



# **REQUEST FOR PROPOSAL**

## **GLOBAL DIGITAL TEMPORARY STAFFING SERVICES**

**RFP ISSUE DATE: JUNE 2, 2025**

**PROPOSAL SUBMISSION DEADLINE : JULY 2, 2025**

**CARE USA  
151 ELLIS STREET NE  
ATLANTA, GA 30303-2440**

*PREPARED BY  
CARE®*



## Table of Contents

1.	ABOUT CARE.....	2
2.	GENERAL CONDITIONS AND CLAUSES .....	2
2.1.	CARE’S GENERAL CONDITIONS .....	2
2.2.	CONFIDENTIALITY/ NON-DISCLOSURE.....	3
2.3.	PUBLICITY.....	3
2.4.	LIABILITY.....	3
2.5.	FORCE MAJEURE .....	3
2.6.	ERRORS AND OMISSIONS .....	4
2.7.	OWNERSHIP OF WORK .....	4
2.8.	CONFLICT OF INTEREST.....	4
3.	COMPANY PROFILE & BIDDER’S DECLARATION.....	5
3.1.	COMPANY PROFILE .....	5
3.2.	BIDDER’S DECLARATION .....	6
4.	CONDITIONS AND GUIDELINES FOR SUBMISSION OF PROPOSAL .....	7
4.1.	PROPOSOSAL GUIDELINES.....	7
4.2.	PROJECT PURPOSE AND DESCRIPTION .....	7
4.3.	PROJECT OVERVIEW .....	8
4.4.	RFP TIMELINE.....	8
4.5.	PROJECT REQUIREMENTS .....	9
4.6.	PROPOSAL DOCUMENTATION REQUIREMENTS .....	12
4.7.	EVALUATION CRITERIA .....	13
	APPENDICES .....	17



## **1. ABOUT CARE**

At CARE, we seek a world of hope, inclusion, and social justice, where poverty has been overcome and people live with dignity and security.

This has been our vision since 1945, when we were founded to send lifesaving CARE Packages® to survivors of World War II. Today, CARE is a leader in the global movement to end poverty. We put women and girls in the center because we know we cannot overcome poverty until all people have equal rights and opportunities. In 2019, CARE worked in 100 countries and reached 70 million people with an incredible range of life-saving programs.

To know more about CARE, visit: <https://www.care.org/our-work/>

## **2. GENERAL CONDITIONS AND CLAUSES**

### **2.1. CARE's GENERAL CONDITIONS**

The enclosed document is not an offer to contract, but a solicitation of a vendor's proposed intent. Acceptance of a proposal in no way commits CARE to award a contract for any or all products and services to any vendor.

CARE reserves the right to make the following decisions and actions based on its business interests and for reasons known only to CARE:

- To determine whether the information provided does or does not substantially comply with the requirements of the RFP
- To contact any bidder after proposal submittal for clarification of any information provided.
- To waive any or all formalities of bidding
- To accept or reject a proposal in whole or part without justification to the bidder
- To not accept the lowest bid
- To negotiate with one or more bidders in respect to any aspect of submitted proposal
- To award another type of contract other than that described herein, or to award no contract;
- To enter into a contract or agreement for purchase with parties not responding to this RFP
- To request, at its sole discretion, selected Vendors to provide a more detailed presentation of the proposal
- To not share the results of the bids with other bidders and to award contracts based on whatever is in the best interest of CARE.



Any material statements made orally or in writing in response to this RFP or in response to requests for additional information will be considered offers to contract and should be included by vendor in any final contract.

## **2.2. CONFIDENTIALITY/ NON-DISCLOSURE**

All information gained by any vendor concerning CARE work practices is not to be disclosed to anyone outside those responsible for the preparation of this proposal. Any discussion by the vendor of CARE's business practices could be reason for disqualification. CARE, at their discretion, reserves the right to require a non-disclosure agreement.

Reciprocally, CARE commits that information received in response to this RFP will be held in strict confidence and not disclosed to any party, other than those persons directly responsible for the evaluation of the responses, without the express consent of the responding vendor.

Finally, the information contained within this RFP is confidential and is not to be disclosed or used for any other purpose by the vendor.

## **2.3. PUBLICITY**

Any publicity referring to this project, whether in the form of press releases, brochures, or photographic coverage will not be permitted without prior written approval from CARE.

## **2.4. LIABILITY**

The selected vendor(s) will be required to show proof of adequate insurance at such time as CARE is prepared to procure the services. The participating vendor will also be required to indemnify and hold harmless CARE for, among other things, any third-party claims arising from the selected vendor's acts or omissions, and will be liable for any damage caused by its employees, agents or subcontractors.

