

Requirements Document for Request for Quotation (RFQ) Web Application

Project Overview

The Request for Quotation (RFQ) Web Application is intended to streamline the procurement process for the Fuvahmulah City Council. The application will enable the council to send RFQs to vendors electronically, allow vendors to respond with their pricing, and facilitate the council's selection of vendors based on pricing and preferences. The system will also include user management capabilities and API access for integration with existing council systems. Regular maintenance and support are critical to ensure smooth operation.

Functional Requirements

1. RFQ Management

- Ability for council staff to create and manage RFQs.
- Define RFQ details, including:
 - Item descriptions.
 - Quantities.
 - Submission deadlines.
- Automatically send RFQs to registered vendors.
- Notify vendors via email/SMS about new RFQs.

2. Vendor Portal

- Vendors can register and manage their profiles.
- Vendors can view and respond to RFQs.
- Upload quotations with pricing and delivery terms.
- Option to submit attachments (e.g., supporting documents).

3. Quotation Evaluation

- Display received quotations in a consolidated view.
- Compare quotations based on:
 - Pricing.
 - Delivery terms.
 - Other criteria defined by the council.
- Option to select one or multiple vendors for procurement.

4. User Management

- Role-based access control for different user types:
 - Administrators: Full access.
 - Staff: Limited to RFQ creation and evaluation.
 - Vendors: Limited to responding to RFQs.
- User registration, login, and profile management.
- Secure password storage and recovery options.

5. API Integration

- Provide APIs for integration with the Fuvahmulah City Council's existing systems.
- API functionalities include:
- Fetching RFQ details.
- Submitting vendor responses.
- Accessing procurement decisions.

Non-Functional Requirements

1. Performance

- The system should handle up to 500 concurrent users without degradation in performance.

2. Security

- Data encryption for sensitive information (e.g., SSL for data transmission).
- Role-based access to ensure authorized actions.
- Regular security audits.

3. Maintenance & Support

- Vendor should add features when required by Council.
- Vendor should provide regular system updates.
- Timely response to support tickets (response within 24 hours for critical issues).
- Clear escalation processes for major incidents.

4. Scalability

- Design the system to support future expansions, including additional vendors and users.

5. Usability

- Mobile-friendly user interface for staff and vendors.
- Intuitive workflows for RFQ creation, submission, and evaluation.

Deliverables

1. **Web Application:**

- Fully functional RFQ web application with all listed features.
- Documentation for system setup, user manuals, and API integration.

2. **Support & Maintenance:**

- Continuous support and feature additions as required by Council during subscription period or if otherwise a one-time payment, support for an agreed period of 5 years.
- Details of Service Level Agreement for ongoing support.

3. **Deployment:**

- Deployment on council's servers or cloud infrastructure.
- Training for staff and administrators.

Budget, Fees and Timeline

- **Budget:** To be quoted by vendor.
- The Service Provider should agree not to charge any fees to vendors when they apply for quotation services provided by the Fuvahmulah City Council. This includes, but is not limited to, any application fees, processing fees, or any other associated costs related to the submission of quotations.
- Expected Delivery Timeline: 3 Months

Other Support Terms

- Post-deployment support.