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1) IT system addressed is defined

Express Grocery would like to hire a cloud service provider for 5 years. Contract may be reviewed after 2 years.

- The cloud environment must adhere to regulations of the country.
- The cloud environment should highly provide availability, scalability and reliable services.
- To host the application, the bidder must have the appropriate infrastructure.
- The bidder should ensure that all requirements are met.
- For any changes on application, make sure that change management process is being followed.
- Service level agreement should be defined with provider.

Business needs:

The primary goals are:

- Develop an application for Express Grocery with Cloud Infrastructure/Services, Open-source products and Maintenance-free.
- Integration with all map providers to provide the best route to optimal use of time.
- Enable AI features in the application to offer deals and recommendations to customers based on purchase history and seasonal groceries.
- User PI data should be confidential and need to be encrypted at the application and storage level.
- The applications need to be built to auto-scale as per usage and minimal resources at off business hours.

Critical business processes:

- The order needs to complete with minimal clicks.

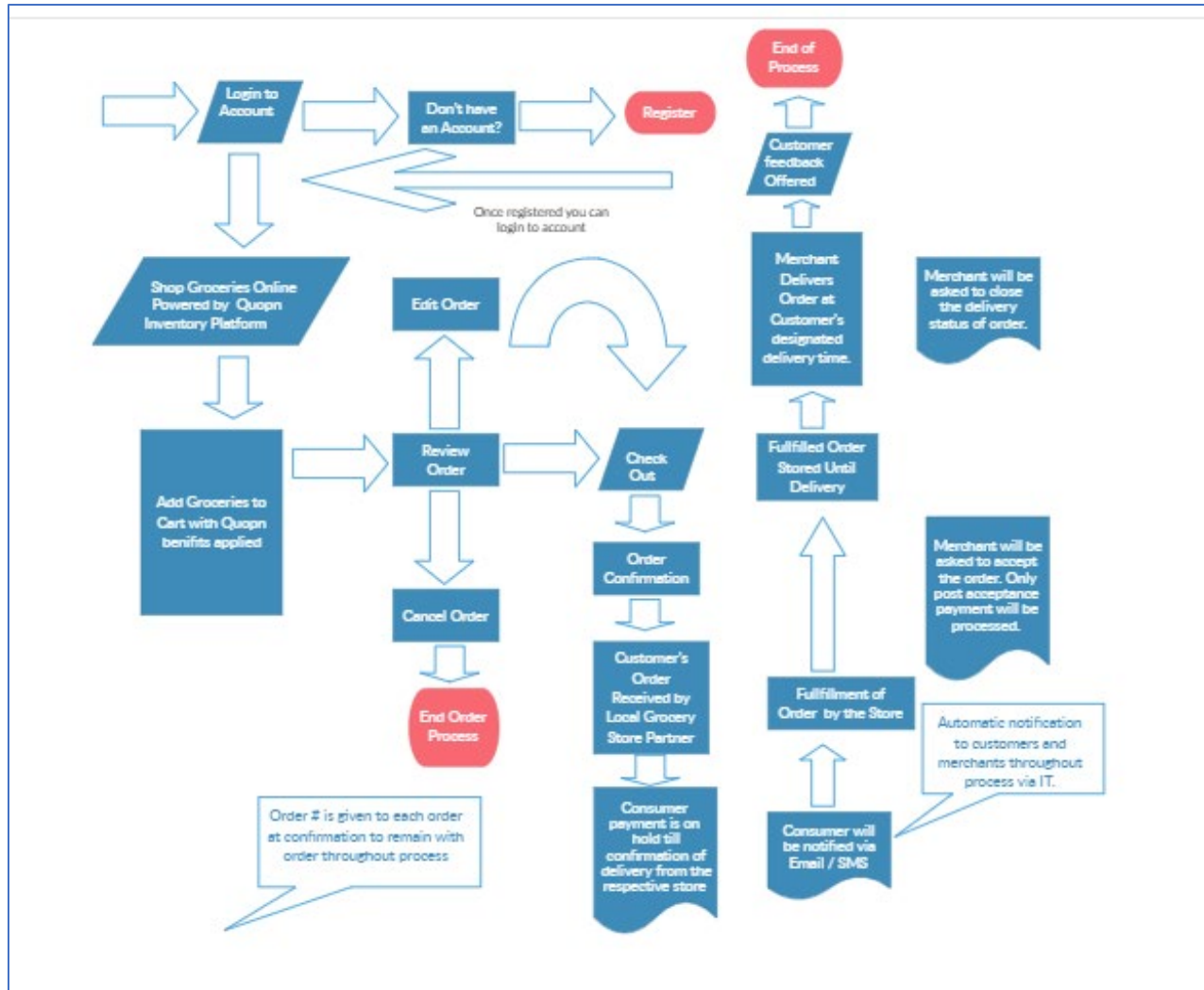
- No downtime. The application should run at least two geo-locations with distributed load balancers.
- Business hours helpdesk for customer issues with 5 min response time.
- Enable all payment methods and at least two connections to payment vendors, and payment should complete in 1 sec.
- Auto stock management as per customer orders.
- Update prices every week with inventory and competitor's prices.

2) Requirements (measurable needs) and how they will be managed:

Any procurement initiative that requires the use of an RFP is likely to have a wide range of stakeholders. These stakeholders include everyone from subject matter experts involved in the actual implementation of the new good or service (such as IT) to those who may have to use it in the long run (like your sales or production teams). The RFP is a formal document that specifies a project's requirements and priorities, as well as project guidelines and questions to help validate the best vendors. Interested vendors then submit bids in response to the RFP (either in print or through the issuing company's online RFP portal). (Defining RFP Requirements: Get Stakeholder Input Early, n.d.) Typical categories include:

a) Functional requirements:

- Web Ordering-
It provides the functionality for customers to place their order by entering grocery details.
- Items Management-
Allows the store to control what can be ordered by the customers. They can remove items from the web system in case it is no longer available.
- Order Retrieval System-
This is a final logical component. It enables the store to keep track of all orders. This component is responsible for retrieving and displaying order data.



