

Request for Proposal (RFP)

Prepared for: <>

Prepared by: Vendor Name

Date: <>

1. Executive Summary

This Request for Proposal (RFP) is issued to solicit proposals for a cloud-based enterprise solution. Vendors are invited to demonstrate their capability in delivering scalable, secure, and cost-effective solutions aligned with <>'s strategic objectives.

2. Vendor Eligibility Criteria

Vendors must meet the following minimum eligibility criteria:

- Incorporated and operational for at least 5 years.
- Annual turnover of at least <<\$>> during the last 3 years.
- Experience delivering cloud-based enterprise systems to at least 3 large organizations.
- Compliance with SSAE16 standards (attach certification).
- Proven experience with third-party system integrations (SAP, Oracle, QuickBooks).

3. Compliance Matrix

Requirement	Vendor Response	Comments
System must support Single Sign-On (SSO)	Yes	Supports SAML 2.0
System must support English and French	Partial	French UI under development
System must provide 24x7x365 support	Yes	Global support centers available

4. Pricing Details

All prices must be itemized, in <>, and inclusive of all taxes and expenses. Pricing should be provided on a fixed-price basis.

- License: \$X per user/month
- Implementation services: \$Y one-time fee
- Customizations: \$Z (as per scope)
- Third-party licenses: included
- Annual support & maintenance: \$A

Please specify all assumptions made in pricing.

5. Sample Questions & Answers

Q: Does your system support Single Sign-On (SSO) with SAML?

A: Yes. Our platform provides full SAML 2.0 support with integration for Azure AD, Okta, and Ping Identity.

Q: How do you ensure system uptime?

A: We guarantee 99.9% uptime backed by SLA commitments. Real-time dashboards and monthly reports are provided.

Q: What support services do you offer?

A: We provide 24x7x365 support with dedicated account managers and escalation procedures.

6. Solution Architecture Diagram

Below is a sample architecture diagram of the proposed solution:

