

Request for Proposal (RFP)

Purpose:

The purpose of this RFP is to invite various contractors and subcontractors to propose their services and bid for the job of creating reporting dashboard that will be a part of the Mustang Bank's consolidation project.

Background:

Mustang Bank wants to upgrade their current banking system by bringing in all the applications under one umbrella using a single-sign-on and convert a lot of their high priority applications that are used by the upper management, mobile applications that will ease up the task of going around and providing critical feedback in real time to remove the time-based roadblock that will cause delay to a lot of processes. Along with it, the client also needs help in creating reporting dashboards of the performances of the employees who'll be using the app by combining various app and website usage and creating a lot of calculated metrics. These will be hinted off by the client, but the expectation will be that the contractor will identify other key performance metrics that are prevalent in the industry and create easily consumable dashboards with the capability to be provide both a 10,000 ft view of the performance at the same time allow the users to deep dive into an employee-metric-day level detail.

Structure of the RFP

The RFP has three parts:

- **Schedule 1: Statement of Requirement**
 - Important Information
 - Hardware and Service Requirements
 - Budget
 - Timeline
- **Schedule 2: Submission Guidelines and Requirements (Proposal Template)**
 - Bidder's Details
 - Skills and Expertise
 - Itemized Budget
 - Declaration by Bidder
- **Schedule 3: Evaluation Criteria**

RFP Schedule 1 – Statement of Requirement

Important Information

Event	Dates
Closing Time for submission of Proposals	December, 10 th 2021
Method to Submit Proposal	Email to: harsh_chaudhari@tamu.edu Subject: <RFP:101 Dashboard>
Point of Contact	Harsh Chaudhari
Expected execution date of Contract	Jan, 1 st 2022
Date Services are to be completed	March 1 st 2022

Hardware and Service Requirements

<u>Services</u>	<u>Due Date</u>	<u>Payment Due</u>
Metric list finalization	Jan, 20 th 2022	15% of contract amount
Dashboard design completion	Jan 30 th 2022	25% of contract amount
Dashboard implementation	Feb 15 th 2022	40% of contract amount
Automated email generation	Feb 20 th 2022	20% of contract amount

Project Manager approval is required for all hardware and service deliverable. Once approved, the Department of Accounting will remit payment as specified.

Timeline

The following project schedule is the approximate expected timeline for the completion of each milestone. Any significant deviation (more than 48 hours) from the timeline requirement requires approval of the 4Chap Consulting CEO and Project Manager.

<u>Date</u>	<u>Milestone</u>
Jan, 1 st 2022	Kick-off
Jan, 20 th 2022	Key Metric determination
Jan 31 st 2022	Dashboard design complete
Feb 15 th 2022	Dashboard implementation complete
Feb 20 th 2022	Automation complete

Budget

Vendors are expected to adhere to the following monthly budgeting requirements. Any significant deviation (greater than 5%) from the budgeting requirement requires approval of the 4Chap Consulting CEO and Project Manager.

<u>Month</u>	<u>Budget</u>
January 2022	\$5,200
February 2022	\$7,200

RFP Schedule 2 – Submission Guidelines and Requirements (Template)

Instructions to assist Bidders to complete their proposal have been included as white text on a black background.

Instruction to Bidders:

Ensure your response covers the evaluation criteria identified in Schedule 3 - Evaluation Criteria.

Bidder's Details

Full legal name and postal address:

Business registration number (if applicable):

Contact Officer

For all matters relating to this RFP, the Bidder's Contact Officer will be:

Name/position title:

Telephone

Mobile:

Email:

Contract Manager

Instruction to Bidders:

Bidders should provide the requested details of the person who is the Bidder's proposed Contract Manager, responsible for general liaison and accepting and issuing any written notices under the contract, if a contract is awarded.

Name/position title:

Telephone:

Mobile:

Email:

Bidder's Proposal

Instruction to Bidders:

Bidders should describe how they will meet the requirements set out in Schedule 1. Include Method and Workplan.

Proven Capacity

Statement of Skills and Experience

Instruction to Bidders:

Bidders should provide evidence of their skills and experience in providing the Services. Give evidence of why you/your company/your team members are most capable to deliver the Services. Ensure this responds to the requirements of this project, identified in Schedule 1 "the Services".

Specified Personnel

Instruction to Bidders:

List who will do what. Attach CVs where appropriate. Note that any fees shown in this table form part of the pricing itemised budget below – they are not additional. If no Specified Personnel insert "Not applicable".

