

Request For Proposal

Real-Time Business Intelligence Platform

for

Signature Retail Services



Date of Issuance

April 25, 2012

Deadline

May 31, 2012

Send questions and proposals to
RTBI_0412@sigretail.com

SRS reserves the right to extend the due date of the proposal response
if for any reason an addendum is required to be released within 10 days of the response due date.

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Introduction

Signature Retail Services (SRS) is seeking a Real-Time Business Intelligence (RTBI) platform. The goal is to advance an ongoing initiative to improve business decision-making. We believe this forward-thinking approach will ultimately streamline and simplify our business processes. We believe a RTBI platform will provide technology systems that deliver data-driven strategic solutions with real-time collaboration via a Decision Support System (DDS).

The solution will be an integral component to enlarge our competitive advantage of delivering retail services by offering versatile and universal methods to communicate and manage the field personnel. By moving forward with an improved RTBI platform we envision our construction and service projects to seamlessly integrate. At the end of the day, we believe a customized RTBI platform will play an integral role in developing a highly effective and motivated organization with an awesome reputation, at the lowest possible cost.

The business requirements addressed below pertain to field sales work schedules, travel routes, workday task, project and geolocation monitoring, gasoline and travel reimbursement, payroll and electronic distribution of pay, training, communication, and project management, and more. The business requirements are listed below for each category by a series of questions and statements. It is mutually beneficial that they are addressed with concise and complete responses that highly relate to our expectation. SRS reserves the right at any moment in time to modify this document and/or business requirements.

We expect the RTBI platform to improve business efficiency, effectiveness and communication. We believe the new platform will uncover opportunities to drive profitable volume growth and to significantly reduce cost. We expect a seamless integration of software and/or hardware with low risk to invest additional money and resources beyond the launch. We expect the technology systems to be fully functional with all capabilities for a very wide range of smart phones. We expect to consult with one company and one contract agreement that encompasses the entire RTBI platform. A compilation of the success criteria will determine the most ideal proposals, that is, a single business requirement will not determine the outcome.

We want to partner with a forward-moving company that provides the most persuasive business model that depicts the ability to flawlessly execute and delivery our business needs.

Company Profile

Headquartered in Lombard, IL, Signature Retail Services is a premier retail sales, service and fixture installation company. Our focus is Retail Construction, In-Store Services, Key Account Sales, and Event Marketing. We are a national retail service & construction company employing over 400 full time people servicing some of the largest retailers and brands across several classes of trade.

**In-Store
Services**

Our Store-Level Merchandising & In-Store Service is paramount for retailers that are reducing staff, are affected with staff turnover, and are interested in quality assurance. SRS has an employee structure with regional managers, territory managers, area supervisors, and field service representatives.

Merchandising

We customize an in-store service program to represent a brand in a consistent and professional manner to provide you a total solution to any retail opportunities. We offer various services including set integrity, maintenance, pictures, display assembly, product knowledge training, sales and sales management, product demonstrations, literature and POP replenishment, new store sets, existing store resets, and promotional purchase support.

Dedicated Field Sales Team

We find space in the stores, perform resets, transfer knowledge to the associates, make sure that the inventory is in stock and sellable, perform sales demonstrations and communicate success to create more opportunity.

Special Projects

Special Projects come up as new items are added to the mix, POP is updated, seasonal products are prepared for peak selling cycles, or we have the opportunity for off-shelf merchandising for promotions. We work with you to customize the project parameters, schedule and reporting requirements to ensure that the project is executed 100% in every location.

Remodels and Resets

Our Project Managers and Reset Crews have rolled out resets in thousands of stores nationwide. We know how to prepare and plan for the roll-out and then execute jobs of any size. Our teams are accustomed to working off-shifts so we do not disrupt the retail operation of the store, the stores are transformed overnight and the customer is greeted with the latest and greatest set the next day.

**Retail
Construction**

Our workmanship and materials are diverse and structured to assemble a wide variety of services including plan-o-gram creation, new store construction, specialty and finished carpentry, fixture installation, furniture assembly, and most importantly a suite of project management tools.

Installations

Our teams of dedicated fixture installation specialists manage all levels of installations. From small special project work to multi-shift, long term complete store remodels, our service includes delivery coordination, receiving & storage of materials, inspection & damage control and installation.

Field Repairs and Recalls

Our team is experienced with several types of corrections that often lead to costly returns and missed sales.

New Store Setup

Our teams have capabilities to perform, fixture installation, display build-outs, signage installation and merchandising to prepare your store or brand for the critical first impression with the retail customer.

