

Request for

Proposal

Project name or description

SEPTEMBER 2022

# 

# 

# Introduction & Background

We are requesting an application where clients associated with a maintenance company can request additional services, service frequency changes, cancel services, maintenance walk-throughs, and appointments with the company's representatives for complicated request assistance. We are accepting proposals in response to this Request for Proposal in order to find a qualified source to provide us with a client-oriented application. Our goal with the application is to:

1. Provide around-the-clock access to company services and resources
2. Alleviate and assist representative workload by redirecting common requests
3. 24/7 Access to company information and FAQs
4. Increase response time to service changes or request

The objective of this Request for Proposal is to locate a source that will provide the best overall value to Algorithmic Alchemist. While price is a significant factor, other criteria will form the basis of our award decision, as more fully described in the Evaluation Factors section of this Request for Proposal below.

# 

# Submission Guidelines & Requirements

The following submission guidelines & requirements apply to this Request for Proposal:

1. First and foremost, only qualified individuals or firms with prior experience on projects such as this should submit proposals in response to this Request for Proposal.
2. Bidders intent on submitting a proposal should so notify the representative identified on the cover page no later than October 1, 2022.
3. Bidders must list at least 3 projects that are substantially similar to this project as part of their response, including references for each. Examples of work should be provided as well.
4. A technical proposal must be provided that is not more than 8 pages. This technical proposal must provide an overview of the proposed solution as well as resumes of all key personnel performing the work. In addition, the technical proposal should provide a proposed schedule and milestones, as applicable.
5. A price proposal must be provided that is not more than 5 pages. This price proposal should indicate the overall fixed price for the project as well as hourly rates and an estimated total number of hours, should Algorithmic Alchemist decide to award a contract on an hourly rate basis.
6. Proposals must be signed by a representative that is authorized to commit the bidder’s company.
7. If you have a standard set of terms and conditions, please submit them with your proposal. All terms and conditions will be subject to negotiation.
8. Proposals must be received prior to October 2, 2022, to be considered.
9. Proposals must remain valid for a period of 30 days.
10. Algorithmic Alchemist anticipates selecting at least two individuals or firms to have more in-depth discussions with, and will make an award to one of these “down-selected” individuals or firms.

# 

# Project Description

## The purpose of this project is as follows:

1. Provide clients with 24/7 service support
2. Provide clients with additional appointment services
3. Redirect the common requests from representatives to the application

## The description of the project is as follows:

1. A client should be able to log in to the app with a company-provided access code and username and password.
2. The client should have access to ongoing or finished services information and details, including services cost, frequency, and service dates,
3. The client should be able to schedule appointments with a maintenance manager with an available date and time of their choosing
4. The client should be able to add services and cancel a service including landscaping, sweeping, janitorial, and steam cleaning.
5. The client should be able to change the frequency of a service such as times a week, bi-weekly, monthly, quarterly, or annually.
6. The client should also be able to pick the day of the week they want their service done

# 

# Project Scope

The scope of the project entails

1. Clients with existing service contracts with our company

The successful bidder will be responsible for providing any necessary technical support.

## The criteria set forth below should be met to achieve successful completion of the project:

1. A client should be able to log in to the app
2. The client should have access to ongoing or finished services information and details
3. The client should be able to schedule appointments with a maintenance manager
4. The client should be able to add services and cancel a service.
5. The client should be able to change the frequency of a service

## Acceptance of the work is contingent on the following acceptance criteria:

1. The client application is easily accessible
2. The client application is easy to use
3. The client application provides the previously mentioned functionalities

# 

# RFP & Project Timelines

## The Request for Proposal timeline is as follows:

| Request for Proposal Issuance | 10/07/2022 |
| --- | --- |
| Selection of Top Bidders /  Notification to Unsuccessful Bidders | 10/08/2022 |
| Start of Negotiation | 10/09/2022 |
| Contract Award /  Notification to Unsuccessful Bidders | 10/10/2022 |

The need-date for project completion is May 5, 2023. Bidders may propose a date earlier or later and will be evaluated accordingly.

# 

# Budget

Algorithmic Alchemist's budget for the project is $0.

# 

# Evaluation Factors

Algorithmic Alchemist will rate proposals based on the following factors, with cost being the most important factor:

1. Responsiveness to the requirements set forth in this Request for Proposal
2. Relevant past performance/experience
3. Samples of work
4. Cost, including an assessment of the total cost of ownership.
5. Technical expertise/experience of bidder and bidder’s staff

Algorithmic Alchemist reserves the right to award to the bidder that presents the best value to A.A. as determined solely by A.A. in its absolute discretion.