**Request For Proposal**

**1. Introduction**

**1.1 Company overview**

Bederman Island Resort (BIR) is a resort complex, which is designed to fit any lifestyle, taste, and budget. BIR has three hotels, the Baderman main hotel, the Tenney, and Melancon convention center and hotel. BIR also has four restaurants, a convention center, two gift shops, a pro shop, and a spa. All of the business entities are owned by BIR and executively managed by the Boardman Management Group (BMG), each business entity is operated independently (Apollo Group, 2005).

**1.2 Business goals**

BIR's primary business goals is to create a profitable, desirable, sustainable resort and spa that will become a well-loved and admired jewel in the crown of a great tourism destination. BIR believes that more choices, value, and service in this desirable vacation destination equal very happy guests.

**1.3** **Project goals**

There are three goads that need to be achieved for this project. First, the current operating systems will be upgrade to a newer version as well as any needed hardware prior to word processing software upgrade. Second, the word processing software will be upgrade to enhance business function and opportunities to one uniform version without affecting the daily business operations. Last, all affected employees will be able to use efficiently the new version of word processor when project is completed.

**1.4** **Scope of project**

BIR has many business entities and each one was opened at different times so even though they started out with up-to-date software and hardware, upgrades of software and hardware have not been uniform. BIR is currently using several operating systems, which include Windows XP, Windows 2000, and Windows 98. BIR also utilizing Word XP, Word 2000, and Word 97 as its word processing software. It is essential that all of the business entities are integrated into a technology platform using a common word processing software, which operates on a common operating system. Training will also be provided to the affected staff.

**1.5 Time constraints**

To reduce the impact on daily business operations and to ensure the transition of the word processing software upgrade smooth, the implementation will be done in phases, department by department. The implementation will be done in concert with the project managers scheduled downtime for each concurrent department being upgraded. With departments that only operate during day time hours the install and upgrade will take place during off-hours.

**1.6** **Budget constraints**

All hardware and software costs will be concrete and a maximum man hour’s limit charge will be set in agreement with the vendor.

**2. Requirements**

**2.1** **Standard**

The technical requirements are to standardize the hardware and word processing software in all locations within the scope of the project.

**2.2 Existing systems**

|  |  |  |
| --- | --- | --- |
| **Type of Operating System** | **Type of Word Processing** | **System Quantity** |
| Windows 98 | Word 97 | 6 |
| Windows 2000 | Word 2000 | 38 |
| Windows XP | Word XP | 26 |

**2.3** **Hardware**

All hardware will be Dell Desktop or Dell Laptop hardware with at least dual core processors and 6GB of ram. These systems will also have at least 120 GB hard drives and gigabyte network interface cards (NIC).

**2.4** **Operating system**

The operating system will be Windows 7 Professional.

**2.5 Application software**

All systems in the scope of the project will have Microsoft Office 2010 installed and configured.

**2.6** **Communication**

Daily status reports will be given to the project manager as well as communication of any roadblocks or issues in relationship to completing the project on time and under budget.

**2.7 Security**

All project team members will be given technician credentials to do the required work. Each project team member must also have an ID badge and wear it so that it is visible at all times during working hours.

**2.8 Availability**

The project team must be available to support 24 hours a day, seven days a week during the project until project reaches completion.

**2.9 Training**

Training will be provided the by the winning vendor. All training will be documented and approved by project manager. Installation issues will be documented and reported to project manager.

**3. Administration Information**

The following information describes the important requirements regarding the request for proposal.

**3.1** **Who may apply**

Only vendors with project management certifications as well as Microsoft Office certifications may apply.

**3.2 How to apply**

Submit all bid proposals to the Boardman Group via e-mail. The e-mail address is rfp@bmp.com.

**3.3** **Confidentiality**

All bids are kept confidential. Bid positions may be known after bidding has closed.

**3.4** **References**

Please provide references from the last five projects completed within the last two years.

**3.5** **How to get clarification**

Any questions concerning the projects requirements, scope or any other details can be directed to the project manager via e-mail. The e-mail address is info@bmp.com.

**3.6 Proposal format**

Any vendor who wishes to bid on the project may request a proposal template upon approval.

**3.7 Submit schedule**

All vendor bids must be turned in on time no later than February 20, 2012.

**3.8** **Decision schedule**

Decision on which vendor will win the project is no later than March 15, 2012 with reserved right to re-evaluate the requirements or scope if necessary.

**3.9** **Selection criteria** .

Selection criteria are based on references, certifications, and cost associated with performing this project.