Global Trade Corporation

Request for Proposal

E-Commerce Platform

08-09-2021

1. Executive Summary and Company Description:

Global Trade Corporation(GTC) needs to build a business platform for its customers with the assistance of a service enabler. The platform should be suited for GTC's traditional business requirements and automate routine trade processes with better control, scalability and observation.

This platform should be able to have capacity to handle International and also Domestic Trades. It shall have required functional features which shall be capable of handling GTC's trade. It shall include integration of all modules with understandable and self-explanatory user interface to provide the experience of online business-to-business, business-to-government, government-to-business and government-to-government marketplace where all information is provided by multiple sources, and transactions will be processed by GTC(as a trader or marketplace operator). Government imposed rules should be strictly followed and also transparency should be maintained.

GTC will offer this platform as a service to various Government/Non-Government customers of GTC. The revenue generated by offering the platform as a service shall be shared with the Technology enabler. The platform shall be developed, upgraded and customized to have a more efficient customer-centric approach and increase the business avenues through it.

➢ **Key Objectives** :

1. Efficient Price determination - To determine price through wider participation from across the country/globe and transparent technology enabled negotiation mechanisms complying government guidelines.
2. Risk Management - System with comprehensive contract management to take care of the risk associated with defaults from buyer or seller side.

3. Transaction Effectiveness - Automate various trade processes to enable efficient and effective functioning.

4. Optimum Cost - Reduced cost of doing business for both GTC and its customers.

5. Effective Sale/Purchase processing - Automate the Sale/Purchase process and transparent negotiation through different types of e-Auctions to get better deals.

6. Open Platform - Level playing field and fair competitive platform for the buyers or sellers.

7. Availability - To ensure full availability of the application during working hours, alternative facilities should be provided in case exception in live environment.

8. Smart governance - Increased transparency, monitoring and control of the entire trading process.

9. Scalability - To develop an e-Commerce system that is highly robust, scalable and proven. The system shall handle a substantial number of concurrent users and transactions.

10. Security - Offer a superior level of security, strong authentication with digital certificates and speed to conduct real-time bidding over the Internet.

11. Open for Global Trade - System to have capability to handle domestic as well as International trade in transparent, faster and simpler manner.

2. Scope of our Project:

Through This RFP, The Global Trade are looking for some potential Technology Enabler or the Application Service Provider(ASP) for our e-Commerce platform. We would like to appoint the service provider on the basis of Build, Operate and Transfer. The basic assistance that we are looking for in an ASP is to provide their services for monitoring , managing and problem resolution on our platform. This contract will remain valid for the time period of next 5 years.

During the period of our contract, Development , upgradation, customization, payment gateway integration , maintenance and many more such activities will be completely managed and maintained by the Application Service Provider.

So, to sum up all of this, we would like the ASP to do the following :

1. Deployment of an e-Commerce Platform on the basis of Build, Operate and Transfer for Global Trading Corporation.

2. Detailed Project Plan along with time to time status report must be provided to our company by the ASP.

3. Before the contract gets over the ASP should exercise a smooth transition of powers i.e. they must teach and explain all of its working to our technical and management staff before the contract gets over.

4. Application Service Providers should be able to provide support service for our platform.

5. If there happens to be a bug in the system, the problem should be solved with immediate effect.

6. The e-Commerce Platform must be user friendly to provide a smooth workflow for our customers.
7. Application Service Providers should be able to provide an easy transaction process on our platform.

8. The ASP should also be able to develop mobile apps for our platform .

9. They should be able to do the digital marketing and SEO i.e. Search Engine Optimization which will promote our platform globally.

Along with all the development and maintenance of the e-Commerce Platform the Application Service Provider must also take care of the Security of the platform as it is also a vital part of our system. Hence, the following things must be taken care of by the Application Service Provider:

1. Quality Certification for our e-Commerce platform is mandatory.

2. The Software solution which will be provided by the ASP should be able to take care of each and every virus.

3. Our Security system should be strong enough to avoid any breach in security which may occur via some viruses or through some Hacker.

4. The Application should also develop a backup or disaster recovery site which can be used in case of some emergency.

5. In order to facilitate secure and confidential transactions at our platform, reliable data must be present at our platform 24x7.

6. In case of any breach, the support team should be available at all times in case of an emergency.

3. Timeline for Response:

Event	Date
RFP Distribution to Vendors	09-09-2021
Written Confirmation of Vendors with Bid Intention	11-09-2021
Questions from Vendors about scope or approach due	12-09-2021
Responses to Vendors about scope or approach due	15-09-2021
Proposal Due Date	01-10-2021
Target Date for Review of Proposals	15-10-2021
Demo of the proposed solution	20-10-2021
Final Vendor Selection Discussion	22-10-2021
Anticipated decision and selection of Vendor	25-10-2021
Anticipated commencement date of work	01-11-2021
Hosting of customized application	01-02-2022
Pilot run and stabilization	15-02-2022
Anticipated completion of work	01-03-2022
Overall portal operations & maintenance	01-03-2027

4. Bid Structure and Requirements:

All responses by the bidders to this proposal must follow the structure mentioned below:

1. Company Name, location and background including the core services of your business
2. Project management plan, preferences and implementation approach
3. Project timelines
4. Qualifications of team members
5. Pricing details
6. Post Implementation support
7. Plans for training and support
8. Samples and references should be included along with the proposal
9. Proposed solution

Only bidders who meet all metrics in the evaluation section should submit a proposal. Please illustrate your project management approach in terms of proposed team structure, communication plan, escalation management, quality plan and any other relevant information.

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP. All proposals will be evaluated based on the following criteria:

1. Completeness of proposal
2. Ability to meet the requirements
3. Initial cost, including goods and services, yearly maintenance fee, and any recurring costs
4. Flexibility of product
5. Experience and past performance with similar customer

Bibliography

1. https://creativemarket.com/Suhandi/2602753-Global-Trading-Logo