## **2.5. FORCE MAJEURE**

- a. Neither Party shall be responsible for a performance that is delayed, hindered, or is rendered inadvisable, commercially impracticable, illegal, or impossible by a "Force Majeure Event." A Force Majeure event includes, without limitation, an act of nature, a pandemic, emergency, civil unrest or disorder, actual or threatened terrorism, war, fire, governmental action or interference of any kind, power or utility failures, strikes or other labor disturbances, a health warning issued by the Center for Disease Control (or similar agency), any other civil or governmental emergency and/or any other similar event beyond a Party's reasonable control.
- b. The Party that seeks to invoke this Force Majeure provision (the "Affected Party") shall provide the other Party (the "Unaffected Party") with a written notice within ten (10) days of the date the Affected Party determines a Force Majeure Event has occurred.



## **2.6. ERRORS AND OMISSIONS**

CARE expects the vendor will provide all labor, coordination, support, and resources required based on the vendor's proposal and corresponding final SOW. No additional compensation will be available to the vendor for any error or omission from the proposal made to CARE. The only exclusions are add-ons, deletions, and/or optional services for which the vendor has received written authorization from CARE.

## **2.7. OWNERSHIP OF WORK**

All work created during this evaluation must be original work, and no third party should hold any rights in or to the work. All rights, title and interest in the work shall be vested in CARE.

## **2.8. CONFLICT OF INTEREST**

CARE encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to CARE if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFP.



### 3. COMPANY PROFILE & BIDDER'S DECLARATION

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of your proposal. No alterations to its format shall be permitted and no substitutions shall be accepted.

#### 3.1. COMPANY PROFILE

**Table 4.1.A Previous Work with CARE**

Have you already had previous transactions with CARE?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
If marked <b>"Yes"</b> , please provide the year of the latest transaction with CARE and the requirement that was delivered. <i>(This is to inform everyone that this information is for system checking only. This will not be part of any evaluation process.)</i>		
If you marked, <b>"No"</b> on the table above, please answer the Table 4.1.A. below:		

**Table 4.1.B Other Information**

Item Description	Detail(s)
Legal name of bidder	
Legal Address, City, Country	
Website	
Year of Registration	
Company Expertise	
<b>Bank Information</b> <i>(Please answer below)</i>	
Bank Name:	
Bank Address:	
IBAN:	
SWIFT/BIC:	
Account Currency:	
Bank Account Number:	

Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details	Contract Value	Period of activity	Types of activities undertaken

**3.2. BIDDER'S DECLARATION**

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> By submitting this Proposal/Quote, I/we guarantee that the bidder has not engaged in any improper, illegal, collusive, or anti-competitive arrangements with any competitors; has not directly or indirectly contacted any buyer representative (aside from the point of contact) or gather information regarding the RFP; and has not attempted to influence or offer any type of personal inducement, reward, or benefit to any buyer representative.
<input type="checkbox"/>	<input type="checkbox"/>	I/We affirm that we will not engage in prohibited behavior or any other unethical behavior with CARE or any other party. We also affirm that we have read the general clause and conditions included in this RFP and that we will conduct business in a way that avoids any financial, operational, reputational, or other undue risk to CARE.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the bidder has no actual, potential or perceived Conflict of Interest in submitting this Proposal/Quote; or entering into a Contract to deliver the Requirements. CARE Procurement's Point of Contact will be notified right away by the bidder if a conflict of interest occurs during the RFP process.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal issues that could hinder the ability to conduct business.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Offer Validity Period:</b> I/We confirm that this Proposal/Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any proposal you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorized by the Organization/s to make this declaration on its/their behalf

Supplier Name:	
Title/Designation:	
Company Name:	
Date:	
Signature	



## **4. CONDITIONS AND GUIDELINES FOR SUBMISSION OF PROPOSAL**

### **4.1. PROPOSOSAL GUIDELINES**

This Request for Proposal represents the requirements for an open and competitive process.

All vendors must submit written notification of their **intent to participate—or not to participate**—in the bidding process by **June 9, 2025**. Notifications should be sent via email to:

- Betty Aloo: [betty.aloo2@care.org](mailto:betty.aloo2@care.org) and Sun Young Lee: [sunyoung.lee@care.org](mailto:sunyoung.lee@care.org)

Proposals will be accepted until **5:00 PM EST on July 2, 2025, delivered via email to** both contacts listed above, no later than the above-specified date.

Any proposals received after this date and time will not be accepted. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the CARE legal department, and will include scope, budget, schedule, and other necessary items pertaining to the project.