Project Management

The first challenge of project management is to make sure that a project is delivered within defined constraints. The second, more ambitious challenge is the optimized allocation and integration of inputs needed to meet pre-defined objectives. In order to ensure we meet these objectives we follow a specific Best Practice of steps to every project: Identify Scope of Work, Develop Critical Path, Execute and Monitor, Project Closure.

Sales

SRS is strategically positioned to consult with a wide range of retail customers. Our experienced sales team will help grow a business by integrating special programs within the niches of each retailer. We provide partners with:

1. Participation in line reviews
2. New product development and placement
3. Sell sheet creation
4. Trade shows/Co-op market coverage
5. Maintain strong relationships with buyers and merchandising teams

Key Account Sales

Not only do we help get our clients in front of the right buyers, we work tirelessly to insure that we present the right materials and have it prepared to the specifics of each individual client. We have experience on both sides of the buying desk.

Event Marketing

Our event marketing team has the knowledge to interact with the public to make the connection about a client's brand, transfer knowledge to retail associates, and supply detailed reports for several points of interest.

SRS builds well trained associates to make them comfortable discussing the features and benefits with industry experts, as well as curious consumers. We expose the client's product to the experts and the public and encourage them to believe the key features of a product would improve their life.

**Integration
Components**

As the key focus of a RTBI platform, the integration is often difficult due to the high demand of the vast and distinct business requirements. The requirements listed in the remainder of this document address the business and field operations, data, data infrastructure, data delivery, and analysis.

SRS is interested in a partnership with a company that offers a RTBI platform with a technology system that coincides with our requirements, offers the lowest cost to serve per user, and has the most appealing short- and long-term purchase agreement.

A key ingredient in the decision is the integration of the technology system with smart phones and no or limited exceptions to the type of device and particular phones. SRS has to fully understand the smart phone application integration including system requirements, downloading, capabilities, settings, optimal navigation, personalization and technical features.

Other key components pertain to creating schedules and analyzing optimal travel routes. Capturing drive time is very important to SRS however there is a need to identify cost-saving opportunities by receiving real-time notifications when drive time and travel distance goes beyond an expected route.

As SRS receives daily notifications of project completion from the field, it's beneficial to re-route field service representatives. A real-time process to locate and re-route field service representatives is a wise business process via smart phone application, however a backup IVR system that fully integrates with the smart phone application is critical. When the smart phone internet service is down or the application stops working, an IVR system is critical.

Tracking time and attendance does have to meet Government standards and be integrated to a payroll company. Exactly the reason that the scheduling and routing capabilities need a backup IVR system, time and attendance does too. When a field service representative arrives at a client site and begins a project task, we expect the manager to be notified for contractual assurance and allow the manager to make real-time changes to the staff/projects. For these reasons, the RTBI platform must be able to identify the SRS client locations, and be able to individually identify multiple field service representatives within a single client location.

Offering a variety of data analytical tools as well as real-time delivery are key components to a RTBI platform. A goal of the SRS analytics team is to dedicate their talent on analyzing business scenarios and providing data-driven solutions, versus integrating several data sets from several applications. Along with the variety of analytical tools, automation and scheduling are two very must-have features. These two features enable the business owners to make well-informed decisions in a timely manner.

Creating reports, dashboards, interactive charts, and scorecards in a customized format are critical however data mining and advanced analytics are capabilities that will enable SRS to solve complex business problems using applied statistics and mathematical techniques.

**Field
Communications**

SRS employs nearly 400 full and part-time field service representatives. Their role requires 100% travel between client locations. They visit multiple clients throughout their workday and have several tasks within each workplace. They are required to follow a daily travel schedule created by the corporate office. As they travel from client to client, they enter the arrival and departure time in third party software and hardware. It's important to audit when they are traveling, where they are, and which projects they are working on. As they move throughout the client's location performing tasks, they may not always be detected via GPS device and may also have limited internet connectivity. Therefore it's optimal for a RTBI system to have a more advanced geolocation detection system, a message queue, and an IVR system. Representatives are not supplied a vehicle for travel therefore a mounted GPS device will not suffice.

