

What to Expect in an RFP Response

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Executive Summary

This section should restate the RFP's intent, challenges, and concerns, and detail the vendor's proposed solution, while supporting an argument for why they are the best organization to perform this service or deliver this particular solution. The Executive Summary should also include relevant value adds (e.g., professional development) and a history of comparable projects.

Price

A detailed breakdown of cost with associated Price Schedule.

Technical Capabilities

In this section, all vendors should describe in detail the methodology and procedures that will be used to accomplish the requirements of your RFP. This shall include all planning, tool development and customization, and training and support processes. Provide an outline of the organization that will be employed. The organization outline shall clearly describe details that will aid in understanding how the vendor proposes to accomplish the requirements. It shall be the responsibility of the selected vendor to meet specifications and guidelines set forth therein.

Vendors should reveal if they have done business with other school systems. If yes, they should provide the following: school system name, location, states of service, and volume of business.

The vendor should describe the experience level and qualifications of the firm's Technical Staff including:

1. Technical capabilities;
2. Years of experience; and
3. Training and certifications.

Proposed Products and Services

The vendor should describe the proposed solution in greater detail, affirming and describing the proposed solution's capabilities in the specific areas addressed in the original RFP (e.g., mobile learning integration, hardware/software installation, solution delivery and support, and mobile tablet specifications).

Project Implementation and Management

Vendor should provide a detailed description of their project management approach and resources to be provided for managing this project. Included in the description should be the designation of the project team's roles and responsibilities, to include expected roles and responsibilities of your school or district's team members.

Vendors should confirm and describe the training to be included as part of their offer, with a sample training plan as part of the response. This should include any on-site training, off-site training, workshops, tutorials, curriculum, networks, and online resources and tools available during the lifecycle of the project.

Warranty Provision and Terms

This section should include the warranty provision and terms of the solutions detailed in the engagement, along with relevant Equipment Maintenance and Support, Replacement Policies, and Value Added Options.

Business Stability

This section should include the legal name, address, and telephone number of the vendor's corporate headquarters, as well as the History and Organizational Structure of the Firm.

Financial Status

A description of the financial status of the firm, including the audited financial statements (income statements and balance sheets) for the past two accounting years.

References

Short case studies of relevant work, along with current contact information.

Subcontractors

A comprehensive list of any potential subcontractors to be used on the project, with overviews, relevant work projects, and contact information.

Appendix

Any additional supporting or explanatory information cited in the response. This could include expanded case studies, technical specifications, or relevant white papers showcasing contextual information or proposed processes. This section could also include additional Milestones, Specifications, Education Design and Deployment Guides, and any additional References.