



Request For Information

June 24, 2019

Your company:
Future Processing Sp. z o.o.
Bojkowska 37A
44-100 Gliwice, Poland

sales@future-processing.com

How to write a Request For Information – what to include in your RFI to best evaluate your potential suppliers?

At **Future Processing**, we’ve browsed through heaps of Requests for Information (RFIs) we’ve received over the years from our clients and, following a thorough analysis of them, we’ve compiled a list of areas a well-written RFI should cover.

At the beginning we recommend focusing on preliminary background conditions, necessary to start the RFI, then move on to the questionnaire.

It is worth remembering that the needs of each organisation vary and therefore each RFI will be different and should be tailored according to those needs. That is why we do not recommend using our example without implementing any adjustments.

There will be places where you need to enter additional information, including your company name, your idea for the project or competencies you need.

You may also want to skip some of the questions, e.g. if you don’t know the technical requirements of the solution you would like developed, or require your development partner to communicate only in English.

Our recommended Request For Information form consists of:

- INTRODUCTION 2
 - 1. Information about confidentiality and proprietary rights..... 2
 - 2. Your background and general information 2
 - 3. Project summary and goals 2
 - 4. Required skills and competencies 2
 - 5. Request For Information process 3
 - 6. Contact person 3
- QUESTIONNAIRE 3
 - 1. Organisation 3
 - 2. Experience 4
 - 3. Project Management..... 4
 - 4. Technical experience 5
 - 5. Quality assurance 5
 - 6. Resourcing 6
 - 7. Infrastructure..... 6
 - 8. Security..... 6
 - 9. Commercial Model 7
 - 10. Additional information 7

INTRODUCTION

In this section, tell your potential partner who you are, what your area of expertise is and what goal you wish to achieve with this Request For Information (RFI).

1. Information about confidentiality and proprietary rights

If you pay attention to confidentiality and proprietary rights, please state the conditions for sharing all the information contained in this RFI at the very beginning.

2. Your background and general information

Provide general information about your company i.e. what you do, what you specialise in, who your customers are, which sectors/geographical areas you work in and other information you find valuable.

3. Project summary and goals

Describe what of your RFI is. In order to do that, you should know the answers to the following questions:

- Would you like to develop a product from scratch or are you already developing a product and lack competencies?
- Do you need a whole nearshore team of developers and/or Software Project Managers/Business Analysts or are you looking for an extension to your in-house team?
- Are you looking for a long-term technology partner?

4. Required skills and competencies

Do you already know what skills and competencies will be necessary in your project? If not, we encourage you to read our article entitled '[10 things to consider for a successful software project team](#)' on our platform.

If you already know the skills and competencies you are looking for, describe them below, e.g.

- The number of people you anticipate to hire for your nearshore team
- Technologies and competencies and their levels
- The development platform (if needed as a restriction)
- The operating system of your application
- Any external or local applications that will be necessary
- The design / Front-end of your application

5. Request For Information process

Make sure you specify the deadline as to when you expect to receive a completed questionnaire. If you have a specific RFI process i.e. next phases or conditions for supplier selection, you can also specify them here. This will help you to organise the RFI process and avoid communication clutter.

6. Contact person

Determine who will be the contact person from your company's side and provide contact details.

QUESTIONNAIRE

The part below is aimed at gathering information from potential suppliers on your shortlist. The following questions can be expanded or become more detailed, if you think it fits better to your individual needs.

1. Organisation

1.1. Please provide the following general information:

- 1.1.1. Full legal name of the company
- 1.1.2. Country and address
- 1.1.3. Website address
- 1.1.4. Indicate proximity to the nearest international airport
- 1.1.5. Primary contact in charge of RFI response

1.2. Please provide an overview of the company:

- 1.2.1. A brief history of the company
- 1.2.2. When was the company founded?
- 1.2.3. What is the size of the company?
- 1.2.4. How big is your development team?
- 1.2.5. How is the company funded?
- 1.2.6. What are the company's values?

1.3. How does the company fit to the UK? {{or your other location}}

- 1.3.1. What time zone is your development team located in?
- 1.3.2. Please indicate the level of communication skills in English across the team
- 1.3.3. Please indicate any other foreign language skills with specific focus on German and French [*for businesses operating internationally*]
- 1.3.4. Please indicate if your employees can travel and/or spend time at customer sites and indicate the pricing policy in these circumstances

1.4. Please describe your organisational structure and identify your areas of expertise

- 1.4.1. Organisational structure:
- 1.4.2. Areas of expertise in terms of all your services:

2. Experience

- 2.1. Please describe your experience working on projects that are within the {{your domain}} industry. Provide 3 case studies.
- 2.2. Please provide examples of what you have worked on
 - 2.2.1. {{your area e.g. product development}}
 - 2.2.2. {{your area e.g. project analysis and architecture design}}
- 2.3. Please provide evidence of customer projects where you have demonstrated a contribution to 'innovation', created added-value and have been challenging your client i.e. done more than 'handle turning' of the code, changed the way your client looked at own business/project
- 2.4. Please provide examples of deliveries that demonstrate your organisation's experience and capability in each of the relevant technologies. It is important that you clearly state the role that your company played in the delivery and how this can be verified
 - 2.4.1. Example 1 {{your relevant technology e.g. .NET}}
 - 2.4.2. Example 2 {{your relevant technology e.g. Java}}
 - 2.4.3. Example 3 {{your relevant technology e.g. Sharepoint}}
- 2.5. Please describe your model for engaging with clients, looking to augment their staff with extra resources *{{in case you do not want to hand over the whole project to your vendors}}*
- 2.6. Please provide a minimum of three trade references including points of contact, their positions and phone numbers
 - 2.6.1. Reference 1
 - 2.6.2. Reference 2
 - 2.6.3. Reference 3
- 2.7. Awards and certifications
 - 2.7.1. Please provide details of any awards your company has won (or your customers have won for solutions you have designed and/or implemented)
 - 2.7.2. Please provide details of certifications your company has gained (such as ISO27001, etc.)

