KU Bookstore

REQUEST FOR PROPOSAL- OUTSOURCE DEVELOPMENT & HOSTING

VERSION 1.0

APRIL 21, 2022

GENERAL

1. What is your company structure?
2. How long have you been in business?
3. Describe your company products and services.
4. How many people do you employ?
5. How many employees would be working on our project?
6. What differentiates you from your competitors?

WEB DESIGN

1. Do you provide any front-end developers?
2. Do you provide UX designers?
3. What CMS do you utilize?
4. Do you provide mockups before development?
5. Do you design responsive websites?
6. Is the development envionrment and code local?
7. Is the CMS plug-in friendly, or does it require custom code?
8. Does your ecommerce solution provide multi-language support?

HOSTING

1. Do you host locally or of premises?
2. Do you outsource hosting?
3. How is the performance capacity of the servers?

- Customer limit per instance.
- Monitoring capability
- Scalability
- Maintenance Schedules
- Backup Schedule
- Cyber Security

    o Iso Certifications

4. What is your average uptime as well as specific uptime during major holidays/events (Christmas, Black Friday, etc.)?

PRODUCTS

1. What are the maximum products and category per instance?
2. How configurable are products and categories?
3. What level of skilled is required for product page customization and creation?
4. Are megamenus supported?
5. How configurable are products (size, color, price, etc.)?
6. How are returns and refunds handled?
7. Can products be imported in bulk?

PAYMENT GATEWAYS & CHECKOUT PROCESS

1. Which payment gateways does your platform support?
2. Can checkout be processed via mobile?
3. Can customers checkout without an account (guest)?
4. Are product pricing, taxes, and shipping fees easily available to the customer?
5. Can shopping carts be saved?
6. How are orders tracked after checkout?

ECOMMERCE QUESTIONS ABOUT CUSTOMER SUPPORT

1. Can we integrate a chatbot on the ecommerce website? If yes, which one would you recommend?
2. Does your platform allow placing an order via phone and displaying it to the customer online in their personal account?
3. Do you provide dedicated customer support services?

HEADLESS ECOMMERCE & OMNICHANNEL

1. Which third-party systems can be integrated with your solution via APIs (if any)?
2. Does your solution allow for a full ecommerce site built using other front-end frameworks, like React? Do you host and manage such projects?
3. Does your solution allow a **headless deployment** with enterprise CMS/PIM/ERP/etc?
4. Is there a centralized view of all our orders across all channels?
5. Do you support Pinterest buy buttons and Instagram/Facebook marketplaces?