Person/Role	Costs (\$USD)	Anticipated Time	Total for Person

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Subcontractors

Instruction to Bidders:

Bidders must provide (in the form of the table below) details of any subcontractors that the Bidder proposes to engage to deliver the Services and an explanation for using subcontractors. If no subcontractors will be used insert "Not applicable".

Proposed Subcontractor	Scope of services	Fees and expenses

Pricing

1. *Itemised budget (all pricing must be inclusive of taxes)*

Instruction to Bidders:

Prepare a detailed itemised budget in your proposal, including specification of:

- Consultancy fees and administrative support charges, with unit cost and the number of hours/days proposed to be devoted to the project;

If there are reimbursable items in your proposal (if stated in the RFP Schedule 1), refer to the Guidebook on Mustang Bank Projects that sets out guidelines for reimbursable items.

Conflict of Interest

Instruction to Bidders:

This is a mandatory field, a response is required. If there is no conflict of interest then state that. If a real or perceived conflict of interest exists with the submission of a proposal, or would exist if the Bidder entered into a contract with the Mustang Bank Project Manager for the Services in this proposal, full details should be included here. Detail a plan to manage the conflict of interest.

Standards and Best Practice

Instruction to Bidders:

If there was a requirement in Schedule 1, you must respond here.

Bidders must complete and sign a Declaration in the form presented below.

Declaration by Bidder

The Bidder proposes to provide the Services described in *Schedule 1* to the RFP (*Statement of Requirement*) on the following terms:

- the RFP Schedule 1 - Statement of Requirement;
- the proposal is submitted according to Schedule 2 – Proposal Template;
- the proposal acknowledges RFP Schedule 3 – Evaluation Criteria

These documents collectively comprise the Bidder's "**Proposal**".

The Proposal

The Bidder agrees to enter into a contract to provide the Services in accordance with its Proposal in the form of the *Standard Contract* which incorporates by reference Mustang Bank Terms and Conditions of Contract.

The Bidder agrees that Mustang Bank may accept or decline the Bidder's Proposal at its discretion. No commitment or contract exists until a contract in the form of the *Standard Contract* is executed by both parties.

The Bidder agrees that participation in any stage of the RFP process is at the Bidder's sole risk and cost.

Conflict of Interest

At the time of submitting a proposal, the Bidder agrees there is no conflict of interest (real or perceived) unless specifically and clearly identified in their proposal (see Schedule 2, under heading Additional Information) with a recommended plan to manage the conflict of interest.

The Bidder agrees to notify Mustang Bank immediately if an actual or potential conflict of interest arises.

..... Signatory's printed name: Signatory's signature:
..... Signatory's Position Date
..... Signatory's Phone Number Signatory's Email Address

RFP Schedule 3 – Evaluation Criteria

EVALUATION CRITERIA

The accompanying standards will shape the premise whereupon Mustang Bank will pass judgment and assess recommendations. To ensure the consideration for this Request for Proposal, the proposition should be thorough and incorporate every one of the stated standards:

(a) **THE ORGANIZATION:**

Demonstrated potential for management and delivering quality services. Resources should possess the required skill and expertise to deliver the products and features. They should have the familiarity with the existing Mustang Bank Systems.

(b) **EXPERIENCE WITH MUSTANG BANK**

Demonstrated experience of operating in the similar Industry as of Mustang Bank. Familiarity with the financial protocols and Instruments broadly used.

(c) **APPROACH TO THE SERVICES:**

Acknowledgement of the key issues and risks and the mitigation plan to meet the objectives as stated in the RFP.

Correct methodology and development plan to fulfil the objectives of the Services in the specified timeframes.

(d) **VENDOR DEMONSTRATION:**

Demonstration of Proof of Concept (POC) or a Prototype or ability to showcase project completion potential on Schedule within the triple constraints.

(e) **PROPOSAL COST:**

Reasonable costs associated with the resources, trainings, software and hardware components.

RFP Evaluation Sheet

CRITERIA CHECKLIST

- a. Scores Available from 1-5 for wach criteria
- b. Each category has a weight assinged to it (Refer the table at the end)
- c. Average score per category is taken and multiplied by the category weight
- d. Weighted scores per category are added to come up with a final score

VENDOR DETAILS
Vendor 1 - WebMagic Developers
Vendor 2 - MPL Solutions
Vendor 3 - DesignIT Studios

