RFP FOR LASTMILE DELIVERY SYSTEM

1 Introduction

At DMSCO, for more than a quarter of a century, we are interested in health care, providing the highest quality standards in our services and products, and reaching the preference and needs of customers.

Where DMSCO is present locally, regionally and globally to keep pace with the development of medical care at all levels and to provide the latest products and services for its society. We are keen to provide medical products, medicines, mother and child products, beauty and personal care with the best options and the highest levels of quality.

Overview of the RFP

DATE	28/03/2024
REF- No.	T – IT – 004
Project Name	Lastmile Delivery System
Location	Khobar-Riyadh
Letter Title	Invitation to Submit Proposal: Last Mile Delivery System Implementation

Schedule of Submission

RFP Release Date	31/03/2024
Deadline for Submission of Questions	08/04/2024
Deadline for Proposal Submission	15/05/2024

Our company is seeking proposals from qualified vendors for the implementation of a Last Mile Delivery System. This system will play a pivotal role in optimizing our delivery operations, ensuring efficient and timely delivery of goods to our customers' doorsteps.

Key Objectives

Enhance Efficiency: The primary goal of implementing the Last Mile Delivery System is to enhance the efficiency of our delivery operations, minimizing delivery times and maximizing resource utilization.

Improve Customer Experience: By streamlining the last mile delivery process, we aim to improve the overall customer experience, providing accurate delivery ETAs, proactive communication, and reliable proof of delivery.

Reduce Costs: We are looking for a solution that can help us reduce delivery costs through route optimization, fuel efficiency, and operational streamlining.

Enhance Visibility: The Last Mile Delivery System should provide real-time tracking and monitoring capabilities, enabling us to have complete visibility into the status and location of deliveries at all times.

In this RFP, we are seeking proposals from vendors who have expertise in developing LAST MILE DELIVERY SYSTEMs. The LAST MILE DELIVERY SYSTEM should be user-friendly, scalable, and customizable to meet the specific needs of our organization. It should have features such as course management, user management, assessment and certification, reporting and analytics, and integration capabilities with existing systems. The platform should also support multimedia content, interactive learning activities, and collaboration features.

We expect vendors to provide a detailed proposal that includes a project timeline, cost estimation, and a breakdown of the development process. The proposal should also outline the vendor's experience in developing similar LAST MILE DELIVERY SYSTEMs, their team composition, and any relevant case studies or testimonials.

The evaluation of the proposals will be based on various criteria, including the vendor's experience and expertise, the functionality and features of the proposed platform, the costeffectiveness of the solution, and the vendor's ability to meet the project timeline. The selection process will involve reviewing and shortlisting the proposals, conducting interviews or presentations with the shortlisted vendors, and making a final selection based on the evaluation criteria.

We encourage vendors to carefully review the RFP and provide a comprehensive proposal that addresses all the requirements and expectations outlined in the document. We look forward to receiving your proposals and collaborating with a vendor who can deliver a high-quality LAST MILE DELIVERY SYSTEM that meets our organization's needs.

Background of the Project

This project involves a strategic collaboration between our team and an existing partner to implement a comprehensive list of features for our Last Mile Delivery System platform. The initiative is designed to leverage the strengths and expertise of both parties to enhance the functionality and performance of the platform, aligning with specific requirements outlined in the project

documentation.

Effective Collaboration: Establish a robust framework for collaboration between our internal team and the partner. This framework will ensure seamless communication, decision-making, and problem-solving throughout the project lifecycle.

Project Management & Governance, Integration: Integrate & Govern project management methodologies between the two teams to create a unified approach. This integration will involve aligning timelines, milestones, and deliverables, ensuring that both teams work in sync toward common goals.

Feature Implementation: Execute the implementation of the features list as per the requirements document. This includes developing new functionalities, optimizing existing features, and ensuring that all features are tested and deployed in alignment with the agreed-upon specifications.

2 Project Overview

Project Goals and Deliverables

Enhance Efficiency: The primary goal of implementing the Last Mile Delivery System is to enhance the efficiency of our delivery operations, minimizing delivery times and maximizing resource utilization.

Improve Customer Experience: By streamlining the last mile delivery process, we aim to improve the overall customer experience, providing accurate delivery ETAs, proactive communication, and reliable proof of delivery.