1. The software must integrate with a smart phone of any type.
2. Are there exceptions to select devices and particular phones?
3. Explain the downloading process for the smart phone application?
4. Is there a live software support staff available 24/7 everyday?
5. What are the smart phone application requirements, and capabilities?
6. Does the software have an integrated IVR system?
 - a. If not, what is process when the smart phone internet service is down or the application stops working?
 - b. If not, what is the process to integrate an IVR system?
7. Does the platform have the complete list of users?
8. How will each field service representative be added as a user to the system?, And terminated?
9. Is the software capable of itemizing the mileage for the travel time and the time to perform tasks during a workday?
10. Does the RTBI platform have the capability of instant communication with field service representatives via email, phone, video, and SharePoint?
11. How does the message delivery execution and confirmation work?
12. Is it possible for a field service representative to send a single notification to a group of field service representatives?
13. Can documents be forwarded and transferred using the system?
14. Is there a feature to include electronic signatures?

Scheduling and Routing

The workday, time and duration to service each client is disseminated throughout the entire field by upper level management. Daily schedules are managed by corporate personnel, and travel times are recorded by field service representatives. Field service representatives either drive their own automobile or use other transportation when traveling to and from client locations. The travel routes set by the field service representatives may not be optimal or may be altered due to weather, irregular traffic patterns, or personal engagements. Travel reimbursement is calculated using average gasoline prices and is included in the data sent to the payroll system.

1. Does the proposed system have the capability of an automatic and custom personal scheduling?
2. Who can create a schedule for a field service representative?
3. Is the schedule accessible for everyone to view and edit?
4. Can a schedule be created and managed for a group?
5. Would SRS be able to create and manage automatic scheduling notifications created by business modeling?
6. Can scheduling be integrated with SharePoint?
7. Are there instant scheduling notifications with confirmations via email, and SharePoint?
8. Will SRS be able to create and manage real-time schedule changes and notifications?
9. Will the proposed system offer optimal and alternate driving route planning?
10. Can SRS receive driving route notification and reports for each field service representative?
11. Can SRS receive real-time notifications when drive time and travel distance goes beyond an expected route?
12. Is there real-time location identification and notification?
13. How does the proposed system manage mileage reporting, route-based gasoline prices, reporting, and approval?
14. Is the mileage reporting integrated into the payroll system?
15. Can SRS report on the number of client visits by each field service representative?
16. Will the mobile devices have software that allows the administrator to activate and deactivate the tracking device?
17. Is there an option on the mobile device that will allow the device user to activate and deactivate the tracking device?
18. Can the administrator deactivate an individual user?, a group?

**Workday and
Location
Tracking**

The field service representatives visit multiple locations and perform multiple tasks on a daily basis.

1. Does the time and attendance tracking capability meet Government standards?
2. Explain how the proposed system will capture and manage the real-time personal time and travel duration between client sites.
3. Is the RTBI platform integrated with a payroll company?
4. What actions do field service representatives have to perform for optimal tracking?
5. How are multiple projects tracked during the same day for a single client site?
6. When one field service representative is working on multiple projects at a single client site during the same day, what process does the field service representative follow to track the projects when they are not fully completed in sequential order.
7. How does the proposed system automatically capture working time for field service representatives during client arrival and departure?
8. Is there functionality to automatically track the arrival and departure from a client site by using GPS technology, or other technology?
9. Can real-time notifications for time, attendance and client location be managed for field service representatives via mail, and SharePoint?
10. Is there an alert notification for the deviation of a schedule and time?
11. How does the proposed system integrate with external data about budget FTE by field service representative, client site, program, and project?
12. How does the proposed system track actual FTE and budget, and instantly send notifications based upon business rules?
13. How does SRS identify the geolocation of client locations?
 - a. What if the address is not found?
14. Can the proposed system create a geolocation from the field?
15. Is it possible to simultaneously add multiple client sites to the mapping function?

**Project and
Task Activity
Tracking**

Project details and instructions are very critical to the success of a project. The delivery of the information must be seamless and accurate. SRS currently disseminates a project brief to the field via email with documentation attached. A form/survey is created for projects and lists questions about the in-store activities. Currently SRS uses a third party web-based application to create and distribute forms/surveys, and to gather responses for activity tracking.

Form/Survey Creation

1. Is the software application web-based and designed for mobile devices?
2. Does the proposed system allow SRS to design custom forms/surveys using complex question/page skip logic?
3. Can SRS assign field types to the data?
4. Can there be pop up notifications based upon business rules?
5. Does the form/survey allow space to include a project brief and instructions?
6. Can SRS include a Help section in the forms?
7. Will there be sample form/survey templates?
8. Can the form data be stored on SRS SQL server?
9. Can SRS personalize forms/surveys with logos/pictures, and videos?
10. Can active internet links be imbedded in the forms?
11. How are multiple users able to collaborate when creating and testing forms?
12. What are the intricacies of the role permissions?