Kundra, A. (n.d.). *Online Grocery Store and Delivery Process Flowchart*. Retrieved from https://creately.com/diagram/example/izfnc2ba/New%20Online%20Grocery%20Store%20and%20Delivery%20Process%20Flowchart_v1

b) Technical requirements:

There should be a highly qualified team for acquisition of cloud services. For better user interaction, the team should have experience integrating complex custom features and captivating UI & UX.

- The bidder must have prior experience handling cloud-based infrastructure.
- Organizations should have experts with strong technical expertise in cloud computing, as well as a skilled procurement officer and legal team.

- Data Centre should have a minimum of 3 ISPs already present at the time of bid submission.
- The bidder should have deployed application on the cloud in past.
- The Bidder will be responsible for setting up the necessary network infrastructure (including switches, routers, and firewalls) to ensure that the servers are accessible according to the specified SLAs.
- The bidder must have some years of professional experience.
- The bidder should have one of the cloud certifications.
- The bidder must submit to technical auditing by a qualified auditor.
- The roles of software architects, programmers, analysts, network engineers and their hourly rates will be defined by Cloud Service Providers. (Procuring cloud services today, n.d.)

c) Financial requirements:

- The cost of a cloud services is determined by a variety of factors, including the number of users, the number of features and resources required, and the level of support provided.
- The financial stability and minimum turn-over of bidders will be checked (Procuring cloud services today, n.d.)
- Set up effective cost and performance control systems. When purchasing cloud services, ensure that expenses can be assigned to various cost centers. (Procuring cloud services today, n.d.)
- Make sure technical specification and associated implementation costs are defined.
- Ensure that accounting of cloud resources and comparing costs supported by standards (Procuring cloud services today, n.d.)
- Standard and well-defined specifications work best. For instance, in the case of procurement of Infrastructure as a Service, contracts for a 12 month period are recommended, rather than shorter time-periods. Will impact the price, or whenever the deal is too small to support that extra cost. A request for quotation requires a salesperson to ensure approval for pricing suitable for the deal. Getting approval for non-standard deviations could be problematic. Be careful to any deviation from a standard offering. The cost of managing that deviation. (Procuring cloud services today, n.d.)

D) Service requirements:

- Express Grocery will expect application to run smoothly on cloud with no SLA missed.

- The infrastructure provided by the Bidder must be scalable and must be able to add and remove cloud services on demand.
- There should not be any downtime since the customers will be using the application.
- Planned downtime should happen with permission of the Department, during non-business hours.
- Bidder will be held liable if the system goes down. The root cause analysis will be provided.
- Performance reports will be provided to Express delivery on weekly basis.
- In order to implement any changes on production, make sure change management process is followed.
- The Bidder shall offer DR as a service for all resources offered on primary DC site. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. Geographical Location of the Disaster Recovery Environment shall be different location from the Data Center environment or at a different place other than the Primary DC based on the project requirements.) (Request for Proposal (RFP) For Procurement of Cloud services, n.d.)
- There should be transparency in cataloguing services.

E) System requirements: The Bidder is responsible for setting up the required compute resources (servers/virtual machines) and storage for hosting application.

Hardware Requirements:

- Any standard x86 64-bit servers or Power® Linux nodes that run supported Linux distributions.
- The minimum size that is required for the /var/MCStore folder is 12 GB.
- It is recommended to have a minimum of 2 CPU socket server of the latest Intel variety with at least 128 GB of memory. (Hardware requirements for Cloud services, n.d.)

Software Requirements:

- Cloud services core server package is installed on nodes that run RHEL 7.2 Linux distribution and above. Cloud services core server package can also be installed on nodes that run RHEL 7.2 on Power8 Little Endian.

- The client/binary package can be installed on other Linux distributions such as SLES 11.2, Ubuntu 14.x, and RHEL 7.2 and above. (Software requirements for Cloud services, n.d.)

f) Security requirements:

Data centers require high level of reporting and visibility in cloud environment to ensure compliance, SLAs are met, security, billing, and chargebacks. Managing system functionality, customer support, and other processes is virtually impossible without comprehensive reporting and visibility. In order to be completely secure, cloud infrastructures must be able to function even if one or more components fail. To protect the cloud, providers must ensure that data and apps are protected by only allowing approved users access.

- In compliance with the Cloud Computing Security Requirements Guide (SRG), the Contractor shall implement and maintain administrative, technological, and physical safeguards and controls with the security level and services necessary (version in effect at the time the solicitation is issued or as authorized by the Contracting Officer)
- The Contractor shall maintain within the outlying areas all data unless the Contractor receives written notification from the Contracting Officer to use another location.
- Malicious software- The Contractor or subcontractors who discover and isolate malicious software as a result of a recorded cyber incident must submit the malicious software in compliance with the Contracting Officer's instructions.
- The Contracting Officer (KO) should be familiar with cloud services security.
- Since confidential consumer data is stored in the cloud, all plans must detail how they adhere to PCI (Payment Card Industry) standards to ensure data privacy. (KAGAN, 2021)
- Bidder must ensure that the data is encrypted as part of a standard authentication procedure for highly sensitive information, or choose the right cryptographic algorithms based on their application's security, efficiency, and enforcement requirements, and can choose from several key management options. (Request for Proposal (RFP) For Procurement of Cloud services, n.d.)

g) Organizational requirements:

