

RFI Response Template

Cover Letter / Introduction

- Express appreciation for the RFI invitation.
- Confirm understanding of RFI's scope and intent.
- Summarize why your organization is interested and the value you bring.

Company Overview

- Legal name, established year, and core business areas.
- Geographic presence and headquarters location.
- Brief on company values, mission, and market reputation.
- List of relevant certifications, awards, or recognitions.

Response to RFI [Insert RFI Title/Number]

- Statement confirming receipt and understanding of requirements.
- Clarify approach or methodology for meeting the issuer's needs.
- Note any clarifying questions or suggested improvements.

Products / Services

- Overview of offerings relevant to the RFI.
- Outline key differentiators or unique solutions.

- Mention scalability, reliability, and support capabilities.

Capabilities & Experience

- Industry-specific expertise with brief highlights.
- Key accomplished projects or client types.
- Include testimonials or summary of satisfied clients.
- List notable achievements and innovations.

Technical Specifications (if applicable)

- Standards, performance benchmarks, and system compatibility.
- Security or compliance features, as relevant.
- Supported integrations (e.g., API, platforms).

Project Management & Support

- Describe delivery or implementation approach.
- Highlight onboarding and customer training.
- Support and escalation structure (e.g., 24/7 helpline, named support contacts).
- Reference service-level commitments.

Pricing Overview

- High-level pricing structure or general tiers.
- Inclusions/exclusions and flexibility for negotiation.
- Payment terms or options for custom quotes.

Delivery Timelines

- Estimated start, delivery, and completion dates.
- Dependencies that may affect timelines.
- Contingency planning and flexibility.

References or Case Studies

- 2-3 relevant, recent client stories.
- Problem solved and measurable results.
- Permission to contact references.

Contact Information

- Key contact names, roles, phone numbers, and emails.
- Optional: LinkedIn profiles or social media for professional context.

Additional (Optional Sections)

- ESG and supplier diversity commitments.
- Data protection and confidentiality assurances.
- NDA acknowledgement or terms if requested by buyer.