

Procurement Plan

Item	Description	Estimated Cost	Procurement Method	Timeline	Vendor	Status
Customer Feedback Analysis Software	Software for collecting, analyzing, and reporting customer feedback.	\$50,000	RFP process	Q1 2024	To be determined	Open
Customer Service Training Platform	Online platform for delivering customer service training courses.	\$25,000	RFP process	Q1 2024	To be determined	Open
Technology Infrastructure Upgrades	Hardware and software upgrades to support the project.	\$250,000	RFP process	Q2 2024	To be determined	Open
Third-party Consulting Services	Expert assistance with process optimization and technology integration.	\$100,000	RFP process	Q1 2024	To be determined	Open
Project Management Software	Software for managing project tasks, resources, and communications.	\$10,000	Direct purchase	Q1 2024	XYZ Software	Complete
Office Supplies	Supplies needed for project activities such as meetings, training, and documentation.	\$5,000	Purchase order	Ongoing	XYZ Office Supplies	Ongoing