Request for Proposal (RFP): Robotic Process Automation (RPA) Services

Introduction:

Palladium International is seeking proposals from qualified Robotic Process Automation (RPA) companies to provide comprehensive automation solutions. The purpose of this RFP is to solicit competitive proposals from experienced RPA solutions companies capable of implementing efficient and scalable automation solutions to streamline our business processes and improve operational efficiency for an upcoming government programme.

1. Objectives:

    1.1. Automate the referral of customers across different systems.
    1.2. Improve the customer journey
    1.3. Enhance operational efficiency and cost savings.
    1.4. Improve data quality and compliance with regulatory requirements.

Scope of Work: The selected RPA vendor will be responsible for:

2. Assessment and Consultation:

    2.1. Conducting a thorough assessment of our current business processes and identifying automation efficiencies.
    2.2. Providing expert consultation on RPA feasibility, benefits, and implementation strategies.
    2.3. Advise on most appropriate technology with the best mix of functionality for the least cost.
    2.4. RPA Implementation:

3. Designing and developing RPA bots to automate identified processes using industry-leading RPA tools (e.g., UiPath, Automation Anywhere, Blue Prism).
    3.1. Integrating RPA bots with existing systems, applications, and databases.

3.2. Testing and validating RPA solutions to ensure accuracy, reliability, and scalability.

3.3. Process Optimization:

3.4. Analysing and optimizing automated processes for efficiency and effectiveness.

3.5. Implementing continuous improvement strategies to enhance automation outcomes.

3.6. Providing recommendations for process reengineering and optimization.

3.7. Establishing governance frameworks and best practices for RPA governance.

3.8. Ensuring compliance with data privacy and security regulations (e.g., GDPR, HIPAA).

3.9. Implementing audit trails and controls for monitoring RPA bot activities.

3.10.   Training and Change Management:

3.11.   Providing training and documentation for stakeholders involved in RPA implementation and usage.

3.12.   Developing change management strategies to facilitate adoption and acceptance of automation initiatives.

3.13.   Offering ongoing support and assistance to ensure successful RPA implementation.

4. Deliverables:

4.1. Comprehensive process assessment report with automation recommendations.

4.2. Developed and tested RPA bots for identified processes.

4.3. Integration with existing systems and applications.

4.4. Documentation and training materials for RPA implementation and usage.

4.5. Governance framework and compliance documentation.

4.6. Ongoing support and maintenance services.

5. Vendor Qualifications:

5.1. Demonstrated experience in implementing RPA solutions for businesses in similar industries.

5.2. Expertise with leading RPA tools and technologies.

5.3. Strong track record of delivering measurable results in terms of process automation, efficiency gains, and cost savings.

5.4. Certified RPA professionals with relevant industry certifications.

5.5. Excellent communication, collaboration, and project management skills.

Proposal Submission:

Please submit a proposal of no longer than 4 pages of A4 plus accompanying diagrams (e.g. Gantt Charts) by addressing points 6.1 through to 6.8 below.

6. Interested RPA vendors are requested to submit their proposals electronically to Karl Crossley karl.crossley@thepalladiumgroup.com no later 15th March 2024 by 17:00 GMT.

6.1. Commercials - We are seeking proposals before analysis of the process. To gain a fair benchmark on commercials we would like you to price up a project of medium complexity integrating 3 systems that would take 8 weeks in total development time. Please break down the day rates of different capabilities e.g. developer, business analyst, project manager and indicate the level of input from any roles detailed.

6.2. Please also include clear commercials for ongoing support over 4 years and service level agreements that would be provided

6.3. Company profile and relevant experience in RPA implementation.

6.4. Case studies or examples of successful RPA projects.

6.5. Approach and methodology for this project, including timeline and milestones.

6.6. Detailed breakdown of costs and pricing.

6.7. The attached Palladium Standard Technical Requirement doc

6.8. References from past clients.

Evaluation Criteria: Proposals will be evaluated based on the following criteria:

- Experience and expertise in RPA implementation.
- Alignment with project objectives and scope of work.
- Approach and methodology for RPA implementation.
- Cost-effectiveness and value proposition.
- Client references and testimonials.
- Terms and Conditions:

Palladium International reserves the right to accept or reject any proposal, to waive any irregularities, and to award the contract in whole or in part if deemed in the best interest of the company. The selected vendor will be required to enter into a formal agreement outlining the terms and conditions of the engagement.

For inquiries or clarification regarding this RFP, please contact:

Karl Crossley karl.crossley@thepalladiumgroup.com

We are happy to take clarification questions up until 5pm on the 8th March 2024 but all questions and answers will be shared anonymously with all bidders.