

Use this template for IT hardware, SaaS subscriptions, and software implementation projects. It captures licensing, hosting, security, integration, and ongoing support requirements that often get missed in generic RFQ documents.

1. Buyer Details

Registered business name	
ABN	
Project / system name	
IT procurement contact	
Phone / email	
RFQ reference number	
Date issued	

2. Solution Requirements

No.	Requirement	Mandatory / Desirable	Notes
1	Cloud or on-premise option	M	
2	Australian data residency	M	
3	Integration with existing stack	M	List APIs
4	Mobile app access	D	
5	Custom workflow capability	D	

3. Licensing & Users

Licensing model	Per user / per module / unlimited
Initial user count	
Forecast user growth (24 months)	
Roles required	Admin / standard / read-only
Subscription term	Monthly / annual

4. Security, Hosting & Compliance

Hosting location	Australian region required
Encryption (in transit / at rest)	Required
Certifications	ISO 27001 / SOC 2 / IRAP (if applicable)
Backup & disaster recovery	RPO / RTO commitments
Data export on contract end	Format & timeframe

5. Pricing & Support

Pricing format	Ex-GST and inc-GST, AUD
Implementation fee	Fixed or T&M;
Annual support / maintenance	Tier and inclusions
Uptime SLA	% per month with credits
Support hours	AEST / AEDT coverage required

6. Evaluation Criteria (Weighted)

Criterion	Weight (%)	Notes
Functional fit	35	
Total 5-year cost	25	
Security & compliance	20	
Implementation approach	10	
Vendor stability & references	10	

7. Supplier Acknowledgement

Supplier name	
Supplier ABN	
Authorised signatory	
Date	
Signature	