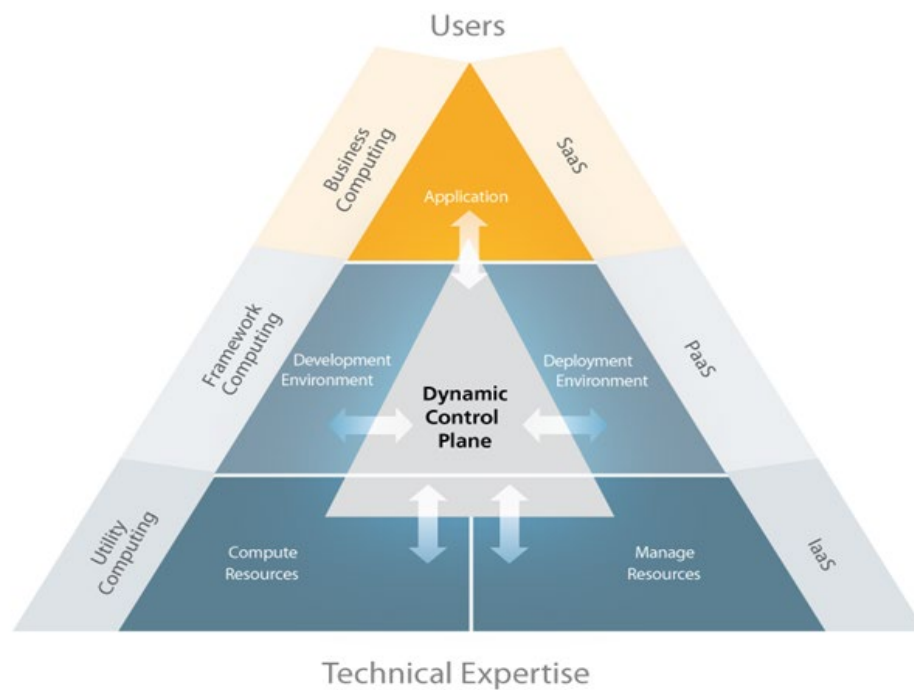
- Stakeholders like End user, Subject Matter experts, Finance, Decision makers, Legal and Procurement team should be involved in RFP requirements gathering.
- The Subcontractors will be permitted to obtain customer data only to deliver the services the bidder has retained them to provide and will be prohibited from using customer data for any other purpose. The bidder remains responsible for its subcontractors' compliance with bidder's obligations under the Project. (Request for Proposal (RFP) For Procurement of Cloud services, n.d.)
- Make sure to have the right skill set in order to manage an effective procurement process. Organizations that have good technological expertise in cloud computing, as well as a competent procurement office and legal staff, are much more equipped and have a higher success rate when it comes to procuring cloud resources. (Procuring cloud services today, n.d.)
- Carefully define exit strategies when moving to the cloud to avoid vendor lock-in. (Procuring cloud services today, n.d.)

h) Integration requirements:

For systems management, security, provisioning, customer service, billing, and directories, most data centers use a variety of IT tools. These incorporate current operation, administration, maintenance, and provisioning (OAM&P) systems using cloud management services and open APIs. There are 10 integration requirements as follows:

- SOAP and REST services are used for application requirement.
- Large capacity for data integration and storage through a data lake or cloud-based data warehouse.
- Integration will be able to support the present and coming data velocities whether batch or streaming data.
- Event-based integration over clock-driven integrations
- A document-centric data integration strategy
- Hybrid integration, including for both cloud-to-cloud and cloud-to-ground scenarios.
- Integration must be accessible via REST/SOAP APIs
- Instead of location, new integrations must be focused on connectivity for speed and agility.

- Elastic integration able to operate in real-time and fluctuating event-based demands.
- SaaS-based approach wherein integration is delivered as a service to anyone who needs access (Integration Requirements Document, n.d.)
- Integration of all parts of technology to build the cloud is a critical strategic factor. There are various ways to view the interaction of various operations within the architecture.



I) Training and support requirements:

- Cloud Service Provider should train personnel on how to use the Console and all other technological aspects of Express Grocery project monitoring. (Request for Proposal (RFP) For Procurement of Cloud services, n.d.)
- The bidder should provide 24*7 Helpdesk support in case of any assistance required.
- The bidder will provide system support with dedicated team during working hours (8am EST- 6pm EST) and non-working hours.
- The bidder should provide on-site training to train their staff and continuously provide training on updating their staff with latest technology or latest updates.
- Make sure that change management process is followed.

3) Information required from the vendor, e.g., qualifications and bonding

Vendors must ensure that they have the necessary capital, expertise, and capability to provide the materials and services as specified. To be eligible for this contract, you must meet the following minimum requirements:

1. The vendor must have been in business and operating at least ten years.
2. The vendor must have a solid technical and management team. It should consist of architects, senior developers, and senior managers.
3. The vendor must be able to increase/expand their team size if needed.
4. Bonds are needed when a bid/contract reaches \$100,000. You must have one of three types of bonds, depending on the project type: Bid Bond, Payment Bond, and Performance Bond.
5. Vendor must read and acknowledge all the bond related documents.
6. Four (4) copies on the certification of nondiscrimination in equal employment opportunities on the company's letterhead.
7. Demonstration of sufficient financial capacity/status in accordance with the solicitation's standards. (OECM, n.d.).
8. At least three government clients of equal or greater size and complexity than FOW must be represented by the vendor. If the vendor suggests using a third-party System Integrator, the integrator must have at least two years of implementation experience with the proposed software and put together component subsystems (such as a Digital Plans Review module) and ensure maximum functionality with the selected ELMS. (Loudoun County, Virginia, 2018)
9. In the previous five years, the proposed Project Manager must have completed five full lifecycle implementations, including at least one implementation period with the provider.
10. The proposed Project Manager must hold a Project Management Institute (PMI) Project Management Professional (PMP) credential that is current and active.
11. The proposed Project Manager should be up to date on current issues and certifications that are becoming available.
12. A training team details to train the personnel on the project and its requirements.

