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Valcor tender template IT Services



Tender template: IT services



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Confidentiality Disclaimer

This Request for Proposal (RFP) and all associated documentation, whether transmitted electronically or in hard copy, and any subsequent discussions or disclosures are confidential and intended solely for the recipient or recipient organization. The contents must not be disclosed in whole or part to any third parties without the express written permission of our organization.

The information contained in this RFP is provided in good faith. However, it is subject to change without notice and is not binding on our organization unless expressly incorporated into a formal, written agreement. Recipients of this RFP are responsible for any costs incurred in the preparation and submission of their responses.

By responding to this RFP, respondents agree to keep the information contained herein and any related communications confidential. Furthermore, respondents confirm that they will only use the information for the purpose of preparing and submitting a response, and to meet any subsequent contractual obligations.

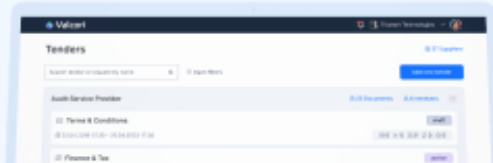
Any violation of this confidentiality disclaimer may lead to disqualification from the tendering process and may result in legal actions for breach of confidentiality.

Terms & abbreviations

Term	Definition
RFP	Request for Proposal
SLA	Service Level Agreement
PDF	Portable Document Format
EUR	Euro
SPOC	Single Point Of Contact

Company introduction

[Insert company introduction]



Start your company description with your organization's name, industry, and location. Briefly include its significant history or milestones. Highlight your guiding mission or values and outline your primary products or services. Aim to provide an informative snapshot of your company in a few concise sentences.

Introduction RfP

This Request for Proposal (RFP) is the culmination of an extensive market analysis and identification of potential opportunities, diligently conducted by our dedicated internal team. We have meticulously structured the requirements for the IT services needed in a clear format.

We expect the bidders to reciprocate with clear and direct responses to these requirements, as defined within the scope of this RFP. All proposals should be submitted strictly via the procurement platform Valcori in one of the following digital formats via the digital formats: Microsoft Word (.doc, .docx), Microsoft Excel (.xls, .xlsx), or PDF (.pdf).

This allows us to facilitate a seamless and efficient review process. Please be aware that our organization reserves the right to disregard any late submissions, incomplete responses, or proposals that do not comply with the specified submission format and procedures outlined in this RFP. Non-compliant responses will not be entertained. It is imperative that your responses are direct, concise, and complete. Any failure to provide a response to an item will be interpreted as an inability to provide the corresponding service. This may adversely affect the evaluation of your proposal. While additional supporting information in the form of appendices is welcome, it is important that the main body of your response should be self-sufficient, referencing appendices for details where necessary.

Our organization will thoroughly review all material submitted. However, our primary focus will be on the material that directly addresses our needs, as outlined in the requirements of this RFP. We look forward to engaging with professional IT service providers who can meet our specific demands and maintain the high cleanliness standards that our organization aspires to uphold.



Instructions

Timeline

No.	Date	Milestone
01	DD.MM.YY	Issuance of RFP to selected suppliers.
02	DD.MM.YY	Deadline Request for Information (RfI)
03	DD.MM.YY	Deadline Request for Quotation (RfQ)
04	DD.MM.YY	Short list supplier decision, negotiation and detailed demo
05	DD.MM.YY	Final supplier decision
06	DD.MM.YY	Contracting



Structure your entire RfP timeline automatically in **Valcor**. Full transparency for the internal team and suppliers in a few clicks!

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Contact person

[Insert contact person: Name - Title - Email - Phone number]

Written questions

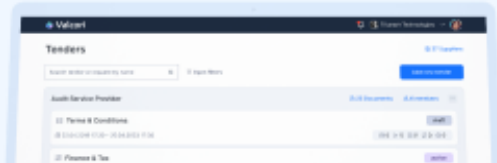
Should participating suppliers have any questions regarding this RFP, they are required to submit them in writing and may email them to the designated contact person in accordance with the schedule set out in the timeline.

Our organization is not obliged to respond to any inquiries received after the deadline or submitted in any manner other than as instructed above. All questions will be answered in writing and, if deemed necessary, responses will be distributed to all participating suppliers.



Don't want to manage your mailbox with all questions and answers of suppliers? Chat directly with your suppliers in **Valcor** and collect all questions in one place.