Reduce Costs: We are looking for a solution that can help us reduce delivery costs through route optimization, fuel efficiency, and operational streamlining.

Enhance Visibility: The Last Mile Delivery System should provide real-time tracking and monitoring capabilities, enabling us to have complete visibility into the status and location of deliveries at all times.

Project Timeline and Milestones

This project will be executed using an Agile framework, emphasizing iterative development, continuous collaboration, and flexibility to adapt to changing requirements. Key components of our approach include automated deployments, version control, and a structured process for user story approvals.

Sprint Planning:

- Each sprint will last two weeks, starting with a planning meeting to prioritize user stories and tasks based on the project backlog.
- The team will estimate efforts and commit to a set of user stories they can deliver during the sprint.

Daily Stand-Ups:

- Short daily meetings will be held to discuss progress, upcoming tasks, and any impediments.
- These meetings ensure constant communication and quick resolution of blockers.

Sprint Review and Retrospectives:

At the end of each sprint, the team will demonstrate the completed work to stakeholders during the Sprint Review.

Sprint Retrospectives will follow to discuss what went well, what didn't, and how processes can be improved.

Environment Management:

Multiple environments (development, testing, staging, production) will be used.

Automated deployments to these environments will be configured to ensure smooth progression of code through the deployment pipeline.

Deployment Schedule:

Regular deployment slots will be scheduled, with the ability to support hotfixes and urgent releases.

Version Control and Code Management

Versioning Strategy:

Semantic versioning will be adopted for clear and organized version tracking.

Release notes and change logs will accompany each version release.

User Story Development and Approval Process

User Story Creation and Backlog Grooming:

- The Product Owner (PO) will be responsible user stories, ensuring they have clear acceptance criteria.
- Regular backlog grooming sessions will be held to refine, estimate, and prioritize stories.

Development and Testing:

- User stories will be assigned to sprint teams for development.
- Quality assurance (QA) will be integrated within the sprints, with automated and manual testing strategies.

Approval Process:

- The PO reviews and approves each user story upon completion, ensuring it meets the defined

acceptance criteria.
- Stakeholders may be involved in the approval process for critical features or major changes.

Documentation and Feedback:

- Comprehensive documentation will be maintained for each feature.
- Feedback from stakeholders and end-users will be solicited and incorporated into future development cycles.

Risk Management and Adaptability

Regular Risk Assessment:

Ongoing risk assessment will be conducted to identify and mitigate potential issues early in the process.

Sprint retrospectives will be used to identify risks or problems encountered during development.

Adaptability:

The Agile approach allows for flexibility and rapid response to change, whether due to market shifts, stakeholder feedback, or technological advancements.

3 Requirements

The project aims to aid Proceed to digitize and automate the below operations:

1. a) B2B Operations (Dawaa / Private)
2. b) B2G Operations

3.1 B2G Operations

- The following operations are covered:
- King Fahad hospital B2C medicine delivery operations
  - Medicine and related item delivery to customers across KSA (direct or via cross dock)
- Blood bank operations
  - Delivery of blood and plasma from riyadh central blood bank to regional blood banks (direct or via cross dock)

3.1.1 Orders Creation

- Orders can be created/uploaded manually by proceed executives on behalf of the customer
- Vendors will also provision a customer portal for King fahad hospital and blood bank executives to create orders
  - Users will be able to create orders individually using a form or via excel upload
- Order creation via integration with merchant system – requires technical evaluation
- All orders will be treated as prepaid orders
- The following information will be captured as part of the portal:
  - Origin details – pickup location
  - Destination details – drop off location, drop off region
  - Item details – Blood, Plasma, document etc. (list to be finalized)
  - Temperature requirements
- Vendors to auto populate temperature requirements when blood or plasma is chosen. Other item types will need instructions / temperature requirements to be mentioned
- Every drop will need to be created as a separate order
- Once orders are created, AWB label will be generated by Vendors
- Executives can download and print the label via the customer portal
- Orders created by proceed users will be visible to customers on the customer portal for AWB printing and tracking