4) Assessment overviews

Cloud Assessment Overview is a policy-based assessment feature that gives you insight into the flaws in your cloud infrastructure's protection. If your company uses Infrastructure-as-a-Service (IaaS) tools, we can use Cloud Configuration Assessment to assess, fix, and track non-compliant resources in these systems to reduce the risk of an attack and exploitation. (Cloud Configuration Assessment Overview., n.d.) Assessment approach can be as follows (CloudJourney, 2021): It is a three-step automated process that provides a thorough overview of cloud adoption.

Discovery - Examine your IT environment and collect data from it.

Analysis - Analysis of used technologies, methods, tools and other related resources.

Reporting - A comprehensive report with in-depth details of the assessment procedures and examination results.

Above assessments includes below steps(sample):

1. What technologies do you employ with, or in conjunction with, the following MOP (method of procedure) :
 - Vulnerability Scanning
 - Penetration Testing
 - Malware/Antivirus
 - IDS/IPS
 - Availability Monitoring
 - Application Monitoring
2. Does your cloud solution provide a cloud service registry as well as a risk assessment? In the registry/knowledge base, how many cloud services are tracked?
3. What is your incident management process? Attach any documents that clearly explain or define the procedure.
4. For the purpose of visibility and research, how long do you keep log data?
5. When do you share my safe data with others, and how do you notify or consult my company if you do?
6. What compliance certifications do your organization hold?
7. Explain the disaster recovery and business continuity plans, procedures, testing timelines, and results.

8. How do you staff your services team (for example, 24 hours a day, onshore/offshore, redundancy, and locations)?
9. How do customers get help and start the SLA clock by opening tickets (phone, email portal – list all options)?
10. What service levels do you provide to your customers?

5) Applicable standards and regulations

The following requirements must be met by all bidders:

1. Must be compliant with American data protection law, making sure compliance is reflected in the contract, and that the roles of data controller and data processor are clearly defined (Data protection laws of the world, 2021).
2. The procuring company needs cloud services certifications that are popular in USA.
3. During the acquisition process the vendor must follow the agile project management best practices mentioned (PMI, 2018).
4. PCI DSS stands for Payment Card Industry Data Security Standard, which guarantees the security of credit card information (Kagan, 2019)
5. ISO 27001 is an international standard that specifies the standards for an information security management system. (ISO/IEC 20000-1:2011. , 2018)
6. This standard, (Google Cloud, n.d.) provides implementation guidelines for cloud services (“I”).
7. This norm (Google Cloud, n.d.) is for the defense of personally identifiable information (PII).
8. ISO 20000 is a service management standard that lays out the "requirements for the service provider to prepare, define, execute, operate, track, evaluate, maintain, and develop an SMS" (ISO/IEC 20000-1:2011. , 2018)
9. Bidders must be able to back up their claims with independent third-party audits.
10. All applicable State, Federal, and City rules, ordinances, legislation, and codes must be followed by the bidders.
11. Bidders must meet all security criteria outlined in the IT Act of 2000 (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)

12. Bidders must guarantee that they will not remove any data after the agreement expires for a period of 45 days (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)
13. Bidders must also ensure that they submit all necessary documents at regular intervals (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)
14. There will be no extra or unforeseen costs associated with exit management.
15. The deadlines stated in this agreement must be strictly followed by all bidders.
16. Bidders must ensure that data is encrypted as part of a standard authentication procedure for highly sensitive information, or choose the right cryptographic algorithms based on their application's security, efficiency, and enforcement requirements, and can choose from multiple key management options. (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)
17. Unauthorized persons (including unauthorized persons who are employees of any Party) breaching information security shall be reported to Cloud 9 immediately in writing by the Bidder. (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)

6) Schedules

Sl. No	Phase	Milestone	Remarks
1	Demonstration	To give a demonstration of existing cloud services before agreement commencement.	Demonstration should include all the features, implementation method, time, cost and customization details.
2	Pilot launch	After contract approval, to complete pilot launch before full-fledged launch.	Pilot launch for targeted and limited number of users to obtain feedback ad review overall performance.
3	Production launch	After successful pilot launch, to complete production launch.	Production launch for all users to obtain feedback ad review overall performance.
4	Installment payments	During the trial period and pilot launch.	The payments will be made 15 days once based on project

Acquisition of Cloud Services

			schedule - number of days and charge per person.
5	Payments Due Each Month (The first monthly payment will be due one month (30 days) after the contract's effective date.)	After successful delivery of services and acceptance of the submitted notice to the end of each month.	Payment would be made dependent on the actual consumption of the facilities, calculated in minutes, as well as the Unit Costs underpricing overview sheet. If the billing duration is less than one month, the balance will be measured pro-rata, with the following variables considered. a) A month is 30 days long. b) A day is 24 hours long. c) A minute is 60 minutes long.
6	Renewal of Contract.	First renewal is fixed and will be paid as the same as the initial contract. No additional charges will be paid.	Payment would be made dependent on the actual consumption of the facilities, calculated in minutes, as well as the Unit Costs underpricing overview sheet.
7	End of Contract	Termination of contract without renewal extension	Termination of contract in occurrence of dissatisfaction or withdrawal of contract agreement.

