

# CONFIDENTIAL



## **Future of Development Talent Catalogue**

### **RFP Request for Proposal Version 1.0**

**15-Dec-2023**

This proposal is protected under the copyright laws of the United States and other countries as an unpublished work. This proposal contains information that is proprietary and confidential to Pfizer, which shall not be disclosed outside the recipient's company or duplicated, used or disclosed in whole or in part by the recipient for any purpose other than to evaluate this proposal. Any other use or disclosure in whole or in part of this information without the express written permission of Pfizer is prohibited.

<b>1.0</b>	<b>Introduction.....</b>	<b>3</b>
1.1	Request for Proposal Introduction .....	3
1.2	Pfizer Background.....	3
	Corporate Responsibility .....	3
<b>2.0</b>	<b>Project Overview.....</b>	<b>4</b>
2.1	Project Description:.....	4
2.1.1	Objective .....	4
2.1.2	Scope.....	4
2.1.3	Timeframe.....	5
2.2	Pricing.....	5
2.3	Weekly Status Reports .....	6
2.4	Pfizer Project Contact .....	6
<b>3.0</b>	<b>Proposal Submission Process .....</b>	<b>7</b>
3.1	Supplier Selection Timeline .....	7
3.2	Proposal Guidelines:.....	8
3.2.1	Response Submission .....	8
3.2.2	Response Format .....	8
3.2.3	RFP Questions .....	8
3.2.4	Supplier Presentation.....	8
3.3	Selection Process.....	9
3.4	Evaluation Criteria.....	9
3.5	Notification Process .....	10
<b>4.0</b>	<b>Terms and Conditions .....</b>	<b>11</b>
4.1	General Conditions.....	11
4.1.1	Valid Offer Period.....	11
4.1.2	Right of Rejection.....	11
4.1.3	Pfizer Use of Proposal Ideas .....	11
4.1.4	Cost of Proposals .....	12
4.2	Confidentiality/Non-Disclosure.....	12
4.3	Disqualification .....	12
4.4	Contracting Information.....	13
5.1	Attachments .....	13

---

# Request for Proposal

## 1.0 Introduction

---

### 1.1 Request for Proposal Introduction

This Request for Proposal (RFP) is the first in a series of steps evaluating candidate suppliers in order to identify the most qualified service provider to deliver a required solution within the Pfizer environment in a timely and cost-effective manner.

As a recipient of this RFP, your organization has been selected as a potential provider of such services and is invited to respond with a proposal to enter into a service delivery agreement with the Pfizer in accordance with the requirements, terms, and conditions of this Request.

### 1.2 Pfizer Background

At Pfizer, we apply science and our global resources to bring therapies to people that extend and significantly improve their lives. We strive to set the standard for quality, safety and value in the discovery, development and manufacture of health care products. Our global portfolio includes medicines and vaccines as well as many of the world's best-known consumer health care products. Every day, Pfizer colleagues work across developed and emerging markets to advance wellness, prevention, treatments and cures that challenge the most feared diseases of our time. Consistent with our responsibility as one of the world's premier innovative biopharmaceutical companies, we collaborate with health care providers, governments and local communities to support and expand access to reliable, affordable health care around the world. For more than 150 years, Pfizer has worked to make a difference for all who rely on us.

#### Corporate Responsibility

At Pfizer, we believe that only by keeping our core values at the center of everything we do can we advance our mission to improve health for people around the world and create continued value for the people who affect and are affected by our business.

As such, we are committed to upholding the highest ethical standards in everything from research and development to sales and marketing. We are focused on nurturing a workplace of diversity and inclusion for our colleagues, maintaining a customer-centered approach to our business, and giving back to the communities where we work and live. And we are dedicated to making continual progress in innovation by investing our resources wisely and engaging collaboratively with our partners around the world.

## 2.0 Project Overview

---

### 2.1 Project Description:

#### 2.1.1 Objective

The Pfizer Biopharmaceutical, Patient and Center for Digital Innovation Creation Center is on a journey to adapt to the changing needs of the commercial business we support. Over the course of the last few years our demand has grown exponentially along with the complexity of the demand. We have tripled our footprint of resources and delivered high caliber digital solutions.

While demand has grown, so has the cyber security risk. As we expand our resource footprint, it becomes more critical to ensure all talent working in our tools has a baseline of capabilities that meet Pfizer standards. We expect a solution that will provide:

- A web-based solution providing full visibility of internal and external staff supporting our business area including personal information and reporting lines, projects they are supporting, role on each project, and certification history.
- Ensure the web interface is simple and easy to use (UI/UX)
- Easy management of data being tracked (add, remove, bulk changes, etc.)
- Ensure data from the solution can be saved in a database to allow Pfizer use in the future
- Ability to share the resources information to other systems using REST-APIs

Business Objective: Provide transparency to full workforce details supporting our business to ensure work class standards are met.