3.1.1.2 Planning and Dispatch – Blood Bank

- Once orders are created, Vendors will plan the orders for delivery from the central blood bank in Riyadh to the regional blood banks.
- Static routes will be setup, based on operational inputs. Example, Riyadh to Al khurma to Jeddah etc.
- Vendors will identify appropriate routes based on the origin destination pair provided as part of the order.
- Dispatchers will us the containerization facility to scan each AWB and load it into a BGI container, once container is full, container number will be scanned
  - Container temperature will also be recorded on Vendors
- Orders will also be pushed to the BGI system via integration along with container details
- Once all waybills are containerized, the shipment facility will be used to consolidate the containers as per the destination
- Dispatchers will then be able to assign the shipment to a driver for delivery. Dispatchers will also record the vehicle number at the time of assignment
- Drivers will use the Vendors mobile application to complete all deliveries. Drivers will click on the start trip to initiate the delivery process. On start trip, following information will be captured:
  - Odometer start reading
  - Odometer start photograph
- Drivers will execute orders as per the sequence in the route plan shown on the mobile device.
- Drivers will be able to mark deliveries as delivery success or delivery failure. Following data will be captured:
  - Delivery Success
- Handover personnel name
- Proof of delivery photograph

- Sign of glass
- Delivery Temperature
    - Delivery Failure
- Reason for failure
- Drivers will not return to hub after deliveries are completed
- Control Tower – Vendors will integrate with BGI container tracking to monitor temperature information of the containers. In case of any breach, alerts will be shown
    - Breach limits will be setup as part of master data creation

3.1.1.3 Planning and Dispatch – Hospital

- Once orders are created, Vendors will plan the orders for delivery based on the origin – destination details
- If origin and destination zones are the same, Vendors will treat the order as a last mile order and push for last mile route planning
- In case origin and destination zones differ, orders will be planned based on the planned routes setup as part of master data
    - Cross dock requirements in case of differing zones will be created as part of the master data to facilitate movement
- Cut-off for same day/express orders to be confirmed by business
- For last mile orders, dispatchers will initiate routing manually using the intelligent dispatch page
    - Vendors will automate this process by scheduling route planning, after implementation, once operations stabilize
    - Routing will use the maximum number of deliveries that can be performed by the driver as capacity constraint for planning
- Once planning is completed, dispatchers will assign drivers to the routes created
- Drivers will report to King fahad hospital as per the route plan
- Drivers will scan each shipment to confirm pickup and load the same onto their vehicles
- Once loading is completed, drivers will select start trip and enter the following details:
    - Proof of pickup photograph
    - Sign on glass (handover signature from King Fahad hospital executive)
    - Start temperature reading
    - Odometer start reading
    - Odometer start photograph
- Drivers will execute orders as per the sequence in the route plan shown on the mobile device.
- Drivers will be able to mark deliveries as delivery success or delivery failure. Following data will be captured:
    - Delivery Success
- Handover personnel name
- Proof of delivery photograph
- Sign of glass
- Delivery Temperature
    - Delivery Failure
- Reason for failure
- Partial deliveries will not be done by the drivers
- Once all orders are completed, drivers will report back to the origin WH for debrief
- Dispatchers will use the Driver debrief page to verify drivers trip, inbound returned SKUs and sign-off the trip
- Control tower – Dispatchers and transport managers will have complete visibility of vehicle movement
    - Vendors will integrate with Proceed's telematics provider to provide visibility and alters

3.2 B2B Operations

The below FTL / LTL movements are in scope for this project:

1. a) Dawaa WH to WH
2. b) Dawaa WH to Store
3. c) Other customers – point to point drop off

3.2.1 Orders Creation

- Orders (waybills) will be created directly on Vendors either using the grow portal by customers or by internal team on behalf of the customers
    - One waybill is used for end-to-end tracking
- Waybills can be created by:
    - Customers directly on the portal
    - Internal users on behalf of a customer (walk-in customers)
- Credit customers will be able to create orders without the need for any payment at the time of booking
- Will proceed serve cash customers? – to be verified
- Estimated charges to be paid will be shown at the booking based on the rate card maintained in Vendors
    - Rate card to be shared – TBD
    - Rates will primarily be based on
- Origin – destination pair
- Service type
- Number of pallets (if LTL)
- Type of load
- Payment method
- Customers can make bookings for both FTL and LTL movement. This is an option that needs to be chosen at the start of the booking journey