7) Response procedure

1. Vendors must submit written proposals outlining their qualifications and knowledge of the work to be done. In the order mentioned below, vendors must answer each of the relevant evaluation criteria. Failure to include any of the requested information could result in the proposal being rejected as nonresponsive. (Loudoun County, Virginia, 2018)
2. Proposal Organization gives you a general idea about how to plan your proposal responses.
3. Structure of the Proposal: (Loudoun County, Virginia, 2018)

1	Title Page
2	Minimum Cover Letter Requirements
3	Table of Contents
4	Signature Page
5	Summary of the Report
6	General Information about the company
7	Description of the Company
8	Financial Information
9	Authorized Company Contacts
10	Understanding and Approach to Project Implementation
11	Project Experience
12	Work Schedule and Plan
13	Project Management Approach
14	Implementation Methodology
15	Knowledge Transferable and Training Approach
16	Disaster Recovery and Business Continuity Plan
17	Production Support and Transition
18	Service levels
19	Escalation contacts
20	Deliverables
21	Security
22	Functional Requirements Response Matrix
23	Technical Requirements Response Matrix
24	References from Vendors
25	Resumes and References of employees
26	Declaration of Adherence to the Terms and Conditions
27	List of enclosures

28	Additional Materials for Consideration from the Vendor
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8) Contact Information

Sl. No	Item	Description
1	Project Title	Acquisition of Cloud Services
2	RFP Issuer Details (Department)	Support desk
3	Contact Person	Ritu Choudhary
4	Contact Person (Alternate)	Mounika Ramireddy
5	Email Address	supportdesk@cloudnine.co
6	Address	Cloud 9 1100 South Marietta Pkwy Marietta, GA 30060 Phone: 470-534-7079
7	Website	https://www.cloudnine.com

9) Change Management

Cloud IT change management mechanisms make it easier to make improvements to IT systems while adhering to procedures, audits, and risk controls in the production environment. Many manual approval measures can be completely automated with a higher degree of confidence by using automation to detect and reject bad changes. As part of the pipeline implementation, all checks, validations, permits, and rejections must be reported. This will provide auditors with a full record of all changes made, including the setting, the tests and validations were performed in and who performed them. A successful change management plan allows business value to be delivered while balancing risk and business value. It should do so in a way that maximizes efficiency while minimizing wasted time or expense for all stakeholders. Cloud-based automation, integration, and deployment tools enable companies to make small, regular changes that minimize risk and increase business value. (AWS,2021)

Change management process involves understanding the change request(requirements), doing impact analysis on the change request. Post analysis and development seeking required approvals for its implementation. There is a change advisory board that reviews the changes and provides approval/denial. After approval, deploying the changes and monitoring the changes in production for performance or issues.

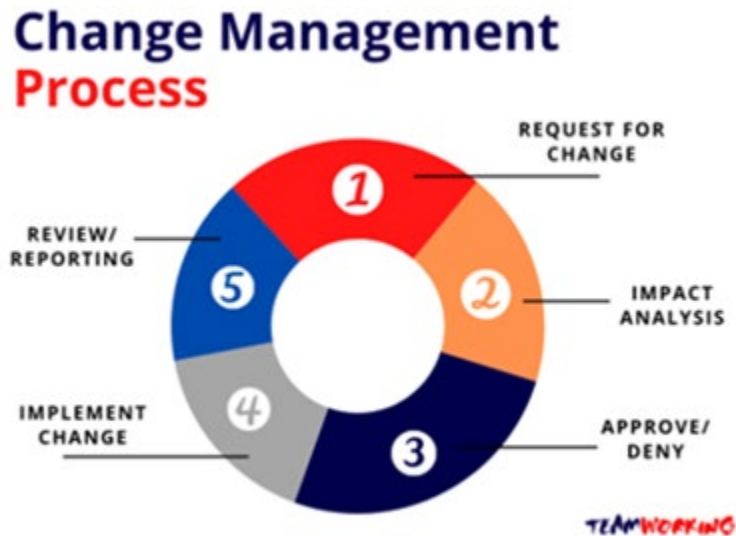


Image Source - Google

There are three types of change requests.

- 1. Emergency Changes** - These seek guidance from the modifications that occur when a failure or a security risk to the organization's infrastructure occurs. These changes must be implemented rapidly and must be approved by the Emergency Change Advisory Board, or ECAB.
- 2. Standard Changes** - These modifications are based on the agency's existing approaches and rules. In situations where the risks of executing a trade are known, Standard Changes are used. They are easy to use and prioritize because they don't commonly require Change-Control approval.
- 3. Normal Changes** - Before these changes can be implemented and approved, they must go through a thorough process. If a transition is deemed to be extremely dangerous, a change advisory board will need to decide if it should be implemented.

Implementing Change Management Processes: Supporting Tools and Components:

Supporting practices and resources are essential for effective change management processes. Internally, either the change management team or partners in the change management process create and handle these resources. A product roadmap, for example, may be created by the product management team, while a post mortem analysis will include those involved in and affected by the transition (Ramos, 2016).

- Roadmaps for products or businesses
- Assessments of Readiness
- Tutorials and Education Sessions for Trainees
- Forums for Stakeholder Feedback
- Resistance Management
- Continuous Improvement Plan
- Business Case
- Postmortem Review
- Measurements and Analytics

10) Terms and Conditions

Both the supplier and the acquirer's roles and obligations are discussed in the terms and conditions. These terms and conditions are included in the legal agreement between the parties. The total project budget, fines for violating the legal agreement, dishonest or unauthorized access to documents or resources, violation of confidentiality, and security metrics are all listed here. The customer's details and documents shared would be subjected to copyright information. Before submitting a bid, the Bidder must carefully review the requirements described in the RFP document and Appendices and understand all conditions and limitations stated in all sections of this document.

1. Express Grocery would not be responsible for any expenses incurred by the Consultant in preparing a proposal in response to this RFP, giving a presentation, or participating in any

other activities relevant to responding to this RFP. (Washington State University RFP, 2016).

