# IMPORTANT INFORMATION

This template serves as a Request for Proposal (RFP) for an EUDR Compliance Software Solution.

It is designed to help you efficiently solicit proposals from vendors for a software solution that ensures compliance with the EUDR regulation across your European operations.

### How to Use This Template

* The template includes most of the information needed to request vendor proposals for a comprehensive compliance solution.
* Green-highlighted text indicates placeholders where you should replace the existing content with specific details about your company or practical information like contact details, providing vendors with valuable context for their proposals.
* You are free to modify other sections of the template to better align with your company’s individual requirements.

If you have any questions about specific requirements in this document, feel free to reach out to contact@live-eo.com.

Request for Proposal (RFP)

EUDR Compliance Software Solution

Project Reference Number:

Issue Date: DD-MM-YYYY

Response Date: DD-MM-YYYY

## Company Overview

[example questions to populate this section]

* Where are your company’s headquarters?
* What does your company manufacture/sell?
* How are your company’s products sold?
* Where does your company primarily operate?
* In how many countries does your company have operations in Europe?
* What is the rough overview of your companies relevant system architecture (e.g. which ERP system does your company use)?
* Under which brands does your company operate globally?
* How many employees does your company have globally?
* What was your company’s net revenue in the last fiscal year?

### Situation Overview

[Company] is currently working on implementing the EUDR regulation across its European operations. This involves managing data exchange with ERP systems. To enhance compliance and operational efficiency, a unified software solution is needed to streamline data management and ensure seamless integration across all systems.

## Project Objective

The primary goal of this project is to implement an enterprise-grade compliance software solution. This solution aims to automate the creation of Due Diligence Statements (DDS) and their submission to the EU information system, efficiently manage supplier data, ensure legal verification, and seamlessly integrate with our ERP system.

Additionally, the solution will provide robust API functionality, AI-powered deforestation risk assessments, and ensure compliance with data protection regulations. The chosen vendor will support the project end-to-end, from requirements gathering to go-live and support.

[Company] is seeking a technology partner to implement this compliance software solution, which should:

* Automate the creation of Due Diligence Statements (DDS) for shipments and submission to the EU information system TRACES
* Efficiently manage supplier data, significantly reducing the need for manual input.
* Ensure legal verification of documents by local human experts.
* Seamlessly integrate with our ERP system.
* Provide robust API functionality to support real-time data flow and integration.
* Offer AI-powered deforestation risk assessments with the highest possible accuracy.
* Ensure compliance with data protection regulations and provide data encryption both in transit and at rest.
* Support multi-device accessibility, ensuring over 95% feature parity across tablets and computers.

### Vendor Responsibilities

In addition to implementing the software solution, the chosen vendor should support the project end-to-end, including but not limited to:

* Requirements gathering
* Site readiness (infrastructure) checks
* Design and build
* Testing
* Training
* Go Live and Support

The vendor’s response to this RFP should cover these areas and the detailed requirements listed further in Section “Software Requirements” of this document.

### Suppliers and inbound HS-codes

[This section provides valuable information on the scope of the project to potential vendors. Annex 1 of the EUDR legal text states all regulated products by their HS codes. You find the [full text here](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32023R1115).]

* How many inbound suppliers do you have?
* How many of your inbound suppliers are from the EU?
* How many of your inbound suppliers are from outside the EU?
* What products that you **purchase** that are covered by Annex 1 go into products that are covered by Annex 1?
* What products that you **place on the EU Market** (i.e. you act as operator under EUDR) or export from the EU market are covered by Annex 1?
* What products that you **make available on the EU Market** (i.e. you act as trader under EUDR) or export from the EU market are covered by Annex 1?

### RFP Timeline

| **Activity** | **Activity Dates** |
| --- | --- |
| **Initial Phase** |
| RFP released to vendors | [Date] |
| Responses due from vendors | [Date] |
| Q&A period | [Date] |
| Selection of finalists | [Date] |
| **Final Phase** |
| Second-round vendor RFP presentations | [Date] |
| Final vendor and solution selection | [Date] |
| **Post RFP Phase** |
| Legal contract review | [Date] |
| Project kick-off | [Date] |
| Project completion | 1st December 2025 |

## RFP Contact Approach against Timeline

#### Contacts

* Project Manager: [Project Manager Name], [Project Manager Email]
* Technical Questions: For technical questions about IT setup and structure, please contact [Head of IT Name] at [Head of IT Email].

Vendors may contact the company for any questions related to the RFP. However, all communication must be directed to the Project Manager initially.

**Proposal Submission:** Proposals should be submitted via email to the Project Manager at the provided contact details.

**Q&A Meetings:** If required, proposals for Q&A meetings should be scheduled through the Project Manager.

### Progression to the Final Phase

The Project Manager will inform vendors if they have been successful in progressing to the final phase.

**Presentations and Demonstrations:** To ensure availability, presentations and demonstrations should be arranged timely. The Project Manager will coordinate these sessions with the vendors' project teams. Any presentations or demonstrations for vendors not progressing to the final stage will be canceled.

## Evaluation Criteria and Approach

The vendor will be evaluated based on the content of the proposal, commercials, presentation, and demonstration of the technical solution. The evaluation will also focus on the following:

* The ability of the vendor’s solution and professional services to meet all requirements defined in the RFP.
* The competitiveness of service costs.
* The education, experience, knowledge, skills, and qualifications of the vendor and the individuals responsible for delivering the services.
* The vendor’s ability to support and protect the company’s investment by demonstrating adaptability to future technological advancements.

