**RFP/2020/001**

**Annex B**

**Technical Response for**

**implementation of**

**Results-based Management Software solution**

**and related professional services**

**Submitted by:**

**[Insert the name and contact details of your company]**

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# Introduction

[Provide a brief introduction to your technical response]

# Description of the company and the company’s qualifications

[At a minimum, please provide information on the following:

1. Year of incorporation, and Headquarters location;
2. Number of similar and successfully completed implementation projects, on [**BOARD**](https://www.board.com/en/product) platform, along with a brief description of the assignment;
3. Proof of financial stability;
4. Number of similar projects currently underway;
5. References (contact details) of 3 clients at which the software is implemented by you;
6. Total number of your clients on this platform;
7. Details of your partnership with the software provider;
8. Number, profile and locations (Country) of staff with skills in implementing the requested software;
9. Staff retention rates for similar projects.

Include any information that will facilitate our evaluation of your company’s substantive reliability, financial and technical capability to provide the services.]

# Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

[Please provide a detailed description of the manner in which your company would deliver the implementation in line with the SOW:

* A description of your organization’s capacity to provide the service;
* A description of your organization’s experience in providing these services;
* Proposed high level implementation plan, with major milestones;
* Your understanding and adherence to the proposed implementation methodology;
* Quality assurance mechanisms for both document and software deliverables;
* Any comments or suggestions on the activities mentioned in Terms of Reference document, which in your opinion will contribute to a successful implementation.]

# Proposed personnel for the implementation services

[

* **Key named personnel:** Curriculum Vitae of core staff - at minimum the Project Manager, Functional Lead, and Technical Lead. Please highlight their prior project implementations and their role, relevant to this SoW and the software being implemented. **Please note that the RFP award will be contingent on the immediate availability of the proposed key resources for this implementation, upon contract award**. Please also provide customer references (Name, email ID and name of the customer) where these personnel have done prior implementations on BOARD platform.
* **Overview of all personnel:** The composition of the full team (including key named personnel) you propose to provide, their proposed location and level of engagement (as percentage of a full time equivalent - FTE), during implementation as well as post go live period, as per example below.



* Confirmation of your availability for a presentation/clarification of your proposal and availability of your key resources for a discussion with UNHCR Project Team. The presentation can be in person, at our HQ in Geneva, or remote over a Video Conference or Webex. This is expected to take place about 3-4 weeks from the bid closing date.

# Any other information

[Please provide any other information that may assist evaluating your company’s strengths on implementing the software, and post go live support services during stabilization period. Also include any unique proposition you may bring to this project, and your commitment for a successful implementation].