2. Express Grocery reserves the right to refuse any and all proposals obtained without penalty and to not award a contract as a result of this RFP at its absolute discretion. (Washington State University RFP, 2016)
3. Following the completion of the assessment process, Express Grocery will inform the Apparently Effective Contractor of their selection in writing via email (Washington State University RFP, 2016).
4. Individuals or businesses whose ideas were not chosen for further discussion or award will be notified. Separately told by e-mail or facsimile. (Washington State University RFP, 2016)
5. Monthly payments will be calculated based on actual service consumption and the “Unit Costs” section of the Pricing Summary Sheet. (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)
6. The total monthly payment is connected to SLA metric enforcement, and the actual payment is the payment owed to the Service Provider after any SLA-related deductions (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)
7. The payments will be made on a pro-rata basis based on the month's computed consumption in minutes (“Request for Proposal (RFP) For Cloud Services”, 2017).
8. Proposals that restrict or change any of the terms and conditions or requirements of this RFP will be rejected. (Request for Proposal (RFP) For Procurement of Cloud Services, 2017)
9. All invoices must include the purchase order number and be sent to the address specified on the order. (Appendix A – Terms and Condition for the Request for Proposal (RFP), 2021)
10. All the data and documents are securely stored, and nothing shall be sold or stolen. Any data leakage shall consider as an offence and shall has to face a legal charge.
11. Production support shall be operated and managed without compromise the delivery.

11) Internal (not made public) documents

a. Alignment with strategic and/or operational plans

- The objective, services, and assets of our company are all perfectly matched with our organizational plans. This is accomplished by maintaining good contact with all of our teams, and also some acknowledging what's really going on and what needs to be reformed.
- We will still include other changes as tactics in the business plan to decide the best way to deal with issues. Each but everyone in our company marches in almost the same course.
- We are constantly working to identify and close implementation gaps. We often make sure preparation occurs prior to commencement by developing strategic maps and conducting timely reviews of our plans.
- We are looking for buyers who can efficiently collaborate to close any differences and function in accordance with our values and objectives.

b. Scoring rules

- The parameters outlined below are being used to evaluate ideas and choose the leading Provider. Each submission will be reviewed and evaluated by the Proposal Analysis Group, and the winning proposals will be chosen based on the definition specified here.
- Vendors presenting requests must generate the obvious declarations with their proposed plan. The PAG will create a common service that reflects the organization's average position of the top initiatives in order of importance.
- Just the highest Vendors, normally the top two or three based on the amount of applications made, can be interviewed, and demonstrated to the PAG.
- Agreements will take place with the vendors who have been chosen. The PAG can demand a Completed Proposal and render a final contract decision.

c. Business case

- Our goal with this program is to develop an end-to-end interface that allows users to order groceries online from their favorite stores using cloud services.

- We intend to purchase cloud services for the specified objectives. From a business viewpoint, we would like to raise our gross profit and develop fresh sales.
- From an organizational point of view, to increase operational productivity by reducing the time required to deliver groceries.
- To increase customer loyalty from the perspective of the customer. From a market standpoint, to raise brand recognition and improve profitability. In terms of management, the aim is to improve performance of the employees.

d. Financial and ROI analysis

- Experts use ROI Analysis to evaluate the feasibility of a particular investment in considerable detail. It is often used by researchers to compare various holdings.
- The asset turnover and the company's profit margin ($\text{Net Income/Sales} \times \text{Sales/Total Assets}$) create a corporation's ROI ($\text{Net Income/Total Assets}$).
- The income from an expenditure is referred to as a return instead of profit because the return can be negative whereas profit is usually positive.

