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| **Example Corp. of Tampa Florida** |
| Voice mail Development Proposal |
| Betty Boop Example Corp. Tampa, Florida 123 Main Street Anytown, USA 12345 |

|  |
| --- |
| Alex crawford,  [Date] |

Team BEAM,

Web site address,

telephone number, fax number,

e-mail address and

primary contact person.

**PROPOSAL GUIDELINES AND REQUIREMENTS**

This will be a concept to completion production.  The purpose of this RFP is to provide a fair evaluation for all candidates and to provide the candidates with the evaluation criteria against which they will be judged.

In your proposal please provide the name, address, and EIN of the sub-contractor.

The Example Corp. of Tampa Florida will not refuse a proposal based upon the use of sub-contractors; however we retain the right to refuse the sub-contractors you have selected.  Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

* Your proposal must include a cost proposal as described above.  All costs associated with the delivery of the project should be presented in a flat rate, fee for service format.

**BUDGET**

Please provide several cost proposals to accomplish the scope as outlined.  The budget must encompass all design, production, and software acquisitions necessary for development and maintenance of the voice email system.

**Hosting options/information:**

Do you provide hosting?  If so, please provide answers to the following questions:

* How often do you backup?
  + - Full backup performs every 24 hours
    - Incremental backup every 6 hours
* How often do you have down time?
* How often do you upgrade software/hardware?
  + - Our team actively looks to upgrade software/hardware to be above standard
* Please describe your technical support.
* Please describe your security.
* Do you have a high-speed, direct connection to the Internet?
* Please describe your methodology and service level agreements.
* Pricing, terms and conditions.

If you do not provide hosting, please suggest a vendor/partner to provide this service and provide answers to the above questions.

**Title Page:**

Example Corp. of Tampa Florida, voice mail Development Proposal, your company name, address, Web site address, telephone number, fax number, e-mail address and primary contact person.

**Cover Letter:**

Signed by the person or persons authorized to sign on behalf of the company (1-2 pages).

**Proposal:**

Discuss your proposed solution, including the features, benefits and uniqueness of your solution.  You should also touch on your ability to deliver the project in the time frame noted in Section 5 (3-10 pages).

**Qualifications:**

Provide the information requested in Section 12 (10-20 pages).

Cover Letter

Betty Boop  
Example Corp. of Tampa Florida  
123 Main Street  
Anytown, USA 12345

Greetings, Example Corp. of Tampa, Florida.

Hello, my name is Alex. I am reaching out to you today, on behalf of Team BEAM. Our team noticed your company’s desire to expand with the addition of a new voicemail system. We look to offer you a solution with a hosted service or we can work to build you a local system. Although, we can offer either solution based on the size of your company and needing to host hundreds of employees with a voicemail system will be more easily scaled with a VoIP system with our hosting.

We will work diligently to provide a phone voicemail system that best matches your needs. When you work with Team BEAM you’ll get the best service you’ve ever seen!

Although our hosting may be a new feature offered, we offer some of the most competitive pricing on the market. We would love to take some time and discuss our development process and pricing you can expect.

You may reach out to us at your earliest convenience at:

We look forward to hearing from you,

Sincerely, Alex Crawford.

Please describe your technical support.

We offer technical support upon request. If there is a server issue back ups will be initialized as soon as possible. We offer technical support online as well as over the phone. A technician can be called upon to fix technical issues on site.

Please describe your security.

Scalability

* List three systems your firm has produced that best reflect your work and relevancy to this project.  Briefly list the role your firm played in each project.

Requirements of the voice-mail system include the ability to: play back messages, delete messages, change greeting of message, and maintain the ability to change user’s password. On top of this the system voicemail looks to give administrators only the ability to activate and deactivate mailboxes. A way for the system to remember messages even when power failure is imminent and the system may need to be restarted.

Budget: $25k+

List pricing for:

Hosting will be addressed separately and costs for hosting are not included in the budget for this project.

