

Undertaking and Evaluating a Tender for Web Services - Tips for Business Owners



Background



That's Richie !

This is the IIA
Working Group !



Some context

Web services –
internal or external ?

Useful checklist for business
customers....and developers

Core product with
bells...or bespoke

1st Step - Whats your objective ?

- Group collaboration
- Influence my customers
- Influence & increase awareness of my products



Communication is key

Buying into a business relationship
not just a web service



Some starter questions

- Keeping it simple ? - informal or formal
- From eTenders / EU journal to a short document
- Who is the point person ?
 - Project managing the tender
- To be confidential or not ?
 - Use of NDAs

What does your company do ?

- Company overview
 - How long are you in existence
 - Management structure
 - Range of products and services
 - Description of customer base
 - Current & projected

Problem statement

- High level description of the problem
 - Want to provide an online facility for customers to raise support queries / calls
 - Want to provide an online facility for customers to raise and track support queries / calls
- Rationale as to why this work is needed
- Approach is to then 'chunk down'

Description of current processes & systems



No man is an island

Paper based & IT systems



Statement of Requirements



RB CONSULTING
Impartial advice on innovative IT solutions

Timelines of your tender



- Answer any queries
- Receipt of responses
- Expected decision
- Expected start of the project



Team & project management

- Roles
- Time commitments
- Project management process



Selection Criteria

- Sample criteria
 - Approach to completing the website / application
 - Experience of the proposed project team
 - Previous experience with companies similar to your own and feedback from reference sites
 - Project costs and how payments are distributed throughout the project
 - Proposed plan to complete the project



Response Format



- Roadmap of what you want to hear
- Correlated with selection criteria
- Facilitates a better response
- Facilitates review of response

The Legals



- Intellectual Property
- Ongoing support
- Upgrades
- Escrow



Assessment of responses



- 1st round
 - Paper based assessment
- 2nd round
 - Proof of concepts demos
 - Face to face discussions
 - Discuss risk management
 - Rollout options

Further Information

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