You must respond to every subsection including statement, question, and/or instruction without exception.

Any verbal information obtained from, or statements made by representatives of CARE shall not be construed as in any way amending this RFP. Only such corrections or addenda as are issued in writing by CARE to all RFP participants shall be official. CARE will not be responsible for verbal instructions.

### **4.2. PROJECT PURPOSE AND DESCRIPTION**

CARE is issuing this Request for Proposal (RFP) to solicit proposals from qualified firms with the capacity to provide **Global Digital Temporary Staffing Services**. The purpose of this RFP is to identify a vendor that can support CARE's short-term staffing needs for specialized digital and technical roles across our global operations. CARE seeks a partner





capable of sourcing and placing skilled professionals who can contribute effectively within international, cross-functional teams.

This RFP is an invitation to bid, not an offer of contract. Bidders must submit a response that complies with the minimum requirements contained herein.

#### **4.3. PROJECT OVERVIEW**

CARE is a leading humanitarian organization committed to ending global poverty and providing emergency assistance in crises. As part of our digital transformation efforts, CARE seeks qualified vendors to provide temporary staffing services for a broad range of digital and technical roles across our global operations.

The objective of this RFP is to establish a flexible and responsive pool of staffing partners who can supply experienced professionals on a temporary basis to support CARE's evolving needs. Vendors may be engaged individually or in combination, depending on the specific requirements of each assignment. Roles may span areas such as IT infrastructure, cloud administration, digital platform development, data analysis, user experience design, and system integration.

Assignments will vary in scope, duration, and location, with many positions expected to operate remotely or in a hybrid model. CARE seeks partners who can provide timely, high-quality staffing support that aligns with our mission and global operations. Vendors should demonstrate the ability to deliver candidates who can contribute effectively within diverse, cross-functional teams in a fast-paced and impact-driven environment.

#### **4.4. RFP TIMELINE**

All bidders are advised to strictly follow the timeline below.

Any technical questions arising during the preparation of your response to this RFP should be submitted in writing via email to:

- Betty Aloo – [betty.aloo2@care.org](mailto:betty.aloo2@care.org) and Sun Young Lee – [sunyoung.lee@care.org](mailto:sunyoung.lee@care.org)

Deadline for questions: **June 11, 2025**

Milestone	Date
RFP Issued	<b>June 2, 2025</b>
Vendor to notify CARE of intention to participate in bidding	<b>June 9, 2025</b>
Deadline for submission of clarification questions to CARE	<b>June 11, 2025</b>
CARE to answer all clarifications	<b>June 18, 2025</b>



Deadline of Submission of Proposal	5:00 PM EST on July 2, 2025
Evaluation of Proposal	July 3 – July 11, 2025
Vendor presentation (if required)	July 21 – July 25, 2025
Finalists selected	August 1, 2025

## 4.5. PROJECT REQUIREMENTS

### A. Minimum Requirements

This RFP outlines the minimum requirements for vendors to provide temporary digital staffing services to support CARE's daily technical operations. Temporary staffing may be required for both short-term and long-term assignments, depending on project needs and capacity gaps within CARE's global digital team.

Proposers must demonstrate their ability to provide or support the following service areas specific to digital staffing:

- Temporary Digital Staffing Services
- Order and Fulfillment Process
- Technical Hiring and Onboarding Process
- Oversight and Coordination of Temporary Digital Talent
- Timekeeping and Activity Tracking
- Quality Assurance and Performance Management
- Regular Status and Performance Reporting
- Service Guarantee and Issue Resolution

CARE is seeking proposals from vendors with proven experience placing digital professionals across a range of technical roles. In addition to general digital staffing needs, CARE may occasionally require **payrolling services**—where CARE identifies a candidate and engages the staffing agency to onboard and payroll that individual.

All proposals should clearly outline the vendor's capacity and approach to meeting these digital-specific requirements.

### B. Required Deliverables

Proposers must address the following items in their proposal. Responses should specifically reflect your firm's experience and processes related to **temporary digital and technical staffing services**:

#### a. Business Hours and Holidays

Please specify your standard business hours (including time zone), regular days of