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Proposal submission

Proposals must be received according to the schedule outlined in the timeline. Any proposal received after the specified deadline will not be considered. All communication should be conducted in English.

Ensuring that proposals are delivered by the stipulated deadline is solely the responsibility of the participating supplier. Our organization will not be held responsible for, nor accept as a valid excuse, any delays in the method of delivery used by the supplier, unless it can be established that our organization was the exclusive cause of the late receipt.

Evaluation criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. After the evaluation of the proposal and the samples a short list will be created and the suppliers mentioned on that short list will be contacted to prepare for actions the testing, the supplier audits and the contract negotiation.

The following criteria will be considered in evaluating the proposals:

- Quality and completeness of the proposal.
- Supplier's qualifications.
- Supplier's experience, particularly with similar projects.
- References.
- Pricing.
- *[Other]*



Questions (Request for Information)



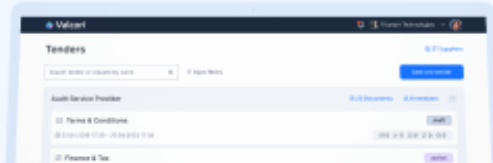
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Question	Answer Options
Topic: Introduction and Background	
Can you provide a brief company overview, including your founding year, mission, and core values?	Please specify.
Topic: Scope of Services	
What are the primary IT services your company offers?	Please specify.
Can you detail any niche or specialized IT services you provide?	Please specify.
Topic: Technical Requirements	
What technologies, platforms, or standards do you primarily work with?	Please specify.
How do you ensure your team stays updated with the latest tech trends?	Please specify.
Topic: Relevant Experience and Case Studies	
Can you provide a case study that showcases a project similar to our needs?	Please specify.
Are you open to us contacting your past clients for references?	A. Yes B. No
Topic: Approach and Methodology	
What project management methodologies do you adhere to?	A. Agile B. Waterfall C. Hybrid D. Others
How do you handle project escalations?	Please specify.
Topic: Innovation and R&D	
How do you drive innovation within your organization?	Please specify.
Do you collaborate with academic or research institutions?	A. Yes B. No
Topic: Quality Assurance and Standards	
Are you ISO 9001 certified or hold any similar certifications?	A. Yes B. No



How do you ensure the quality of your deliverables?	Please specify.
Topic: Data Security and Compliance	
How do you ensure client data security?	Please specify.
Are you GDPR compliant or adhere to any other data protection regulations?	A. Yes B. No
Topic: SLA and Support	
Can you provide an example of a typical SLA you offer?	Please specify.
What is your support structure post-implementation?	Please specify.
Topic: Company Culture and Values	
How would you describe your company's culture?	Please specify.
How do you handle conflicts or disagreements with clients?	Please specify.
Topic: Pricing Models and Structures	
Can you outline your general pricing model?	Please specify.
Are there any hidden or additional charges we should be aware of?	Please specify.
Topic: Future Roadmap	
What's on your service or product roadmap for the next two years?	Please specify.
How do you incorporate client feedback into your future offerings?	Please specify.
Topic: Timeline	
If shortlisted, how soon can you begin the project?	Please specify.
Topic: Points of Contact	
Who will be our primary point of contact during the RFI/RFP process?	Please specify.
In case of technical queries, whom can we reach out to?	Please specify.
Topic: General	
How do you differentiate yourself from competitors?	Please specify.
Have you faced any significant challenges in the last two years, and how did you overcome them?	Please specify.
Why should we choose your company as our IT service partner?	Please specify.



Pricing (Request for Quotation)

IT Services

[Example table]

Category	Item Description	Quantity	Unit	Total Price (in EURO)
Software Development	Custom web application development	500	Hour	
Cloud Migration	Migration of on-prem applications to AWS	3	Application	
IT Consultancy	Advisory on data security measures	40	Hour	
Managed IT Services	Monthly support and maintenance	12	Month	

*"Total Price" entries in the RFQ table should be inclusive of any associated costs, licensing, or potential maintenance fees within the scope of the specified service duration. Service providers are urged to provide a comprehensive breakdown where applicable. It's essential for the IT service provider to ensure that services match the specifications detailed in the "Item Description" and are delivered as per the "Unit" requirements mentioned.

Additional services

[Example table]

Additional Service	Price per Hour (EURO). If included in standard service, write "INCLUDED"
Setup and Installation Fees	
Data Migration	
Training	
Extended Support	
Backup and Disaster Recovery	