Form Distribution and Collection

1. Explain how a form can be distributed to a group of users?
2. Can forms be accessed directly via internet, and via link in an email?
3. Can media files (photographs, videos, etc.) be included in the forms?
4. How are media files uploaded and downloaded?
5. Are media files downloaded as a batch?
6. Can forms be embedded with custom business rules that activate reminders and alerts?
7. Are the responses viewable in real-time?
8. What is the process to transfer the real-time responses to a SRS SQL server?

Form Analytics

1. Can the analysis be performed on the same platform as the form creation?
2. Is it possible to analyze responses by using custom reports, charts, graphs, and templates?
3. Can the analysis via reports, charts, and graphs be integrated into SharePoint?
4. Are there built-in formulas, functions, filters, and pivot tables (similar to MS Excel)?
5. What are the capabilities to export reports, charts and graphs to MS Outlook, PowerPoint, Adobe Acrobat, etc.

Training and Implementation

1. Please indicate and provide details for the type of initial training that will be provided during system rollout. SRS includes personnel in the corporate office, field construction representatives, in-store service representatives, and sales teams.
 - Training manuals, no onsite training
 - Online training, no onsite training
 - Online video training, no onsite training
 - Training manuals with onsite training
 - Custom program
 - Other
2. As requested in the previous item, explain it for new employees?
3. Describe how the online training is interactive?
4. Is training conveniently available throughout the entire partnership?
5. Does the training include scenarios when the users contact the support staff?
6. What factors are examined to determine that a custom training program is necessary?
7. What is the custom training process and components?
8. Are there certification programs available for your products?
9. Would training templates be available for different session types?
10. Can you explain the online help that your product provides to end-users and administrators?
11. Is there an online version of a knowledge database for questions and answers, issues and resolutions?
12. How is it possible to have individual and group sessions with interactive execution?
13. Can there be a real-time schedule of available sessions available?
14. Would the training management tool be capable to itemize store sessions in categories by business area, type of project, vendor, and/or client?
15. Would the training management tool track the individual and/or group sessions and results by field managers?
16. How successful has your training staff been with developing a well documented, standardized implementation methodology?
17. What steps are included in the implementation?
18. Is there a calculation to understand the typical time for implementation?
19. How many SRS FTE is required for an implementation?
20. Are there technical requirements for SRS?

Information

Enabling users with extremely fast tracking tools and navigation with advanced interactive pictures and charts is a key component to drive employee loyalty and productivity. Numerous aspects of a RTBI platform will allow SRS to apply a strategy plan that targets key performance indicators in a more convenient and effective method. The current process to gather information involves several people with a multi-system integration. Beyond the information pertaining to the typical workday, we also gather several work and personal metrics for each SRS employee and use them to calculate pay with unique business rules.

1. With a typical RTBI tracking system, what information is available for the users to examine?
2. Does the proposed product offer real-time integration of external data?
3. Can new attributes be created in the proposed system?
4. Does the proposed product support computed values?
5. Does the system support value and dynamic constraints?
6. Which data types are supported?
7. Can non-data objects be added to reports (e.g. text, graphics, hyperlinks to related information or other reports, etc.)?
8. Explain the data functionality using the mobile devices.
9. Can the proposed product add label & description to data?
10. Can the system manage field work hours, travel distance, gasoline cost, break and lunch time, company time off, reimbursements, bereavement, holidays, and leave of absence?
11. Can payroll managers be assigned permission to audit, change and approve information pertaining to payroll?

**Data
Infrastructure**

SRS currently is engaged with dispersed data location and storage.

1. Define the system administration function and expected involvement.
2. Is the user interface tailored differently for the field than the corporate users, and for the administrator?
3. Will the system be flexible to collect and manage structured and unstructured data?
4. Is the database pre-defined?
5. How is the proposed system integrated with external web services?
6. How versatile is the proposed platform with external system integration?
7. How many users can the proposed system support?
8. Is the cloud environment created prior to implementation?
9. How is the cloud environment maintained and upgraded?
10. How is the cloud performance and scalability measured?
11. Does the data integration provide additional services such as real-time integration, and data matching and linking (i.e. inner, outer, left, right joins)?
12. Does the proposed system allow a user to submit a request for information or delivery?
13. Explain the process to extract data.
14. Are there limitations with data extraction?
15. What is the time frame when data is archived or purged?
16. Does the proposed software provide a repository and/or repositories that may be accessed as required by authorized users?
17. What methods/sources are supported to enter data into the database? (i.e. MS Outlook, MS Access, digital photographs, graphic software)
18. Can SRS use a SQL management tool to access the SQL data server for the proposed product?
19. What databases and data sources does the software interface with?
20. Explain the functionality of ETL.
21. What is the process to correct or adjust data?
22. What is the retrieval process for documents?
23. Explain your practice with data storage, metadata, maintenance, quality assurance, backup, disaster recovery, and security.