1. Adherence to RFP Instructions	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Timeliness	5	5	4	Timeliness and Delay records
Completeness	5	4	4	RFP Completion Degree
Overall Quality & Level of Professionalism	5	4	5	Quality and professionalism followed throughout
Overall Response	4	3	4	Overall response and summary
Average Score	5	4	4	
2. Company Information	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Financial Viability	5	4	4	Reliability quotient of the technologies to be utilized
Organizational Structure	5	5	4	Thoroughness of the Product Canvas
Experience with Similar Companies	5	4	4	Lifecycle Stages and Processes Undertaken
Service Department	5	3	5	Number of Criterion defined for the product
References	5	4	5	Well Defined User Stories and Release Schedule
Partnerships	4	4	5	Past company relationships and projects
Average Score	5	4	5	
3. Project Understanding	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Overall Comprehension of Project Objectives	4	4	4	Alignment and Understanding of the Project
Understanding of the Business Requirements	5	4	3	Budget Constraint Awareness
Understanding of the Business Vision	5	5	4	Understanding the scale of scope
Average Score	5	4	4	
4. Requirements	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Completeness of Vendor Response	5	3	4	Degree of Clarity in the Requirements Understanding and Definition Document
Vendor Ability to Meet Requirements	5	4	4	Probability of successfully executing the plan and delivering key milestones
Average Score	5	4	4	
5. Product Viability & History	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Technology Is Sustainable	5	4	4	Technology is compatible with the requirement defined
Product Roadmap	5	5	4	Complete roadmap for the project is available
Product Development Life-Cycle	5	4	4	Agile methodology is implemented
Criteria Checklist	5	3	5	Detailed timeline of the development is provided
New Release Process	5	4	5	System downtime is minimalistic
Average Score	5	4	4	
6. Terms & Conditions	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Detailed Buyer Duties	5	5	4	buyer duties are clearly defined
Terms & Conditions	5	4	4	Clearly defined conditions and constraints
Purchase Agreement Details	5	3	5	Detailed agreement stating the required specifications
Average Score	5	4	4	
7. Vendor Software Demonstration	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
Solution Is Integrated	5	5	4	Compatible solution is proposed
Aligns with Company Objectives	5	4	4	Vision of the project meets company objectives
Third-Party Products Shown	5	3	5	minimum dependency on external modules
Ease of Use	5	4	4	Less training is required
System Performance	5	3	5	Performance improvement of 15% to be demomstrated
Flow & Simplicity	5	4	5	Easy to navigate
System Ability To Handle Requirements	5	4	4	Clear and defined system requirements achieved
Flexibility, Tailorability, Extensibility	5	3	5	Easy to integrate with the current system
Ability to Answer Questions	5	4	4	integrated support demonstrated
Application Robustness	5	3	5	Maintenance Support
Average Score	5	4	5	
8. Fee Summary	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE
License Fees	5	4	5	Licensing cost is minimized
Maintenance Fees	5	4	4	Competetive cost
Purchase Timeline	5	3	5	Adhere to the project timeline
Licensing Period	5	4	4	Support the project maintenance time
Other Fees	5	3	5	Competetive cost
Average Score	5	4	5	
9. Management Requirements	VENDOR 1	VENDOR 2	VENDOR 3	BASIS FOR SCORE

History of meeting commitments	5	4	4	Good historical track of the project delivery
Previous customer satisfaction	5	3	5	Good customer satisfaction demonstrated
Project management capabilities	5	4	4	Previous performance and delivery evaluated
Lack of collaboration barriers	5	3	5	High collaboration expected
Geographic location	5	4	5	Close to the main branch
Average Score	5	4	5	

*Change weights based on company requirements. Total score should = 1.00

CRITERIA SCORES	WEIGHT	VENDOR 1 WEIGHTED SCORE	VENDOR 2 WEIGHTED SCORE	VENDOR 3 WEIGHTED SCORE	NOTES
1. Adherence to RFP Instructions	0.05	0.24	0.20	0.21	Constraints identified above are taken into consideration
2. Company Information	0.05	0.24	0.20	0.23	Detailed information about the company has to be provided
3. Project Understanding	0.20	0.93	0.87	0.73	Understanding of the project is utmost important
4. Requirements	0.25	1.25	0.88	1.00	Good understanding of the requirements
5. Product Viability & History	0.05	0.25	0.20	0.22	High viability is expected
6. Terms & Conditions	0.05	0.25	0.20	0.22	Clearly defined
7. Vendor Demonstration	0.10	0.50	0.37	0.45	Historical performance analyzed
8. Fee Summary	0.05	0.25	0.18	0.23	Competitive cost
9. Management Requirements	0.20	1.00	0.72	0.92	Align with the vision of company
Total Score	1.00	3.91	3.09	3.29	