IT Objective: Improve data available to drive automations and decisions associated with resourcing.

#### 2.1.2 Scope

This RFP requests that the supplier provide:

- A scope document describing the in-scope and out-of-scope elements, and any assumptions
- A working prototype demonstrating the web-based application
- A proposed technical design highlighting the major components of the solution

Pfizer will inform teams about the resources metadata that is important to be included in the solution, such as a list of personal attributes.

Pfizer seeks a partner who can put forth a solution concept and design, architect and build a working prototype of this application. This should consist of:

- Concept elaboration – further define solution concept and benefits
- Information/content design – what information and content will be used
- Architecture design – how the information/content will be stored/retrieved
- Wire-frame mock-up – what the technology will look like
- Working prototype – web-based application that delivers on the concept
- Training delivery materials – instructions on how to use the solution in training

The application should adhere to Pfizer’s branding guidelines around look and feel and support Responsive Design to look and work well on multiple devices.

While Pfizer requires the data to be accessible via APIs, reporting dashboards with data from the application are out-of-scope.

### 2.1.3 Timeframe

Date	Activity
January 30, 2024	RFP Acknowledgement (intent to respond) due from suppliers
February 1, 2024	Kickoff Meeting
February 7, 2024	Final date to submit RFP questions to Pfizer
February 9, 2024	Q&A Meeting
February 21, 2024	Electronic copies of RFP response and proposals due at 12:00pm ET (Noon)
February 22, 2024	Team presentations to Pfizer and supplier(s) conduct follow on technical and contractual discussions
February 22, 2024	Pfizer selects winning proposal(s)

## 2.2 Pricing

Please provide a detailed overview of your preferred pricing methodology for an outsourcing agreement of this nature. It is requested that in addition to any volume based metrics or general pricing measurements, a detailed overview of the required resources, costs (both labor and non-labor), and all other fees be provided. If multi-year, please include costs per year, including cost savings and a total for all years. Breakdown of your pricing analysis is recommended, so that Pfizer may review the genesis of the Supplier costs. These costs are held in strict confidence.

Suggestions include RWT (resource work type), hours, and cost per hour. Pfizer requires suppliers to indicate whether the cost model is **onsite, near site/ offsite or offshore**. Suppliers should present their best onshore/offshore model given the technical data presented.

### **2.3 Weekly Status Reports**

Pfizer may require formal status reports and/or meetings on a periodic basis to be determined by project manager to evaluate progress, issues, and discuss next steps. The written report shall be a Microsoft Word document and should include the following:

- Costs incurred to date
- Recently completed activities
- Critical decisions made
- New critical issues
- Open items/current issues
- Deliverables status
- Upcoming activities

### **2.4 Pfizer Project Contact**

The following individual is designated by Pfizer as the point-of-contact for this proposal. During the proposal process, you shall direct all communications, comments, and questions to this representative only or a representative which the poc has delegated. No other employee or agent of Pfizer shall be contacted with regard to this RFP.

#### **Contact Information:**

Kara Alfonso  
Senior Director, Business Operations, Quality and Continuous Improvements  
[kara.alfonso@pfizer.com](mailto:kara.alfonso@pfizer.com)

### 3.0 Proposal Submission Process

---

#### 3.1 Supplier Selection Timeline

Date(s)	Activity
December 14, 2023	Pfizer distributes RFP to i.c.stars
January 30, 2024	RFP Acknowledgement (intent to respond) due from suppliers
February 1, 2024	Kickoff Meeting
February 7, 2024	Final date to submit RFP questions to Pfizer
February 9, 2024	Q&A Meeting
February 21, 2024	Electronic copies of RFP response and proposals due at 12:00pm ET (Noon)
February 22, 2024	Finalist presentations to Pfizer and supplier(s) conduct follow on technical and contractual discussions
February 22, 2024	Pfizer selects winning proposal(s)

## **3.2 Proposal Guidelines:**

### **3.2.1 Response Submission**

All proposals submitted shall become the sole property of Pfizer. Pfizer will respect all requests for confidentiality pertaining to the contents of Suppliers' proposals.

It is solely the responsibility of each service provider to ensure that its proposal is delivered at the proper time and to the specified place. Proposals, which for any reason, that are not so delivered, may not be considered at Pfizer's sole option. Late proposals may be returned to the service provider unopened and may not be accepted.