3. Project Management

- 3.1. Please describe software development life cycle methodologies you are familiar with and provide a summary of your experience with that methodology (i.e. Waterfall, Agile, Iterative, etc.)
- 3.2. {{Your preferred delivery methods, e.g. Agile}}
 - 3.2.1. Please provide an overview of your organisational approach and experience of Agile development approach, Scrum, scaled Scrum and Kanban
 - 3.2.2. Please elaborate on your view of distributed agile best practice and your experience in applying it
- 3.3. Please describe your experience with project management. How do you ordinarily scope, estimate, assign resources and measure progress, in order to plan:

- 3.3.1. Requirements management
- 3.3.2. Estimating
- 3.3.3. Resources
- 3.3.4. Progress
- 3.3.5. Risk

4. Technical experience

4.1. Please indicate the number of trained employees.

Skill/Capability	Total
{{e.g. 1 .NET}}	
{{e.g. 2 ASP.NET MVC}}	
{{e.g. 3 SQL Server}}	
{{e.g. 4 Java}}	
{{e.g. 5 Solution Architects}}	
{{e.g. 6 Quality Assurance}}	
{{e.g. 7 Security testers}}	
{{e.g. 8 Data engineers}}	
{{e.g. 9 Machine Learning}}	
{{e.g. 10 Blockchain}}	
...	

- 4.2. Please explain how do you expand your capabilities and what is your approach to maintaining and enhancing your employees' skills in emerging technologies.
- 4.3. Do you have an innovation centre or technical expertise department? If yes, what does your technical expertise department currently focus on and why?
- 4.4. Are you a Microsoft Certified Partner? If so, at what level? Please provide a summary of the number and level of certified developers you have. Do you possess any other certifications? Please describe.
- 4.5. Please explain your capability, experience and level of adoption in these areas (including names of any specific tools and technologies you have used):
- 4.5.1. Continuous integration
 - 4.5.2. Automated deployments
 - 4.5.3. Automated testing
 - 4.5.4. Performance and load testing
 - 4.5.5. Security testing
 - 4.5.6. Technical documentation
- 4.6. How do you ensure a consistent standard across services?

5. Quality assurance

- 5.1. What mechanisms do you have in place to ensure quality?
- 5.2. Please describe your quality assurance methodology

- 5.2.1. What tools do you use?
- 5.2.2. What processes do you follow?
- 5.2.3. What standard documentation do you produce?

- 5.3. Please describe what negative situations do you most often encounter in projects
- 5.4. Please describe the experience that your company have in terms of delivering outcomes using Test-Driven Development (TDD) and Behaviour-Driven Development (BDD) approaches
- 5.5. Please describe the infrastructure, utilities and your experience conducting performance (e.g. stress, load, volume, etc.) and security testing.

6. Resourcing

- 6.1. What strategies do you take to minimise attrition and maximize business continuity? Please share your attrition statistics
- 6.2. Please describe your approach to dealing with volatile demand (ramp up and down) with respect to maintaining both: knowledge management and access to skills
- 6.3. Please provide details of typical ramp-up times to supply resources
- 6.4. Are team members assigned exclusively to the project for the duration of the assignment?

7. Infrastructure

- 7.1. How do you normally establish connectivity with your client organisations?
- 7.2. What communication mechanisms do you have in place to facilitate elevation and resolution of questions and issues during a project?
- 7.3. Please describe the environment in which you develop software. On-premise/cloud, infrastructure, software used, metrics, etc.
- 7.4. Who bears the infrastructure costs?

8. Security

- 8.1. Please describe security measures you have in place in case of:
 - 8.1.1. Hardware
 - 8.1.2. Software
 - 8.1.3. Intellectual Property
 - 8.1.4. Data protection
- 8.2. What measures do you have in place to protect your clients' proprietary information? What do you have above and beyond NDA to secure our data and knowledge?
- 8.3. Do you employ any security certifications like ISO/IEC 27001?

9. Commercial Model

9.1. Please describe your business models, stating any preferences and reasoning in the following areas:

9.1.1. Time & Materials

9.1.2. Core team on a fixed monthly charge

9.1.3. Fixed price for work packages

9.1.4. Other

9.2. Please state your daily rates (or available price range, if rates vary) for the following roles:

Role	Price range / hourly rate
Junior .NET	
Medium .NET	
Senior .NET	
Junior Java	
Medium Java	
Senior Java	
Solution Architect	
BA, UX	
{{Please enter another needed skill}}	

9.3. What currency can you issue invoices in for {{your country}}-based customers?

10. Additional information

10.1. How do you guarantee post-production support? {{in case you are going to develop a product with outsourced resources}}

10.2. Are there any additional capabilities that you wish to highlight?

10.3. Do you have any additional questions for us?