

IT RFP Template  
from IT Lab

## Should you need any assistance in your tender process, please do not hesitate to contact us on:

## 0207 030 3777 or hello@itlab.com.

# Simplify the tender process with IT Labs RFP template

Here at IT Lab we understand that a well-structured request for proposal (RFP) document is essential for selecting the right supplier.

Use our customisable RFP template to help support your procurement exercise. Just insert your details in the red coloured text and replace the examples given with your own.

The aim of this document is to identify functional and commercial requirements and provide instructions for submitting responses.

This RFP Template will also provide vital information as it relates to evaluation criteria and forms the basis for contractual arrangements.

The IT Lab Bid Team is here to assist. Please contact us on 0207 030 3777 or hello@itlab.com

# Company Name Here

# Project: Request for Proposal

# V1.0

Author:

Position:

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# Overview

Description of company here…

# 1.0 Instructions to bidders

## 1.1 – Introduction

This document is a Request for Proposal (RFP) and it forms part of the procurement exercise to support the selection of a supplier, to enter into a contract. The aim of this document is to identify functional and commercial requirements and provide instructions for submitting responses. This document will also provide vital information as it relates to evaluation criteria and forms the basis for contractual arrangements.

This RFP is not an offer to contract; it is a definition of specific requirements and an invitation to submit a response addressing such requirements. INSERT COMPANY NAME may modify these requirements in whole or in part and/or seek additional bidders to submit information/bids. INSERT COMPANY NAME will not be liable to you for any losses or damages suffered by you as a result of the specific requirements or any amendment to such requirements.

## 1.2 – Timescales

Below is the proposed timescale for the tendering process. Please note the dates are indicative and subject to change.

|  |  |
| --- | --- |
| Description | Date |
| Issue RFP to selected providers | INSERT DATE | |
| Closing date for receipt of completed tender proposals | INSERT DATE | |
| Shortlist 3 participants for selection panel presentation | INSERT DATE | |
| Supplier presentations to selection panel | INSERT DATE | |
| INSERT COMPANY NAME announces preferred supplier | INSERT DATE | |
| Sign contract | INSERT DATE | |

## 1.3 - Evaluation Criteria

The INSERT COMPANY NAME intends to shortlist providers based on their response to the RFP and will use the following scoring criteria. The highest scoring three providers will then be invited to give a full presentation of their proposal during week commencing, INSERT DATE which will enable the selection panel to make their final decision.

|  |  |
| --- | --- |
| Description | Date |
| Proposal document | INSERT % |
| Indicative Service Level Agreement | INSERT % |
| Total cost of solution | INSERT % |
| References | INSERT % |
| Relevant experience | INSERT % |
| Total Weighting | 100% |

The members of the tender selection panel are as follows:

|  |  |
| --- | --- |
| Name | Position |
| INSERT NAME | INSERTPOSITION |
| INSERT NAME | INSERTPOSITION |
| INSERT NAME | INSERTPOSITION |

## 

## 1.4 - Proposal

The bidders’ proposal submission should include the following:

* A proposal document that describes your proposed approach to meeting   
  INSERT COMPANY NAME Specifications
* An indicative Service Level Agreement, with response times
* Total cost of solution on a fixed price basis
* 3 references
* 2 case studies of relevant experience
* Assumptions and caveats
* Contractual agreement, changes and or queries
* Sample CVs of proposed engineers

Bidders should note that this Request for Proposal and their response may be incorporated in whole or in part into the final contract entered into.

Bidders should note that only information provided in response to questions set out in this documentation will be taken into consideration for the purposes of evaluating the Request for Proposal.

Bidders should note that proposal submissions which are poorly organised or poorly written, such that evaluation and comparison with other submissions is notably difficult, may exclude the bidder from further consideration.

It is the bidders’ responsibility to ensure that the quote has been received within the deadline date.

Tenders must be submitted in English.

No alterations should be made to the questions and or requirements.

INSERT COMPANY NAME shall have the right to photocopy the tender for the purposes of tender evaluation; submission of a tender shall be deemed as confirmation of INSERT COMPANY NAME right to photocopy it.

INSERT COMPANY NAME shall have the right to distribute electronically the tender for the purposes of tender evaluation; submission of a tender shall be deemed as confirmation of INSERT COMPANY NAME right to electronically distribute it.