Example Corp. of Tampa Florida has allocated $25,000 for this project (Phase I and II).  However, we will entertain responses for greater than $25,000 if they show an incremental project plan.  Hosting costs will be addressed separately.

The price you quote should be inclusive.  If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

* Phase I: Discovery, Requirements Planning & Site Definition
* Phase II: Site Development, Testing and Deployment
* Hosting: We have not yet made a decision to host on or off-site.  Discussions during the discovery phase and your input and advice will help us make a decision in this regard.

Phase 1:

Requirements

VM Needs

1. Max number of messages per mailbox must be included to minimize server space.
2. Language Support 1. English 2. Spanish
3. Change greeting message
4. Change password
5. Play back messages
6. Server strength to service several hundred employees
7. An administrator needs to be able to activate and deactivate mailboxes.  In addition administrators must be able to play and copy selected messages.  (Only administrators should be able to do these tasks.)
8. The system must remember the messages even if the power should fail and the system needs to be restarted.  The saved voice mail needs to be able to be backed up (and restored).

VM Wants

1. Periodic deletions of old messages.
2. Remote Access to VM

Planning

Site Definition

Phase 2:

* Provide current reference information for three former or current clients.

N/A

* Briefly describe your firm's organizational capacity to produce our voice mail system (e.g. staff, equipment, software, physical space, office location, etc.).
  + If the Example Corp chooses to opt into our VoIP hosted service, if current phones are out of date, upon completion of our integration to avoid conflicting with current service times, our team will install the new phones offline.
  + Otherwise if Example Corp. chooses to have a local VoIP system installed, Team BEAM may opt into hiring a 3rd party technician to install new servers on site, and have our team of developers complete their portions of testing and deployment..
* How many full-time staff does your firm employ?  Please include a copy of your firm's organizational chart.



* Provide a company profile, length of time in business and core competencies.

Our technical team of 5 undergraduate professionals, have an extensive history of over at least 4 years experience in computer technical backgrounds. Together we combine use cases for VoIP services and

About Team BEAM

* Briefly describe the percentage of your development staff that would end up working on this project relative to your entire staff (using full time equivalents).  For example, if you would use five staff on the project and you have ten developers, the percentage would be 50%. SHOULD WE INCLUDE SUBCONTRACTORS FOR THIS JOB?

Due to current team consisting of five employees, we will be working with 100% capacity of our team. On top of working at full capacity of our team, we may look to outsourcing to hire a team of technicians for installation of local equipment. Please, also note that at current time we will use two staff to be allocated for phase 1 of the project. the other three developers will work together for completion of phase 2 of the project. Having 2 of our staff focused on our discovery of requirements and planning of development, and deploymens.

* What type of team will be assigned to this project?  What will each person's role be?  Please include a brief background summary for each key staff member assigned to this project
  + 
* Briefly describe your firm's project management process.

Our team is unbiased towards leadership. We will work together to achieve our common goals towards this project.

* Percent of total revenue derived from voicemail/PBX developments and other business ventures.
  + Note voicemail/PBX development is
* Explain your business model.

To ensure a speedy process for development of the projected voicemail system. we have opted to use a waterfall model and breakdown the process into sequential phases. This will ensure the team can follow the flow of processes: Conception, **Initiation**, **Analysis**, Design, Construction, **Testing**, Production/**Implementation**, and Maintenance.

* Please discuss any planned IPOs, mergers or acquisitions.

N/A

* Please discuss any hardware/software vendor partnerships.

Currently N/A

* Please discuss your testing and support plan.



* Please explain your service level agreement (SLA) structure.

Team BEAM SLA, includes: System backups for recovery upon system failure

Hosted VoIP for easy scalability based on company needs and for easy implementation.

* List the time frame for completion.  The time frame for completion of the project will be evaluated will be part of the contractual agreement; therefore, a realistic time frame for completion is requested.

Depending on size of company needing hosting, the equipment needed to be gathered for the process and any other determinants of the project will be completed in a two-week time frame.

* List any terms and conditions.

Contracted hosting per employee with a minimum amount paid per interval.