**Information
Delivery**

SRS is currently engaged in varying methods to disperse information that is formatted using the MS Office suite. Creating reports, dashboards, interactive charts, and scorecards in a customized format are critical however data mining and advanced analytics are capabilities that will enable SRS to solve complex business problems using applied statistics and mathematical techniques. Along with the variety of analytical tools, automation and scheduling are two very must-have features. These two features enable the business owners to make well-informed decisions in a timely manner.

1. Does the proposed product provide a graphical user interface with versatile functionality and collaboration?
2. What types of visualization does the proposed software have?
3. Explain data integration development processes?
4. Is there a wizard-based tool that enables users to efficiently design custom reports?
5. Will SRS be able to create and distribute custom and interactive reporting?
6. Does the proposed software provide the ability to display maps with real-time capability?
7. Can the real-time maps include a selector to display data for a single field service representative, or store, etc.?
8. Can the maps be integrated into MS PowerPoint with a well constructed image? Please supply examples.
9. Can the mapping functionality be customized?
10. Can the mapping function superimpose data for a single field service representative throughout a specified time frame?
11. Can the mapping function produce the deviation of one route and another along the same route?
12. Can you explain the permission roles for users across various delivery platforms?
13. Does the platform allow field service representatives to view information via mobile device as well as web-based?
14. Does the time-based scheduling functionality include notifications and alerts (i.e. via email or SharePoint)?
15. Do the dashboards include interactive components (dials, gauges, selectors, etc.) and offer real-time collaboration?
16. Does the proposed system provide usage monitoring and reporting?
17. Are ad hoc query tools available for users to examine what-if scenarios?
18. How seamless is the integration with Microsoft Office suite and Adobe products?
19. Does the proposed software have the ability to create reports, dashboards, and graphs that are well constructed to be embedded into email?
20. Explain in depth on the interactive BI functionality via mobile hand-held devices.
21. Does the mobile device and web-based application have speech recognition?

Analysis

SRS is currently engaged in communicating with the field via email with attached spreadsheets, and by using an employee portal.

1. Explain how the proposed product manages on-demand querying and reporting.
2. Are there built-in formulas, functions, filters, pivot tables, and relational database capabilities (similar to MS Excel and Access)?
3. What functions and capabilities does the proposed product have that MS Excel and Access do not?
4. What functions and capabilities does MS Excel and Access have that the proposed product does not?
5. Does the proposed product have built-in calculations and features for analysis (i.e. Recency, Frequency, Monetary (RFM modeling))?
6. Is there capability to develop custom calculations?
7. Is there capability to develop business decision-models and activate them by using a scheduler?
8. Does the system provide statistics to track the scheduler usage?
9. Explain the process of building a custom dashboard using the tracking statistics?
10. Are there template dashboards included in the proposed product?
11. How does the interactive visualization feature enable users to build a more clear understanding of business success?
12. Can scorecards be created, managed, and updated in real-time?
13. When a hypothesis is unknown and users want to surf the data, explain how the proposed product is designed for data mining.
14. When we want to use decision-making modeling to make smarter business decisions, how is the proposed product designed to manage this? Give examples.
15. Predictive analytics is the most valuable component of business intelligence because it allows analysts to estimate future KPIs using advanced mathematical models. Explain the predictive analytics functionality. Give examples.