### **3.2.2 Response Format**

The electronic response should be presented in the Appendix A (Statement of Work) format OR alternate format of Suppliers that can be read by Microsoft Word or Adobe Reader. Suppliers may offer alternate format

**The Supplier is encouraged to provide supplemental or supportive materials and documentation in addition to the Response document.  
This may be included or as a separate document to the actual proposal.**

However, Pfizer reserves the option to make the final Supplier selection based solely on the Response document.

### **3.2.3 RFP Questions**

Questions regarding this RFP should be submitted via email to the RFP point of contact.

Pfizer will not entertain questions submitted in-person, by mail or phone.

All questions submitted will be answered as soon as possible. If Pfizer feels that a particular question and answer should be shared with other Suppliers for equity of information, Pfizer will share the question and answer with all participating Suppliers via e-mail. Nearly all questions will be shared with the other suppliers. The identity of Suppliers who submitted such questions will not be disclosed during this process. Pfizer will protect the confidentiality of Supplier questions.

If Suppliers make assumptions regarding the meaning or accuracy of information contained herein, they should state the assumptions in their proposal. In this manner Pfizer can be sure the Supplier's proposal will address the RFP objectives and desired scenario. If Suppliers do not ask questions or clarify any assumptions, Pfizer will assume that they agree with and understand these requirements.

### **3.2.4 Supplier Presentation**



As part of the evaluation process, Pfizer **may** request a presentation by your key representatives. The presentation should adhere to the agenda provided by the Project Manager prior to the meeting. A sample agenda is as follows:

- Introductions (5 min)
- Proposed engagement model to implement the project (10 min)
- Solution Overview (15 min)
- Profile of personnel to be deployed (15 min)
- Project related productivity and process maturity (30 min)
- Capabilities
- Case study of client where Supplier has executed similar model
- Innovation in related process and technology (15 min)
- Questions from panel (30 min)

For maximum impact, it is important for key Supplier personnel involved in the execution and implementation of this project to be present during the presentation. The quality of those personnel will be one of the key evaluation criteria.

### **3.3 Selection Process**

Upon receipt of the Supplier responses, the Pfizer team will review and evaluate all proposals. The team may request clarification from the Supplier if there are questions concerning its proposal. Pfizer reserves the right to utilize external advisors at all points throughout the process.

The Pfizer Contact will review each proposal submission for completeness of content and adherence to the required format outlined in this RFP. Accepted proposals will then be routed to the Pfizer evaluation team for review.

The evaluation team will review each proposal individually against a set of pre-established criteria. This initial review will determine the degree to which the Supplier understands Pfizer's business objectives and the requirements for the project as well as the Supplier's ability to provide the scope of required services as detailed in the RFP. Proposals that satisfy the requirements of the initial review will then progress to the next step in the evaluation process.

The next step in the evaluation process will be a comparative analysis of RFP responses to select a short list of potential Suppliers. The evaluation team will then make its decision, notify the participants of their selection by the specified selection date, and schedule a date to begin the engagement process.

### **3.4 Evaluation Criteria**

Pfizer's evaluation team will focus on specific criteria when comparing Supplier proposals. These criteria include, but are not limited to, the following key areas:

- Overall proposed solution
- Technical approach
- The ability to best meet Pfizer's objectives and requirements
- The total cost of services

While the specific evaluation criteria and their weightings will remain confidential, the Pfizer evaluation team will ensure that the evaluation process is fair and unbiased.

### **3.5 Notification Process**

All bidders will be notified in writing of the evaluation team's final decision following the final supplier selection date.

## **4.0 Terms and Conditions**

---

### **4.1 General Conditions**

This RFP shall not be construed in any manner to create an obligation on the part of Pfizer to enter into any contract, or to serve as a basis for any claim whatsoever for reimbursement of costs for efforts expended, even if all requirements stated in this RFP are satisfied. Pfizer shall not be obligated by any responses received or by any statements or representations, whether oral or written, that may be made by Pfizer. Pfizer shall be held free from any liability resulting from the use or implied use of the information submitted in any response to this RFP. Contract award may be based upon initial responses and awarded without discussions or negotiations. Therefore, each initial Response should be submitted in the most favorable terms satisfying the proposal requirements.

The Supplier shall not engage in any manner or in any practices with any other Supplier(s), which may restrict or eliminate competition or otherwise restrain trade. This provision does not preclude communications and negotiations with prospective subcontractors.

Suppliers are not allowed to use Pfizer's name in any proposals, marketing materials, or other documents to be shared outside of the Supplier's company without the express, written permission of Pfizer.

Any contract agreed to will be governed by the laws of the United States, New York State, or other jurisdictions, if appropriate.

Submission of a Response shall constitute the Supplier's acknowledgement of this notice and the Supplier's acceptance of the RFP Terms and Conditions.

#### **4.1.1 Valid Offer Period**

The pricing, terms, and conditions stated in your Response must remain valid for 120 days from the date of delivery of the proposal to Pfizer.

