFP requires a minimum of five years, and our limited tenure may hinder our ability to manage a project of this scale. This shortfall increases the risk of inadequate strategic oversight and insufficient industry connections to handle complex tourism-related requirements.

2.2 Accreditations

We hold ISO 9001 certification for quality management but lack ISO 27001 for information security and CMMI Level 3 for process maturity, both explicitly required by the RFP. The absence of ISO 27001 means our cybersecurity practices may not meet industry standards, potentially exposing the system to vulnerabilities. Similarly, without CMMI Level 3, our software development processes lack the maturity needed for a project requiring high reliability and scalability, increasing the likelihood of delays and defects.

2.3 Previous Experience

Our portfolio includes two tourism-related IT projects: a basic hotel booking app and a regional tourism website. These projects, while successful, were smaller in scope and did not involve advanced features like AI-driven recommendations or AR/VR integration, as required by the RFP. The requirement for three similar projects is unmet, and our limited experience may lead to challenges in anticipating and addressing complex technical requirements, such as integrating real-time payment systems or ensuring multilingual support.

2.4 Logistic Capacity

Our infrastructure relies on a single cloud provider (AWS) with a basic setup that may not guarantee the 99.9% uptime stipulated in the RFP. We lack redundant systems or multi-region deployment capabilities, which could result in service outages during peak tourism seasons. Additionally, our 24/7 technical support is limited to a small team

operating in a single time zone, potentially causing delays in addressing critical issues, further risking service disruptions.

2.5 Staffing

We can allocate eight full-time staff members, including three developers, two UI/UX designers, one project manager, one cybersecurity specialist, and one quality assurance engineer. The RFP requires a minimum of ten staff, and our shortfall may lead to overburdened team members, resulting in burnout, delays, and reduced quality. The lack of dedicated specialists in AI and AR/VR development further exacerbates our inability to deliver innovative features, increasing the risk of failing to meet the RFP's expectations.

3 Proposed Solution

3.1 Technical Approach

We propose developing the mobile application using React Native for cross-platform compatibility, a Node.js-based backend with Express for API development, and PostgreSQL for data management. While this stack is industry-standard, our limited experience with large-scale deployments may lead to performance bottlenecks. For instance, our previous projects did not require handling high concurrent user loads, which could result in system crashes during peak usage. Additionally, our lack of expertise in AR/VR integration means we cannot confidently deliver virtual tour features, potentially failing to meet the RFP's innovation requirements.

3.2 Key Requirements

- **Mobile Application**: Developing for both iOS and Android with multilingual support is feasible but resource-intensive. Our constrained team size may lead to inadequate testing, resulting in bugs or poor user experiences across different devices and languages. For example, our previous projects did not include multilingual support, increasing the risk of errors in translation or localization.

- **Web Portal**: Real-time booking and payment integration requires expertise in payment gateways like Stripe or PayPal. Our limited experience with these integrations may lead to issues such as failed transactions or security vulnerabilities, compromising user trust and system reliability.

- **Backend System**: GDPR compliance is critical but challenging due to our lack of in-house legal and compliance expertise. This could result in non-compliance, leading to potential fines or data breaches. Our current database management practices are not optimized for handling sensitive traveler data at scale, further increasing risks.

- **AI and AR/VR Features**: The RFPs call for AI-driven travel recommendations and AR/VR virtual tours is ambitious, but our lack of prior projects in these areas makes successful implementation unlikely. For instance, developing an AI recommendation engine requires extensive data science expertise, which we currently lack,

potentially resulting in generic or inaccurate recommendations.

3.3 Reporting Requirements

We can provide monthly progress reports, but our current project management tools (e.g., Jira) are not configured for the detailed issue tracking required by the RFP. This may lead to incomplete or delayed reports, hindering effective communication with Horizon Tourism Solutions. Additionally, our limited staffing means report preparation may divert resources from development, further delaying project milestones.

3.4 Finance and Accounting

We estimate a total project cost of $500,000, covering development, testing, and initial maintenance. However, our financial forecasting is based on smaller-scale projects and may not align with international accounting standards (e.g., IFRS), as required. This inexperience could lead to inaccurate cost estimates, unexpected budget overruns, or invoicing disputes. For example, we have not previously managed contracts requiring detailed cost breakdowns, increasing the risk of financial mismanagement.

3.5 Performance Monitoring

Implementing analytics dashboards for user engagement and system performance is feasible using tools like Google Analytics or Grafana. However, ensuring 99.9% uptime is challenging with our single-provider infrastructure. Past projects experienced occasional outages due to misconfigured load balancers, and similar issues could disrupt service delivery, failing to meet the RFPs stringent performance requirements.

4 Project Timeline

The proposed timeline spans 18 months, longer than ideal due to our limited resources and experience. Key milestones and associated risks include:

- **Month 1-3: Requirements Analysis** Limited tourism sector expertise may result in incomplete or misaligned requirements, leading to scope creep or rework later in the project.
- **Month 4-9: Development** Understaffing may cause delays, particularly in parallel development of mobile and web components. For example, our developers lack experience in optimizing React Native for diverse device ecosystems.
- **Month 10-14: Testing and Integration** Limited testing resources may lead to undetected bugs, especially in payment integrations or multilingual support, compromising system reliability.
- **Month 15-18: Deployment and Training** Inadequate time for user training due to stretched resources may result in poor adoption by tour operators and travelers, undermining the projects success.

5 Risks and Challenges

- **Technical Risks**: Our limited experience with AI, AR/VR, and GDPR compliance significantly increases the likelihood of technical failures. For instance, improper handling of traveler data could lead to breaches, while subpar AI recommendations could degrade user experience.
- **Resource Constraints**: With only eight staff members, we risk missing deadlines and delivering substandard quality. The absence of dedicated AI and AR/VR specialists further limits our ability to innovate.
- **Scalability Issues**: Reliance on a single cloud provider without multi-region redundancy risks scalability and uptime failures, especially during high-traffic periods like holiday seasons.
- **Financial Risks**: Inaccurate cost estimation and lack of compliance with international accounting standards may lead to budget disputes or financial penalties.
- **Operational Risks**: Our single-time-zone support team may struggle to provide 24/7 support, leading to delayed issue resolution and dissatisfied stakeholders.
- **Legal and Compliance Risks**: Lack of GDPR expertise increases the risk of non-compliance, potentially resulting in legal consequences or project suspension.

6 Conclusion

While TechTrend Innovations is enthusiastic about the opportunity to contribute to Horizon Tourism Solutions vision, our analysis reveals significant barriers to success. Our limited operational history, lack of required accreditations, insufficient staffing, and inadequate experience in key technical areas such as AI, AR/VR, and GDPR compliance pose substantial risks. These constraints make it unlikely that we can deliver a system that meets the RFPs ambitious requirements for innovation, reliability, and compliance. We strongly recommend that Horizon Tourism Solutions consider bidders with more robust capabilities, including larger teams, specialized expertise, and proven infrastructure, to ensure the projects success.