Product Profile

1. We need to know the software and hardware product details, descriptions and capabilities of your complete solution to this request.
2. Describe the product launch and time frame, and the current release level.
3. What were the issues with the launch and prior releases?
4. What are the technical requirements and constraints that pertain to your proposed system?
5. Will you partner with other companies to provide a total solution?
6. Is there a concern with the functionality of the proposed product when four hundred users are accessing mobile devices and using online services during the same time frame
7. Explain the communication process during product upgrades and/or enhancements.
8. What is the total all-inclusive product and **license** (concurrent and/or per seat) cost for each software needed to build the proposed system?
9. Are there costs associated to a **requirements analysis**?
10. If a requirements analysis is not needed, is this the cost structure for an 'as-is' system, or for customization?
11. If a requirement analysis is required, what does the submitted cost reflect?
12. Describe the steps and include the corresponding cost structure for **installation**.
13. Are software custom programming, software installation and configuration included in the overall installation cost?
14. Is there an **annual cost increase** for the proposed system?
15. Is there a cost due to the number of transactions?
16. What is the cost for initial **training** per user for all software being proposed?, **additional training** per user?
17. What is the cost per user for each level of support?
18. Please explain the other cost not mentioned in this document.
19. What is the next **incremental increase** of the number of users for the proposed software?
20. What is cost increase required to increase the number of users to the next highest level?
21. Including all cost components of the proposed system, produce an itemized listing of the solutions and corresponding cost, both short and long-term.

Professional Services

1. We are interested in the methodology, process, and timing in regard to a pilot, a contract agreement, the installation, full company launch, documentation, and user training.
2. We expect that tasks and projects related to the implemented product will be accompanied by a project leader, schedule, business requirements, agenda and plan to close out the project including contingency plans.
3. We expect the highest quality and respect during the communication plan and when communicating
4. Please describe the level of knowledge and experience of your consultants and support teams for the following areas. Also describe their level of involvement throughout an engagement, typical and expected.
 - a. Business
 - b. Product knowledge
 - c. Information technology platforms
 - d. Data infrastructure
 - e. Business intelligence
 - f. Software
 - g. Hardware
 - h. Installation
 - i. Implementation
 - j. Integration
 - k. Pilot
 - l. Documentation
 - m. Communication
 - n. Training
 - o. Product launch
 - p. User acceptance testing
 - q. User assistance
 - r. Disaster recovery

Company Profile, Financial Stability

Please include information about your company and financial stability.

1. Nature of your business and primary business focus
2. Length of experience, and percentage of business that comes from the RTBI tool referenced in the RFP
3. Provide the 10-K report of the last corporate fiscal period for the company submitting the proposal.
4. When was the last external audit for the company submitting the proposal?
5. Major differentiator between your company and your competition
6. Major differentiator between your products and your competition's products
7. Headquarters mailing address and contact information
8. Contact information for your closest office to Lombard, IL

**Company
References**

Please include information about your company references.

1. Can we contact current and/or inactive clients?
2. Has your company installed a RTBI platform for a retail services company?
 - a. If yes, what is their company name, and are they an active client?
3. Has your company installed a RTBI platform for a company with a business model similar to us?
 - a. If yes, what is the nature of their business?
 - b. If yes, is there opportunity to use best practices from the earlier experience?
4. From the most recent three complete installations of a RTBI platform, provide the names of the businesses and the contact information.
 - a. Can we contact them?
 - b. Are they currently active?
5. How does their business model match our model?
6. Provide the names of the businesses and the contact information for the clients that you have had the longest partnership with?
 - a. Can we contact them?
 - b. Are they currently active?

Evaluation Success Criteria SRS will evaluate each proposal using the responses from the above requirements and the categories listed below, shown in no particular order.

1. Organizational financial health
2. Sales presentation
3. Ability to understand our needs
4. Business model and strategy
5. Supportability of proposed system, and software and hardware solutions
6. Integration with a variety of smart phones
7. Smart phone application with back-up IVR
8. Risk due to implementation
9. Pricing
10. Product and service compatibility
11. Forms/survey management
12. Adaptability and flexibility
13. Innovation
14. Analytical Tools
15. System planning and implementation
16. System requirements
17. Software and hardware functionality and ease of use
18. Geolocation strategy
19. Vendor invoicing
20. Cost-savings and return on investment
21. Short and long-term BI system cost and additional FTE needed
22. Contract requirements
23. Requirement fulfillment
24. Customer testimonials
25. Experience and knowledge of consultants and support team
26. Configuration options
27. Potential support problems
28. Enhancement opportunities

Ending Statement

Questions and proposals can be sent to RTBI_0412@sigretail.com.

An agreement between SRS and any party or parties pertaining to responses to the RFP document does not constitute as a contractual agreement. This RFP is designed to create an open communication link with SRS and interested parties to discuss the details of the proposal, negotiation, execution, and arrangement of a contractual agreement between SRS and the chosen provider.

Information contained in the RFP is provided in strict confidence and shall be used only for purposes of responding to this RFP. SRS reserves the right at any moment in time to modify this document and/or business requirements.