

RFI Creation Reference

A. Company Overview

1. Describe your company, your training business and other products and services. Give details of aggregate and product/industry segment wise performance details. In case of training business please specify the constituents and their share.
2. How is your company structured as a legal entity? Also give details of its geographical presence.
3. Describe how your training business fits into the company's functional structure.
4. What is the customer wise revenue breakup? How long have you been engaged with them?
5. Describe your company's experience and expertise in contracting and managing vendors / contract employees.
6. What is your organizations long-term vision for your training business? What are your growth expectations over the next 2 years, where is this growth coming from? Where do plan to focus your investments?
7. What separates your company's training business from the competition? What is your company known for? What would you describe as your key competencies? How do you go about acquiring and developing them?
8. Give a break-down of projects you have completed in different domains? Give details of scope of work, size and key achievements?
9. What awards and recognition have you received? Also provide details of your industry associations, strategic partnerships, and alliances.

B. References

1. Give samples of your work. For each sample give details of the project.
2. Give at least 5 customer references and their contact details?

C. Resources

1. What is your Subject Matter Expert (SME) sourcing process? Where do you source SMEs from?
2. In which areas do you have in-house SME resources that are knowledgeable and experienced?
3. How much experience do you have managing external SME resources?
4. What is the structure of your training delivery arm? Describe roles and responsibilities of people engaged on-site and off-shore.
5. Give details of the head count, skill profiles and qualifications of your resources. How do you manage their recruitment? What training and development do you undertake?

6. What is your attrition rate, broken down by position? Give details of average length of employment for each position.

D. Development Process

1. Describe the different processes that you use to deliver training solutions to your customers.
2. What does your typical project team look like (job roles involved)? What processes support on-boarding, training, performance support, coaching, back-up, and distributing knowledge?
3. Describe your quality management processes and systems giving details of:
 - Customer engagement
 - Project communication
 - Requirements management
 - Project planning and monitoring
 - Instructional design
 - Risk management
 - Quality assurance
 - Implementation and support
 - Configuration management
 - Business continuity
 - Employee safety
 - Confidentiality and IPR security
 - Infrastructure management