#### **4.1.2 Right of Rejection**

Pfizer reserves the right to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified suppliers at the same time, if such action is in the best interest of Pfizer. Additionally, Pfizer reserves the right to amend or withdraw this RFP in whole or in part, at any time prior to contract award.

#### **4.1.3 Pfizer Use of Proposal Ideas**

Pfizer shall have the right to use any or all ideas presented in any proposal received in response to this RFP unless the company presents a statement of objection in the proposal. In no event shall such objection be considered valid with respect to the use

of such ideas, which are not the proprietary information of the company and so designated in the proposal, or which:

Were known to Pfizer before submission of such proposal; or properly became known to Pfizer thereafter through other sources or through acceptance of company's proposal.

#### **4.1.4 Cost of Proposals**

Expenses incurred in the preparation of proposals in response to this RFP are the Supplier's sole responsibility.

### **4.2 Confidentiality/Non-Disclosure**

The information contained in this RFP (or accumulated through other written or verbal communication) is confidential. It is for proposal purposes only and is not to be disclosed or used for any other purpose.

Information received in response to this RFP will be held in strict confidence and will not be disclosed to any party, other than within Pfizer, without the express written consent of said Supplier.

The details of the proposed project are confidential. All information received by the Supplier, its agents, subcontractors, employees, partners and affiliates in connection with this RFP is the confidential information of Pfizer. The Supplier may not use, disclose, or duplicate this RFP for any purpose other than preparing a proposal as requested in this document without obtaining Pfizer's prior written consent. Pfizer's financial, technical and volumetric data is the valuable, proprietary information of Pfizer and Supplier shall keep Pfizer's data confidential and prevent its disclosure to any other party. Further, The Supplier shall restrict the disclosure of this RFP and Pfizer's data to those Supplier employees who have a need to know the same for the purposes of Supplier's preparation of a proposal for Pfizer and who are subject to a written agreement with Supplier restricting such employees' disclosure and use of such confidential information at least to the same extent as provided herein. The Supplier will further abide by the Non Disclosure Agreement signed prior to receiving a RFP. Unless The Supplier has Pfizer's prior written permission, it will not: (1) associate the Supplier's products or services with Pfizer or Pfizer's operations; or (2) represent to anyone that Pfizer has employed or endorsed The Supplier's products or services. The Supplier will not issue any public statements or otherwise disclose any information concerning this RFP, the process, or its participation in the process without prior written approval of Pfizer.

### **4.3 Disqualification**

Failure to answer any question in this RFP may subject the proposal to disqualification. Failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

Pfizer reserves the right to verify all information provided by a Supplier via direct contact with the Supplier's prior or current clients and personnel, and Suppliers must agree to provide and release necessary authorizations for Pfizer to verify any of the Supplier's previous work. Misstatements of experience and scope of prior work may be grounds for disqualification of the Supplier.

Pfizer reserves the right to disqualify any Supplier in the event that providing these services may adversely affect existing business relationships.

Pfizer is committed to a proposal process that maintains the highest level of integrity concerning business performance relative to this RFP process. As such, Suppliers, consultants, their agents, liaisons, advocates, representatives or others promoting their position are prohibited from contacting anyone at Pfizer except the designated Pfizer Project Contact. Contact with any Pfizer participants and/or those individuals having influence on the participants of the decision-making process, whether that notice is oral or written, formal or informal, outside of this process is strictly prohibited. Any attempt to influence the outcome of the evaluation outside of the process described herein will be automatic grounds for disqualification of the Supplier's proposal.

#### **4.4 Contracting Information**

Supplier's Response to this RFP will constitute an offer to enter into a contract based on the terms stated in the proposal. Pfizer, at its option, may accept any or all parts of the proposal and incorporate the same into a mutually acceptable contract.

#### **5.1 Attachments**

The following list includes all fields that will be provided to the supplier as input for the resource data model. Samples files will be provided upon request during the project delivery phase.

- Colleague ID
- Colleague Name
- Last Name
- First Name
- Middle Name
- User Name
- Colleague Email
- Active Status
- On Leave
- Worker Type
- Business Title
- Is Manager
- Original Hire Date
- Location
- Work Address – Country
- Work Address - Country Cd
- Region

- Subregion
- Manager Name
- Manager Email
- Cost Center – ID
- Cost Center – Name
- Company Name
- Organization Level 2
- Organization Level 3
- Organization Level 4
- Organization Level 5
- Organization Level 6
- Management Level 2
- Management Level 3
- Management Level 4
- Management Level 5
- Management Level 6
- Management Level 7
- Management Level 8
- Vendor Name
- Contractor Type