- In case of FTL, customers:
  - will be able to create bookings with a single pickup location and multiple drop offs
  - will be able to create a booking by selecting a specific vehicle type
  - Will not need to enter the number of pallets to be loaded as part of the parcel detail information – System to auto-populate pallet load based on vehicle type selected
  - Only 1 vehicle can be selected per booking
  - Temperature requirements, if any, will also be captured as part of the order creation
  - Other special instructions will be captured as remarks
- In case of LTL booking:
  - Customers will be able to create a booking with 1 pickup and 1 drop off location
  - Parcel details will be the number of pallets. Only standard sized pallets will be considered. Any special sized bookings will need to be handled manually by approximating the number of standard pallets that would be required to process the order
  - Temperature requirements per parcel will also be captured
- Orders can be created in bulk via excel upload or as a single order
- Once waybills are created, customers will be able to download and print the labels generated
  - Label template to be shared
  - Waybill will be used as the reference multiple pallets will be tracked as 1 of 2, 2 of 2
- Once orders are created, Vendors will auto populate the pickup date based on SLA setup in the master data setup
- Waybill will include information on:
  - Pickup location
  - Delivery location
  - Number of pallets to be transported (if LTL)
  - Payment method – COD, Prepaid (payment while booking), credit customers
  - FTL/LTL

3.2.2 Planning and Dispatch (FTL)

- Orders will be planned manually by assigning drivers to waybills
- In case the booking was done as single pickup, multi drop off – Vendors will auto create individual transactions/jobs for each drop-off location to facilitate further processing of the order
- Waybills will be executed by own fleet
- No labels will be generated for FTL bookings
- Drivers will use the Vendors mobile application for waybill execution. The following statuses can be marked
  - Pickup success / failure
- Number of pallets picked up will be manually entered
- Proof of pickup photograph will be provisioned
- Merchant signature will be collected
  - Delivery success / failure
- Photo proof of delivery will be taken
- Customer signature will be collected
- In case of COD shipment, COD amount will be shown the driver and the collection confirmed on the application (only cash payment)
  - Cash will be collected in full
- Deliveries will be in full, partial deliveries will not be done
- 2.3.Planning and Dispatch (LTL)
  - Same fleet is used for both deliveries and pickups
  - Dispatchers will manually initiate the routing via the intelligent dispatch page
  - Primary constraint for fleet cut-off – number of pallets
  - Once routes are created, drivers will be assigned to each route for order execution
  - Once routing is completed and drivers are assigned, dispatchers will be able to use the Vendors mobile application to conform loading of the pallets into the truck
  - Once loading has been confirmed, drivers will be able to start the trip and complete the deliveries. As part of the delivery process drivers will be able to mark delivery as:
- Delivery success
- Epod and customer signature will be taken
- In case of COD, cod amount will be shown and collection confirmed
  - Collection will be as cash and always in full
- Partial delivery
- Number of pallets delivered will be recorded
- In case of COD, driver will enter how much cash has been collected
- Delivery Failure
- Failure reason will be captured
  - Once deliveries are completed, drivers will return to the yard and mark end trip
  - Supervisors will use the debrief module to collect cash from the drivers and accept handover of delivery failed / partially delivered pallets
  - Waybills that are partially delivered or delivery failed will await approval for further processing
  - Approvers can choose to re-attempt delivery or to create an RTO request and return the waybill back to the merchant
- 2.4.Control Tower – Visibility
  - Vendors will be integrate with proceed's telematics provider to provide visibility of vehicle movement
  - Breach alerts will be provisioned to ensure proactive visibility to dispatchers

3.2.3 Customer Notification

1. email/SMS notification will be sent to customers for below milestones

2. Waybill picked up
3. Waybill out for delivery
4. Waybill delivered / delivery failed
5. Tracking link will also be sent with the notification
6. Customers will be able to track shipment details and the shipment milestones
7. Live tracking will not be used
8. Upon successful delivery, manifest of delivered items will be shared to the customers and merchants

4. Evaluation Criteria

The evaluation of proposals will be based on the following criteria:

