

RFP Validation Checklist

#	Items	Status	Comments
1	Scope of work should clearly indicate all the modules and their associated functionality and deliverables for the engagement		
2	RFP should clearly indicate the scope of the Project in <input type="checkbox"/> Requirement gathering and analysis phase <input type="checkbox"/> Solution design phase <input type="checkbox"/> Solution development phase <input type="checkbox"/> Solution implementation phase <input type="checkbox"/> Testing and acceptance phase <input type="checkbox"/> Operation and maintenance phase		
3	RFP should clearly indicate the process to handle change request. For an example all the new features that will impact the business will be considered as a change request. Technological change encompassing the followings paradigms change of technology , change of data base, change of database should be considered as a change request.		
4	Non-functional requirement should be clearly indicate in the RFP. If any manpower deployment is required (Time & Material Project). Should be clearly articulated in the RFP.		
5	If any comprehensive training is required technical training, user training, administrative training . RFP should mentioned clearly		
6	Hardware procurement and commissioning - procurement & deployment of hardware component required for supporting the project should be clearly indicated in the RFP		
7	If required, Is the Integration with third party system or SMS/Email/payment gateway has been mentioned or not		
8	Roles & Responsibilities of department & Vendor (System Integrator) should be clearly mentioned in RFP		
9	If required, Application audit, code signing (by using Software publication certificate) version control should be clearly articulated in RFP.		
10	If any specific security requirement like - ISO 27001 is required should be clearly specified		
11	concurrent user, performance of the system should be clearly indicated		
12	If there any Software licenses required for implementation that should be articulated		
13	SLA		
14	Service Uptime/availability For Example Availability >= 99.99% -- no penalty Availability between 97 - 99.99% -- 1 % of contract price		

15	<p>Response Time example 1-3 sec no penalty 4-7 sec -- 1% of development cost</p>																						
16	<p>S1- Very high severity: Business can't Work - Issue in which significant portion of business is non-operational and for which there is no work around S2- High Severity: Application is not down but there is a serious problem affecting user's productivity. Work around if provided is awkward and inefficient. S3- Medium Severity: Application is not down but there is an issue affecting small number of users or departmental services. Acceptable work around is available. S4- Low Severity: Functionality enhancement and/or support for modifications or maintenance of source code, training documentation or user documentation.</p> <p>b) Priority level: The priority level of a service call is defined by the priority in which the calls would be handled in case of queuing.</p> <p>P1- High Priority: Total failure of critical systems, services, applications or External attack on application - Immediate investigation and status reports. P2- Medium Priority: Partial failure of critical systems, services, applications - Hourly reporting of investigations. P3- Low Priority: Total or partial failure of non-critical services or applications, standard operating procedures, Routine password changes, Errors in service delivery, integrating new services - Report of initial investigations within four hours.</p> <p><u>Indicative response time to resolve incidents</u></p> <table border="1" data-bbox="264 1050 1041 1289"> <thead> <tr> <th>Severity/ Priority</th> <th>P1</th> <th>P2</th> <th>P3</th> </tr> </thead> <tbody> <tr> <td>S1</td> <td>2 Hrs</td> <td>4 Hrs</td> <td>6 Hrs</td> </tr> <tr> <td>S2</td> <td>4 Hrs</td> <td>6 Hrs</td> <td>8 Hrs</td> </tr> <tr> <td>S3</td> <td>6 Hrs</td> <td>8 Hrs</td> <td>10 Hrs</td> </tr> <tr> <td>S4</td> <td>8 Hrs</td> <td>10 Hrs</td> <td>12 Hrs</td> </tr> </tbody> </table>	Severity/ Priority	P1	P2	P3	S1	2 Hrs	4 Hrs	6 Hrs	S2	4 Hrs	6 Hrs	8 Hrs	S3	6 Hrs	8 Hrs	10 Hrs	S4	8 Hrs	10 Hrs	12 Hrs		
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17	Delivery Milestone should be clearly Articulated in RFP document.																						
18	Payment Milestone should be clearly articulated in RFP document.																						

19	The Bidder must clearly understand the requirements and propose a solution which helps in meeting the specific ICT (Hardware, Software & Network) requirements and GEA 2.0 policy and guidelines		
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