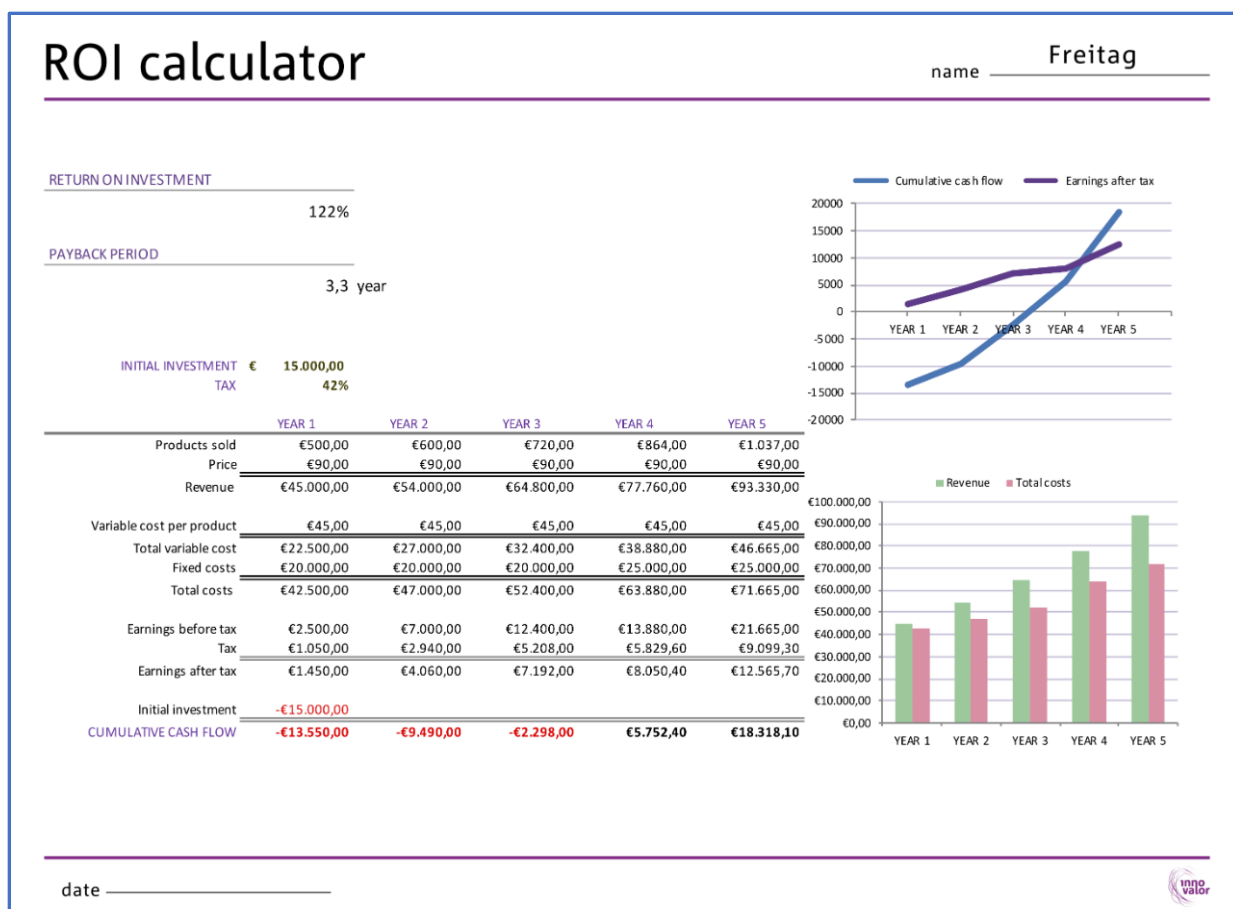


Fig: ROI Calculator

- Following the delivery of services, Express Grocery will make all transactions to the chosen Network Operator according to the October 2017 Request for Proposal (RFP) for C 2017 Procurement and the payment schedule for the resources used is as follows.

S. No	Phase	Milestone	Schedule
1.	Monthly-Payments (The first monthly payment will be due on completion of one month (30 days) from the Effective Date of Contract)	After effective delivery of services and approval of the invoice, a copy will be sent to Express Grocery at the end of each month.	Payment would be consistent with the actual consumption of the services, calculated in minutes, as well as the “Unit Costs” mentioned on

			the Pricing Order Form. If the payment duration is shorter than one month, the sum will be measured on a counter basis, considering the following factors: a) One month equals 30 days; b) One day equals 24 hours; and c) One hour equals 60 minutes.
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e. Procurement team organization

- The duties, obligations, and responsibilities of teammates are referred to as a procurement management structure. It defines the key roles that ensure that perhaps the purchasing management process runs smoothly.
- Some of the main functions of a procurement team includes Centralizing purchasing activities. When a project is new, only a small percentage of workers buy goods and services. As the company expands, purchasing becomes decentralized across various departments.
- The clear potential savings and cost management benefits of centralizing procurement are apparent. There is really no formal acquisition or application process if you may not have a purchasing department.
- Purchasing enforcement becomes increasingly relevant as the company grows. Acquiring enforcement can take several forms, but at its most basic level, it requires proper buying controls.



Fig: Functions of Procurement Team

- The contract management role can be integrated with procurement, based over how your procurement team is organized.
- Risk management is another important role that a procurement team performs. Different forms of risk exist, depending on the nature of the market.
- Procurement teams may assist with not only reducing legal liability, and moreover monitoring supplier financial statements, particularly for essential vendors.

f. Approval chain

- The approval monitoring system is used by the company to monitor and administer approvals in both agreement documents and award judgments. We have the option of approving either the agreement document or the compromise prize.
- Internal supervisors interpret and approve the content of the agreement signed and the ultimate contract judgment when licenses are used.

- **Scenario showing possible actions when Negotiation document undergoes Approval.**
 - The following example depicts a potential series of acts a category manager might take during the approval phase of a negotiation document.
 - The negotiation document is created by the category manager. The paper is currently in the Draft stage. The category manager can apply the document for approval once it's been done.
 - The document's status now reads "Approval in Process." A notice is sent to the person displays that the agreement has been submitted for approval. Both approvers are notified that the negotiations have begun.
 - When the category supervisor finds a mistake in the paper, he or she eliminates that from the review process to fix it. The condition now reads "Withdrawn."
 - The text is edited by the category manager to rectify the issue. The status of the paper is changed to Draft. The paper is resubmitted for approval by the category manager. Approval in Process is the current condition.
 - The text has been approved by all approvers. The status now reads "Active." The document's approval is communicated to the category manager.
- **Scenario showing possible actions when Negotiation Award undergoes Approval.**
 - The award is completed by the category manager and submitted for approval. Award Approval in Process is now the document's status. The award has indeed been sent for acceptance, and the category manager has been informed.
 - The award judgment is rejected by several of the approvers. The award is refused, and the category manager receives notice and status is Award Rejected.
 - The award decision is edited by the category manager, as well as the award is resubmitted for approval. So, the status is Award Acceptance in Process.
 - The award is approved by all approvers. Award Approved becomes the new status. The category manager will be notified that the award has been accepted.
 - The category manager finishes the award and gets to work on the purchase papers.

g. Briefing slides

- The purchaser will submit briefing slides to different stakeholders regarding project updates on a continuous basis. Individuals from diverse departments, such as the IT team, the Finance department, and the Operations team, are among the stakeholders.

h. Project plans

- **Implementation plan:**

Briefly describe the onboarding, project schedules, with the kind of help the team gives to the workers to ensure the project is completed on time. Also provide a diagram outlining the appropriate project implementation and services that must be given to aid in the execution of your approach. Briefly explain the study guides that will be given during project implementation, as well as the place of production. What are the specifics of on-site and remote training, as well as how they are presented? If there are any expenses involved with any of these workshops, please outline them.