1. **Technical Expertise and Experience** (30% weightage): This criterion assesses the vendor's technical expertise and experience in developing LAST MILE DELIVERY SYSTEMs. The evaluation will consider the vendor's track record in delivering similar projects, the qualifications and experience of their team members, and their understanding of industry best practices.
2. **Functionality and Features** (25% weightage): This criterion evaluates the functionality and features proposed by the vendor. The evaluation will consider how well the proposed solution meets the client's requirements and specifications outlined in the RFP. The vendor's ability to provide a user-friendly interface, scalability, integration capabilities, and support for interactive learning activities will be assessed.
3. **Cost-effectiveness** (20% weightage): This criterion assesses the cost-effectiveness of the proposed solution. The evaluation will consider the overall cost estimation, including development, implementation, maintenance, and any additional costs. The vendor's pricing structure, payment terms, and any budget constraints or limitations specified in the proposal will be taken into account.
4. **Project Timeline and Implementation Plan** (15% weightage): This criterion evaluates the proposed project timeline and implementation plan. The evaluation will consider the vendor's ability to deliver the project within the specified timeframe, the clarity and feasibility of the proposed timeline, and the vendor's approach to project management and communication.
5. **Support and Maintenance** (10% weightage): This criterion assesses the vendor's proposed support and maintenance plan. The evaluation will consider the vendor's approach to providing technical support, addressing issues and bugs, and ensuring the long-term stability and reliability of the LAST MILE DELIVERY SYSTEM.

Specific evaluation guidelines:

- Proposals should provide detailed information and evidence to support claims of technical expertise and experience.
- Functionality and features should be clearly described, with examples or demonstrations if possible.
- ***A detailed PoC should be demonstrated***
- Cost estimates should be comprehensive and transparent, including itemized breakdowns of costs and pricing structure.
- The project timeline should be realistic and aligned with the client's requirements and expectations.
- Support and maintenance plans should include provisions for regular updates, bug fixes, and user support.

The evaluation committee will review and score each proposal based on these criteria and weightages. It is important for vendors to provide clear and comprehensive information in their proposals to demonstrate their capabilities and understanding of the project requirements.

5 Proposal Submission Guidelines

- **Submission deadlines and instructions**: Proposals must be submitted by [submission deadline date] at [submission deadline time]. Late submissions will not be accepted. Proposals should be submitted electronically to [submission email address]. The subject line of the email should be "Proposal Submission – [Your Company Name]". Any additional submission instructions or requirements will be communicated via email or during the pre-submission briefing.
- **Format and structure of the proposal**: The proposal should be structured in a clear and organized manner, following the guidelines outlined below: o **Cover Page**: Include a cover page with the title of the proposal, the name of the submitting company, and the date of submission
- . o **Table of Contents**: Provide a table of contents listing the main sections and subsections of the proposal, along with corresponding page numbers.
    - **Executive Summary**: Present a concise summary of the proposal, highlighting key points and the value proposition of your solution. o **Introduction**: Provide an introduction to your company, highlighting relevant experience and expertise. o **Understanding of Requirements**: Demonstrate your understanding of the client's requirements and objectives outlined in the RFP.
    - o **Proposed Solution with PoC**: Present your proposed solution, including the approach, methodology, and features of the LAST MILE DELIVERY SYSTEM.
    - **Project Timeline**: Provide a detailed timeline for the development and implementation of the LAST MILE DELIVERY SYSTEM, including milestones and deliverables.
    - **Cost Estimation**: Present a breakdown of costs associated with the development, implementation, and maintenance of the LAST MILE DELIVERY SYSTEM. Include pricing details, payment terms, and any budget constraints or limitations.
    - **Team Composition**: Describe the key personnel who will be involved in the project, highlighting their relevant experience and qualifications.
    - **References and Testimonials**: Include references and testimonials from previous clients or projects that demonstrate your track record of success.
    - **Support and Maintenance**: Outline your proposed support and maintenance plan, including

post-implementation support, bug fixing, and software updates.

- **Required documents and attachments**: The proposal should include the following documents and attachments:
  - Company profile: Provide an overview of your company, including its background, expertise, and relevant experience.
  - Case studies: Include case studies or examples of similar projects you have successfully completed.
  - Technical specifications: If applicable, provide detailed technical specifications or diagrams related to the proposed solution.
  - CVs or resumes: Include CVs or resumes of key personnel who will be involved in the project, highlighting their relevant skills and experience.
  - Financial statement: Provide a financial statement or evidence of financial stability to demonstrate your company's capacity to undertake the project.
  - Any additional supporting documents or materials that enhance your proposal and demonstrate your capabilities.