- operation, and any national or company-observed holidays during which your services may be unavailable.
- b. **Temporary Staff Benefits**  
Briefly describe the benefits your company offers to temporary digital staff (e.g., health coverage, training, etc.).
  - c. **Temp-to-Hire Process**  
Outline your firm's policy and procedure for "temp-to-hire" conversions, including the number of hours required before any placement fee is waived or reduced.
  - d. **Direct Hire Fee Structure**  
State your standard fee structure for direct hire placements of digital talent.
  - e. **Staffing Request Process**  
Describe how CARE can initiate staffing requests. Indicate whether requests can be submitted via email, phone, or an online portal.
  - f. **Candidate Selection and Resume Submission**  
Confirm whether resumes of potential candidates are shared with CARE for review and selection prior to placement, and describe your vetting and matching process for digital roles.
  - g. **Screening and Compliance**  
Describe your policies regarding reference checks, background checks, and drug testing for digital temporary staff.
  - h. **Performance Management**  
Explain how your firm monitors and evaluates the performance, accuracy, and productivity of temporary digital staff.
- C. **Account Management Requirements**  
Proposers must address the following account management considerations as part of their response:
- a. **Regional Presence**  
Indicate whether your firm has an office or local presence in any of the following areas: Atlanta, GA; New York City, NY; San Francisco, CA; or Washington, D.C.
  - b. **Geographic Service Coverage**  
List all geographic locations your firm services, including international coverage.
  - c. **Communication and Responsiveness**  
Describe how your firm will ensure quality and timely communication with CARE. Please include your guaranteed response times for the following:
    - Response to telephone or voicemail messages
    - Fulfillment of routine temporary staffing requestsNotification and replacement process in the event of a temporary staff absence (including same-day replacement if requested)
  - d. **Travel Requirements**



If temporary staff are required to travel (domestically or internationally), explain how travel arrangements, approvals, and reimbursements would be managed.

**e. Issue Resolution**

Outline your process for reporting and resolving account issues, including billing discrepancies, processing errors, and customer service complaints.

**f. Invoice Referencing**

Confirm whether your firm is able to reference each invoice with a CARE-provided purchase order number and CARE contact name.

**g. Ongoing Reporting**

State whether your firm will provide CARE with regular reporting on the number of temporary employees placed, including role types, duration, and status.

**D. Additional Operational Considerations**

**a. Data Privacy & Security**

- Confirm your firm's compliance with applicable data protection regulations (e.g., GDPR, CCPA, or local equivalents).
- Describe how candidate and client data is stored, transmitted, and safeguarded.
- Outline protocols for handling sensitive information, especially for roles requiring access to CARE's systems or proprietary data.

**b. Onboarding & Offboarding**

- Describe your onboarding process, including background checks, verifications, and system access coordination (if applicable).
- Provide your offboarding procedures, including the return of equipment and access deactivation timelines.

**c. Confidentiality and Non-Disclosure**

- Indicate whether your firm requires temporary staff to sign NDAs or confidentiality agreements.
- Confirm your willingness to sign CARE's standard NDA or incorporate equivalent confidentiality clauses in the contract.

**d. Quality Assurance & Client Satisfaction**

- Describe how your firm ensures ongoing performance quality and addresses client feedback.
- Include any service-level agreements (SLAs), quality benchmarks, or satisfaction tracking methods.

**e. Contractual Flexibility**

- Confirm whether your firm can accept CARE's standard terms and conditions or provide a redline for review.
- Indicate whether your pricing is fixed or subject to revision during the contract term.

**f. Transition & Ramp-Up Support**



- Describe your firm's ability to scale services quickly during high-demand periods or transitions, including timelines and processes.

#### 4.6. PROPOSAL DOCUMENTATION REQUIREMENTS

##### A. Previous Work and Awards

1. Provide at least three client references whose project scope, size, and environment are similar to CARE's. **Experience working with international NGOs or global nonprofit organizations is preferred but not required.** For each reference, include:
  - A summary of the services provided
  - Reference contact name, email address, and phone number
2. Provide records of past performance, including service reliability, issue resolution, and client satisfaction metrics (if available).
3. List any awards or citations from clients, industry organizations, or third-party entities relevant to staffing or service delivery.
4. Include any available testimonials, survey results, or performance feedback from previous clients or partners.
5. Include any other relevant documentation or examples demonstrating your experience and success in delivering digital staffing services.

##### B. Technical Expertise and Organizational Experience

1. Describe the availability of your firm's representatives for consultation and support throughout the engagement.
2. Provide evidence of your firm's ability to deliver satisfactory services for the scope of work outlined in this RFP (e.g., capacity, infrastructure, certifications, client satisfaction history).
3. Provide the number of years your firm has provided similar services. Include relevant client or project examples if available.
4. Submit your most recent audited financial statement or equivalent documentation demonstrating financial viability.
5. Include any additional information demonstrating your firm's technical qualifications, operational capacity, or organizational expertise relevant to this engagement.