- **Integration plan**

Define what the system integrates with APIs as well as other resources to streamline workflows. Explain how the old world is incorporated into the new one. Identify how all of the components are connected to one another. Following implementation, all modules should function as expected.

- **Rollout Plan**

1. The first week was spent designing all of the technological specifications in the cloud.
2. Finish the machine setup and get it ready for a test run in the second week.
3. Second week of core team preparation for all device modules.
4. User acceptance testing and full customization – third week
5. Stress check of all modules in the third week

6. Fourth week: Release and Go Live for all modules.

- **Support and Training plan**

What kind of uptime is delivered? What is the response time for emergency requests and non-emergency requests?

12) Vendor qualifications and past performance

An external on-site audit for a crucial vendor conducting a production phase may be required, although some are evaluated to use a desk (paperwork) evaluation with less duration. Vendor performance examines the strategic orientation of the provider in the respective market segment, and it should include:

- Strategy: Strategy and market understanding.
- Footprint: Competitive strength and market presence in terms of customers, reach, visibility, and go-to-market.
- Customer Experience: Dealing with customers in terms of quality of advice and support, as well as employee skills.
- Agility: Vendor responsiveness (for instance, how quickly can emerging technology provider services be provided to the clients?) is measured by management structure, encouragement for agile practices / DevOps principles, and business sensitivity.

Rating Scale	
Point Value	Explanation
0	Poor. Not addressed or response of no value
1-4	Fair. Limited applicability
5-10	Good. Some applicability
11-15	Very Good. Substantial applicability
16-20	Excellent. Total applicability

13) Vendor Lists

- Kamatera
- Serverspace
- phoenixNAP
- Cloudways
- pCloud
- Amazon Web Service (AWS)
- Microsoft Azure
- Google Cloud Platform
- Adobe
- VMware

Name	Amazon Web Service	Google Cloud Platform	Microsoft Azure	Digital Ocean	IBM Cloud
Market Share	33%	8%	16%	1.5%	6%
Cost/Month 1vCPU & 2GB RAM (Approx)	\$0.0255/ Hour	\$0.0475/ Hour	\$0.043/ Hour	\$0.015/ Hour	\$0.04/ Hour
Free Trial	12 Month Free Tier	12 Month Free Tier	12 Month Free Tier	\$50 Free Credit for 30 Days	Lite Tier with 256MB of Cloud Foundry Memory
Pros	Reliability, Quality, Professional Support	Reliability, Affordable	Infrastructure Configuration, Ideal for Big Projects	Easy to use, Affordable	Flexibility, Speed, Interoperability
Cons	Expensive despite regular lowering of price	Limited features & services	Unsatisfactory customer experience & technical support	Unsatisfactory error addressing, Security issues	Complicated pricing model & can be slow

Fig: Comparison of Top 5 Cloud Service Providers

14) FAQs

- a. What are the font requirements for the proposal document (“Systems for Machine Learning request for proposals”)?
 - i. Preferably, the document should be single-spaced using Times New Roman 12 pt. font.
- b. How can we submit our RFP package?
 - RFP packages can be emailed to rfpsubmission@cloud9.com
 - RFP packages can be submitted as certified mail to:
 - 1. Express Grocery,
 - 2. 1100 South Marietta Pkwy,
 - 3. Marietta, GA
30060

15) Communication templates, e.g., memos, emails, letters

• All inquiries about this RFP must be put in writing, using the template below, to the people listed in the contact info portion. A replica should really be sent to the address listed in the media contact section as well. Only the email mentioned in the contact info section should be used for all email correspondence. or requests, every other mode of communication than those listed here will be rejected. Express Grocery guarantees that all issues are addressed accurately and promptly.

<Date>

To

Express Grocery

Ritu Choudary

Dear Sir

Sub: Request for Clarification on RFP – reg

VENDOR SCORECARD TEMPLATE

CRITERIA CHECKLIST

*Prior to use, update criteria as needed to be consistent with RFP. Update basis for scoring to have qualitative scoring details. Scores available from 1-5. Basis for scoring must be listed with specific examples.

1. Adherence to RFP Instructions	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Timeliness	5	5	5	Arrived by deadline receives all points
Completeness	5	3	2	Completed sections in same order as RFP receives all points
Overall Quality & Level of Professionalism	2	4	3	Technically compliant and attractive receives all points
Overall Response	5	4	3	Overall quality very high receives all points
Average Score	4	4	3	

2. Company Information	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Financial Viability	5	5	5	Proof of financial viability receives all points (i.e., Dun & Bradstreet Report)
Organizational Structure	1	5	4	Explained structure and org chart receives all points
Experience with Similar Companies	2	4	3	Proof of similar sized and focused companies experience receives all points
Service Department	5	4	3	Service department 24/7 with appropriate language capability receives all points
References	2	5	3	Positive references from four provided (checked) receives all points
Partnerships	5	4	3	Proven external partnerships receives all points
Average Score	3	5	4	

3. Project Understanding	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Overall Comprehension of Project Objectives	5	5	5	Written section shows comprehension

Fig: RFP Template

15) Acknowledgements

In acknowledgement of receipt of this Request for Proposal the undersigned agrees that he/she has received a complete copy, beginning with the title page and table of contents. The acknowledgement of receipt shall be signed and returned to the Procurement Manager. Only potential Vendors who elect to return this form completed with the indicated intention of submitting a proposal for the procurement.

Firm/Individual Represented By
Phone Number
E-mail Address
Address
City/State/Zip Code
Signature

Return to:

Express Grocery
 1100 South Marietta Pkwy
 Marietta, GA 30060
 Phone: 478-598-6070

15) References:

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