Electronic documents should be compatible with Microsoft Office to include but not limited to Word, Excel, PowerPoint and Project.

By replying to the RFP, the bidder shall be deemed to warrant that any electronic media provided as part of their bid submission will be free from all viruses and other contaminants, including but not limited to, any codes or instructions that may or will be used to access, modify, delete or damage any data file or other computer programs used by INSERT COMPANY NAME and that for this purpose, the bidder warrants that it has, prior to delivery of the electronic media, used the most comprehensive and up-to-date virus checker to check against contamination of such media.

Tenders must comply in every respect with the requirements of this RFP. Failure to comply fully with any instructions to bidders may result in the tender not being considered.

## 1.5 Return of information

Please acknowledge the receipt of this RFP and confirm if you intend or not to respond to this RFP by INSERT TIME AND DATE by sending an email to INSERT EMAIL ADDRESS.

The bidder should send their final response by email and provide 2 hard copies as follows:

|  |  |
| --- | --- |
| Date |  |
| Contact Name |  |
| Postal Address |  |
| Email Address |  |

## 1.6 – Tender queries

Any questions related to this tender should be addressed to the person named below.

|  |  |
| --- | --- |
| Contact Name |  |
| Telephone Number |  |
| Email Address |  |

## 

## - Equal Information Policy

Should any Supplier raise a question that is considered to be of general interest, INSERT COMPANY NAME reserves the right to circulate both question and answer to other respondents. In this event, anonymity will be maintained.

## 1.8 - Annual reports

Please provide your company’s latest annual accounts.

## 1.9 - Pricing

The bidder is required to submit prices in sterling . United Kingdom VAT charges (and any other applicable tax, excise or other charges) should be separately calculated and identified for the purposes of the tender. INSERT COMPANY NAME cannot be held responsible for any costs incurred by the supplier in processing or responding to this RFP.

## 1.10 - Procurement Policy

INSERT COMPANY NAME reserves the right not to contract with the lowest bidder or to accept part of any bid, and INSERT COMPANY NAME shall have no liability (in contract, tort or otherwise) to consider any tender.

INSERT COMPANY NAME reserves the right to award the contract for which tenders are being invited in whole, or in part or not at all.

INSERT COMPANY NAME shall not be liable for any costs incurred by the bidders in responding to this RFP.

INSERT COMPANY NAME does not guarantee that this Request for Proposal is free of errors and omissions.

In the event that the Bidder discovers any such errors or omissions, the Bidder shall not take commercial or related advantage of any apparent errors or omissions and INSERT COMPANY NAME must be notified immediately via the contact details included in section A.6

## 1.11 - Other information

If your company believes that there is additional information that has not been requested in the RFP but is relevant to your particular proposal, please include that information as a separate attachment and explain its relevance to this RFP

## 1.12 - Term

It is proposed that any agreement resulting from this RFP process shall be for an initial period of INSERT REQUIRED TERM.

Need and expert opinion?

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# 2.0 Requirements

## 2.1 - Specifications

The specification sets out the various services and or goods that may be required and these specifications will form part of the eventual Agreement(s). Bidders should rely on these specifications only in formulating their proposal. Any changes to INSERT COMPANY NAME specification during the tender process will be noted and communicated to all bidders.

**Users and Locations**

|  |  |  |
| --- | --- | --- |
| Type | Number of Users | Location |
| Onsite Remote | 20 |  |
| Onsite Remote |  |  |

**Servers and roles**

|  |  |  |  |
| --- | --- | --- | --- |
| Server and year purchased | Manufacturer | Operating System | Role |
| Server 1(2008) | HP DL380 G5 | MS Server 2008 R2 | DC, File, Print, Backup, DNS |
|  |  |  |  |

**Data and Storage**

|  |  |  |
| --- | --- | --- |
| Quantity | Type of data | Method of backup |
| 500GB | Files | Online |
|  |  |  |

**Email**

|  |  |  |  |
| --- | --- | --- | --- |
| Hosted / Onsite | Dedicated/ Hosted | Size of database | Number of mailboxes |
| Hosted | Hosted |  | 20 |