It is important to adhere to the specified submission deadlines, follow the proposal format and structure, and include all required documents and attachments to ensure that your proposal is considered for evaluation.

6. Company Profile

- **Overview of the company**: Provide a brief overview of company, including its background, mission, and values. Highlight any unique selling points or competitive advantages that set your company apart from others in the industry.
- **Expertise and experience in similar projects**: Describe your company's expertise and experience in similar projects, Highlight any relevant projects you have successfully completed, showcasing your ability to deliver high-quality solutions on time and within budget.
- **Key personnel and team composition**: Introduce the key personnel who will be involved in the project, including their roles, qualifications, and experience. Emphasize the expertise and skills that make your team well-suited for the specific requirements of the RFP. Include relevant resumes or CVs to provide further evidence of your team's capabilities.

Your company profile should demonstrate the strengths and capabilities of your company, showcasing why you are the right choice to undertake the project outlined in the RFP.

7. Project Approach
Proposed Methodology and Approach

Our proposed methodology for the development of the LAST MILE DELIVERY SYSTEM is based on an agile approach, which emphasizes flexibility, collaboration, and iterative development. This approach allows us to adapt to changing requirements and incorporate feedback throughout the project lifecycle.

Our development process will include the following key steps:

1. **Requirements Gathering and Analysis**: We will conduct thorough research and gather feedback from pharmacy students, faculty members, and other stakeholders to identify specific needs and requirements. This will involve interviews, surveys, and workshops to ensure a comprehensive understanding of the project scope.
2. **Design and Development**: Based on the gathered requirements, we will collaborate with subject matter experts and instructional designers to create engaging and interactive content. Our development team will follow best practices and utilize modern technologies to ensure a scalable and robust LAST MILE DELIVERY SYSTEM.
3. **Iterative Development and Feedback**: We will adopt an iterative development approach, delivering incremental updates and seeking feedback from users throughout the development process. This will allow us to incorporate user feedback, address any issues, and make necessary adjustments to the platform.
4. **Continuous Testing and Quality Assurance**: Our dedicated quality assurance team will conduct comprehensive testing at various stages of the development process. This will ensure that the platform is stable, reliable, and free from any technical glitches. We will also implement automated testing tools to streamline the testing process.
5. **Implementation and Deployment**: Once the platform is thoroughly tested and approved, we will assist in the smooth deployment and integration of the LAST MILE DELIVERY SYSTEM within the existing systems and infrastructure. Our team will provide the necessary training and support to ensure a seamless transition.

Project Management and Communication Plan

To ensure effective project management and communication, we will utilize project management tools such as Jira or Trello. These tools will allow for transparent and efficient collaboration, task tracking, and progress monitoring. Vendor's should provide us with access to the project management tool, enabling us to have real-time visibility into the project's status.

Regular project status updates should be provided through weekly status reports, which will outline the progress made, any challenges encountered, and upcoming milestones. In addition, we will schedule regular meetings and checkpoints to discuss project progress, address any concerns, and align on priorities.

Risk Assessment and Mitigation Strategies

We understand that every project involves inherent risks. To ensure effective risk management, we will conduct a thorough risk assessment at the beginning of the project. This assessment will identify

potential risks and their impact on the project's timeline, budget, and deliverables.

We will implement proactive mitigation strategies to minimize the impact of identified risks.

This may include contingency plans, alternative approaches, or additional resources allocation. Throughout the project, we will continuously monitor and reassess risks, making adjustments as needed to ensure project success.

By adopting an agile approach and utilizing effective project management tools, we are confident in our ability to deliver the LAST MILE DELIVERY SYSTEM according to the client's expectations and within the specified timeline.

8. Cost Estimation
Breakdown of costs and pricing structure

Our cost estimation for the development of the LAST MILE DELIVERY SYSTEM is as follows:

1. **Development and Implementation Costs**:
2. **Maintenance and Support Costs**:
    - Ongoing technical support and bug fixing: $X/month o Software updates and enhancements: $X/year
3. **Additional Costs**:

Budget Constraints or Limitations

We understand the importance of working within budget constraints. However, in order to provide an accurate proposal, we kindly request that you specify the budget range or any specific limitations or constraints you have for this project. This will allow us to tailor our proposal and cost estimation accordingly.