##### C. Financial Requirements (Value and Cost)

Bidders are required to submit a comprehensive financial proposal detailing all costs associated with delivering the digital temporary staffing services outlined in the project scope. The proposal should provide a clear, itemized breakdown of all cost components, including—but not limited to—staffing rates, onboarding fees, support services, payroll markups, and any additional charges

All pricing should be fully transparent, with any assumptions, exclusions, or conditions clearly stated. CARE's standard payment term is **Net 30**. Bidders should also indicate whether multi-year agreements or early payments are eligible for discounts.



The financial proposal must include:

- A completed **Hourly Bill Rate Table** (refer to **Appendix A**), with rates specified by role and years of experience.
- **Payroll service markup** (if applicable), along with any other fees not included in the rate table.
- A description of **payment terms**, including invoice cycles, early payment discounts, and multi-year pricing options.
- A clear disclosure of any **assumptions, exclusions, or conditions** tied to the proposed pricing model.

#### 4.7. EVALUATION CRITERIA

CARE will evaluate all proposals for digital temporary staffing services based on the following weighted criteria. To ensure full consideration, proposals must be complete and address each of the evaluation areas outlined below:

- **Overall Proposal Suitability (30%):** The proposal demonstrates a clear understanding of CARE's digital staffing needs and presents a well-organized, feasible approach to fulfilling the scope of work.
- **Previous Work and Awards (20%):** Demonstrated success providing similar digital staffing services, particularly for globally distributed organizations. Includes relevant client references, project summaries, and any awards or recognitions.
- **Technical Expertise and Organizational Experience (20%):** Depth and relevance of technical staffing capabilities, including years of experience, staff qualifications, global reach, and financial stability.
- **Additional Factors (10%):** Evaluation of added value such as scalability, flexibility in staffing models, speed of placement, and ability to support CARE's international context.
- **Value and Cost (20%):** Cost competitiveness, transparency of pricing, and overall value in relation to the scope of services required.

Evaluation Criteria	Weight (%)
Overall Proposal Suitability	30%
Previous Work and Awards	20%
Technical Expertise and Organizational Experience	20%
Additional Factors	10%
Value and Cost	20%



## Appendices

### Appendix A: Hourly Bill Rate Table

Please complete the table below by providing your proposed **hourly bill rates** for each role listed. For each position, indicate:

- The **hourly rate**
- The **experience level** the rate corresponds to:
  - Foundational (1–3 years)
  - Mid-Level (4–7 years)
  - Advanced (8+ years)
- Any **rate variations based on delivery location** (e.g., U.S.-based, nearshore, offshore)
- If applicable, **specify the country** for nearshore and offshore rates

#### Definitions for clarity:

- **Nearshore:** Talent located in countries geographically close to the U.S. (e.g., Latin America, Caribbean) with similar time zones
- **Offshore:** Talent located in more distant regions (e.g., South Asia, Southeast Asia, Eastern Europe), typically offering lower labor costs

If you wish to propose additional roles not listed in the table, please add them using the same format.

Skill	Hourly Bill Rate (US)	Hourly Bill Rate (Near Shore – Please Specify)	Hourly Bill Rate (Offshore – Please Specify)
<b>Digital Positions:</b>			
<b>Technical Project Manager</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Technical Business Analyst</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Azure Cloud Technology Administrator</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Microsoft 365 Developer (generic to cover Flow, PowerApps, Search, etc.)</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			



- Advanced (8+ years)			
<b>Microsoft 365 Engineer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>PowerApps Developer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Windows Network Administrator</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Network Administrator</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Network Engineer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>AI Data Modeler</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Data Analyst</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Power BI Developer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Integration API developer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Salesforce Technical Admin</b>			
- Foundational (1-3 years)			





- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Salesforce Engineer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Salesforce Administrator</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>SharePoint Administrator</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>SharePoint Developer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>Digital Support &amp; Training Specialist</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>UI Developer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>UX Designer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			
<b>CoPilot / AI Chatbot Developer</b>			
- Foundational (1-3 years)			
- Mid-level (4-7 years)			
- Advanced (8+ years)			



### **Appendix B: Proposal Submission Checklist**

Bidders should ensure that all of the following items are included in their submission:

- ☐ Company Profile
- ☐ Bidder's Declaration
- ☐ Completed Hourly Bill Rate Table (Appendix A)
- ☐ Response to Minimum Requirements
- ☐ Response to Required Deliverables
- ☐ Response to Account Management Requirements
- ☐ Response to Operational Considerations
- ☐ Documentation of Previous Work and References
- ☐ Organizational Experience and Technical Expertise
- ☐ Financial Proposal (Value and Cost)
- ☐ Latest Audited Financial Statement