**Network, VPN and Remote Access**

|  |  |  |
| --- | --- | --- |
| Device | Manufacturer | Notes |
| Firewall | FortiGate 60c | Main office firewall/internet failover |
|  |  |  |

**Workstations/Laptops**

|  |  |  |  |
| --- | --- | --- | --- |
| Number | Manufacturer | Warranty Status | Operating System |
| 27 | HP and Dell | Expires in 11/2013 | OS mixture of XPSp3, Win 7 SP1 pro |
|  |  |  |  |

**Licensing**

|  |  |
| --- | --- |
| Software | Notes |
|  |  |
|  |  |

**Mobile Devices**

|  |  |  |
| --- | --- | --- |
| Device | Service Provider | Notes |
| iPhone | Vodaphone | Contract renewal 04.2013 |
|  |  |  |

**Printers**

|  |  |  |
| --- | --- | --- |
| Device | 3rd party contract in place | Notes |
| 5 x HP Laserjet | Yes | Require new print solution |
|  |  |  |

**Internet and Site Connectivity**

|  |  |  |
| --- | --- | --- |
| Supplier | Speed | Notes |
|  |  |  |
|  |  |  |

**Antivirus and Spam Protection**

|  |  |  |
| --- | --- | --- |
| Supplier | Product Name | Notes |
| Symantec | Symantec Endpoint | All desktops and servers |
|  |  |  |

**3rd Party Applications/devices**

|  |  |  |  |
| --- | --- | --- | --- |
| Product | Support contract in place | Notes | |
| Sage Accounts | Yes | Only on one dedicated PC |
|  |  |  |

**Telephony**

|  |  |  |
| --- | --- | --- |
| Supplier | Handset Type | Notes |
| HipCom | Cisco 7490 IP Phone | Avaya 400 IP Telephone system |
|  |  |  |

## 

## 2.2 - Specific requirements in detail

Levels of support – 1st, 2Nd and 3rd Line level service desk

INSERT DETAIL to include the following:

* Hours of support
* Number of locations

Onsite support requirements

INSERT DETAIL to include the following:

* Number of locations
* Frequency
* Level of required engineer

Account Management and Performance Monitoring

INSERT DETAIL to include the following:

* Supplier contact
* Account Review and Planning
* Performance Measurement and Service Levels

Consultancy and Planning

INSERT DETAIL to include the following:

* Any proposed projects
* Any recent projects uncompleted/completed

Backups

INSERT DETAIL to include the following:

* Quantity of data to be backed up
* Type of data being backed up
* Required access to data

## 2.3 - Current technology issues

INSERT COMPANY NAME has been experiencing a number of issues as follows:

## 2.4 - Pricing Matrix

The bidder is requested to submit a cost for all services on a fixed price basis by calendar month.

## 2.5 - References

Provide three references for completed (within previous three years) or current relevant projects of a similar nature (in submitting your references, you consent to INSERT COMPANY NAME approaching these organisations for references on your organisation).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Reference 1 | Reference 2 | Reference 3 |
| Client name: |  |  |  |
| Client contact: |  |  |  |
| Brief description: |  |  |  |
| Date contract awarded: |  |  |  |

## 

## 2.6 - Relevant Experience

The bidders are requested to demonstrate knowledge and experience of the following systems, by providing 2 case studies of current client

## 2.7 - Assumptions

Bidders must ensure that a full list of assumptions and caveats is provided in the table below in support of the pricing matrix and requirements. Any assumptions that are not included will not be considered at a later stage.

INSERT COMPANY NAME reserves the right to challenge the validity of any assumptions or caveats.

# 3.0 Additional Guidance

|  |  |
| --- | --- |
| Assumption | Impact on response |
|  |  |
|  |  |
|  |  |

## 3.1 – Confidentiality

All information contained within this document is confidential and must not be given to third parties, other than those participating in a consortium, without the written consent of INSERT COMPANY NAME.

All information received from the supplier will be treated as confidential and will not be distributed without prior written consent outside INSERT COMPANY NAME or organisations assisting with the tender process.

Also, any information gathered by the supplier during the procurement process should also be treated as confidential.

INSERT COMPANY NAME must not be cited as a potential client without the supplier seeking prior approval.