Payment Terms and Conditions

Our standard payment terms for this project are as follows:

- X% upon signing the contract
- X% upon completion of each project milestone (to be defined in the project timeline)
- X% upon final delivery and acceptance of the LAST MILE DELIVERY SYSTEM

We are open to discussing and negotiating the payment terms to accommodate your specific requirements and preferences.

Please note that all costs mentioned above are estimates and are subject to change based on the final scope of work and any additional requirements that may arise during the development process. We are committed to providing transparent and competitive pricing while ensuring the highest quality of deliverables.

If you have any further questions or require additional information regarding the cost estimation, budget constraints, or payment terms, please do not hesitate to contact us.

9. Additional Value

The additional value should be presented by the bidder in a clear and compelling manner. They should highlight any unique features, benefits, or advantages that their proposed solution brings to the table. This could include innovative technologies, customizable features, integration capabilities, or any other aspects that differentiate their solution from others. The bidder should provide specific details and examples to demonstrate how their solution adds value and addresses the client's needs and objectives effectively.

10. References and Testimonials

When providing references and testimonials, bidders should include the following information:

1. **Company Name**: Provide the name of the company or organization that is providing the reference or testimonial.
2. **Contact Information**: Include the contact details of the person who can verify the reference or testimonial, such as their name, position, email address, and phone number.
3. **Relationship**: Specify the nature of the relationship between the bidder's company and the company or individual providing the reference or testimonial.
4. **Project Description**: Briefly describe the project or engagement for which the reference or testimonial is being provided.
5. **Key Achievements**: Highlight the key achievements or outcomes of the project, emphasizing the bidder's company's role and contribution.
6. **Positive Feedback**: Include any positive feedback or comments about the bidder's company's performance, expertise, quality of work, or customer service.

It is important to ensure that references and testimonials are authentic and can be verified if necessary. Bidders should obtain permission from the individuals or organizations providing the references or testimonials before including their information in the proposal.

11. Evaluation and Selection Process

The evaluation and selection process for the proposals received will follow the steps outlined below:

1. **Initial Evaluation**: The evaluation committee will conduct an initial review of all submitted proposals to ensure they meet the minimum requirements and adhere to the specified format and structure. Proposals that do not meet these requirements may be disqualified from further evaluation.
2. **Technical Evaluation**: The technical expertise and experience of the vendors will be evaluated based on the criteria and weightage mentioned in section 4 of this document. The evaluation committee will assess the vendor's track record, qualifications, and understanding of industry

best practices.

3. **Functionality Evaluation with PoC**: The functionality and features proposed by the vendors will be evaluated based on the criteria and weightage mentioned in section 4. The evaluation committee will assess how well the proposed solutions meet the client's requirements and specifications outlined in the RFP.
4. **Cost Evaluation**: The cost-effectiveness of the proposed solutions will be evaluated based on the criteria and weightage mentioned in section 4. The evaluation committee will assess the overall cost estimation, pricing structure, and payment terms proposed by the vendors.
5. **Project Timeline and Implementation Plan Evaluation**: The proposed project timeline and implementation plan will be evaluated based on the criteria and weightage mentioned in section 4. The evaluation committee will assess the feasibility, clarity, and approach to project management and communication.
6. **Support and Maintenance Evaluation**: The proposed support and maintenance plan will be evaluated based on the criteria and weightage mentioned in section 4. The evaluation committee will assess the vendor's approach to providing technical support, bug fixing, and ensuring the long-term stability of the LAST MILE DELIVERY SYSTEM.
7. **Final Selection**: Based on the evaluation of the proposals, the evaluation committee will shortlist a maximum of three vendors for further consideration. The shortlisted vendors may be invited for presentations or demonstrations to showcase their proposed solutions in more detail. The final selection will be made based on the overall evaluation scores and the best fit for the client's requirements.

The evaluation committee's decision will be final and binding. The selected vendor will be notified in writing and will enter into contract negotiations with the client to finalize the terms and conditions of the project.

Please note that the evaluation process may be subject to change based on the client's requirements and the number of proposals received.

12. Contact Information

For any inquiries or clarifications regarding this RFP, please contact:

- Name: Al Dawaa – Tenders Management
- Email: tenders-it@al-dawaa.com.sa

We will be happy to assist you and provide any additional information you may require.

14. Appendix

- Supporting documents and references
- Technical specifications or diagrams
- Any other relevant information