## Notification of Award

A contract is anticipated to be awarded to a single vendor, based on the evaluation of the RFP response. However, the issuance of this RFP does not constitute a commitment or an implied commitment that the company will move forward with this project or award business to one of the RFP respondents.

If the project does not proceed, the company will notify all respondents. If a contract is awarded, the company will notify unsuccessful vendors after negotiations with the selected vendor are complete.

## RFP Team

The following team of internal stakeholders to review RFP responses and presentations/demonstrations. The RFP team will consist of the following stakeholders:

* Name, Role
* Name, Role
* Name, Role

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## Software requirements

| **Ref** | **Category** | **Priority** | **Description** |
| --- | --- | --- | --- |
|  | EUDR Lifecycle Automation | [high/mid/low] | Automated Due Diligence Statement (DDS) creation for shipments, requiring minimal to no manual intervention. Describe how your system achieves this, including any existing integrations with EU TRACES. |
|  | EUDR Lifecycle Automation | [high/mid/low] | Describe how your system automates supplier data management to eliminate or significantly reduce manual input. |
|  | Integration Capabilities | [high/mid/low] | Native integration with [ERP system name] is required, with bi-directional data synchronization. Provide your system architecture and case studies where this is in production. |
|  | Integration Capabilities | [high/mid/low] | All compliance data, supplier assessments, and risk analysis must be accessible through a unified dashboard. Describe how your system ensures this. |
|  | Integration Capabilities | [high/mid/low] | The system must have a robust API framework that supports real-time data exchange and compliance reporting. Provide API documentation and examples of large-scale implementations. |
|  | Deforestation Analysis | [high/mid/low] | AI-powered deforestation risk assessment must provide actionable insights rapidly, with the highest possible accuracy. Describe your methodology and provide evidence for your accuracy levels and turnaround time. |
|  | Deforestation Analysis | [high/mid/low] | Global coverage of deforestation assessment. |
|  | Deforestation Analysis | [high/mid/low] | The system must provide a near-instant deforestation assessment for newly added supplier plots. How does your system achieve this? |
|  | Legal Compliance | [high/mid/low] | Order-linked compliance checks with +95% of orders automatically linked to compliance data within 1 hour. |
|  | Legal Compliance | [high/mid/low] | The system must provide a streamlined method to collect compliance documentation from suppliers and sub-suppliers, including automation for document requests and verification. Provide your approach. |
|  | Legal Compliance | [high/mid/low] | Human expert verification of compliance documents must be available, as required by competent authorities. Explain your approach, including potential partnerships with law firms. |
|  | Supply Chain Management | [high/mid/low] | The system must connect shipments to compliance data in real-time, allowing traceability for every product batch. |
|  | Supply Chain Management | [high/mid/low] | Long-term data retention capability for up to 5 years to meet compliance requirements. |
|  | Supply Chain Management | [high/mid/low] | Manual override capability for supplier risk classification is required.  |
|  | User Experience | [high/mid/low] | Multi-device accessibility with +95% feature parity across tablet and computer platforms. |
|  | User Experience | [high/mid/low] | Intuitive User Interface and comprehensive documentation. |
|  | User Experience | [high/mid/low] | Multi-user management must include role-based access control (RBAC) and Single Sign-On (SSO) support. |
|  | Rolling System | [high/mid/low] | The system must allow bulk submission of DDS to the EU TRACES system with no batch-size limitations. What are your system’s limits in this regard? |
|  | Rolling System | [high/mid/low] | The system must be able to return DDS reference numbers directly into ERP systems. |
|  | Data Security and Privacy | [high/mid/low] | End-to-end encryption for all compliance data (both in transit and at rest) is required. Describe your security model. |
|  | Data Security and Privacy | [high/mid/low] | Solution is compliant with GDPR. |
|  | Data Security and Privacy | [high/mid/low] | Anonymization features must be available to protect sub-supplier identities while maintaining compliance. |
|  | Data Security and Privacy | [high/mid/low] | SOC2 Type II (or equivalent) certification is required. Provide documentation. |
|  | Scalability and Performance | [high/mid/low] | The system must support an increasing number of suppliers and compliance checks without performance degradation. Explain your approach. |
|  | User Training and Support | [high/mid/low] | Comprehensive user onboarding and training are provided. |
|  | User Training and Support | [high/mid/low] | Describe your approach to providing customer support, including availability, response times, and escalation procedures. |
|  | Compliance Updates | [high/mid/low] | The system automatically updates to comply with EUDR changes. |
|  | Compliance Updates | [high/mid/low] | The system monitors regulatory changes and notifies users. |
|  | Implementation | [high/mid/low] | A detailed implementation plan must be provided, including a structured deployment roadmap and a change management process. |
|  | Supplier Engagement and Data Management | [high/mid/low] | The system must support multi-tier supplier engagement, ensuring collection of origin data, compliance history, and due diligence statements with minimal manual effort. |
|  | Risk Management and Compliance | [high/mid/low] | Automated Due Diligence Statement (DDS) generation must be possible directly from purchase order and product data, using ERP integration. |
|  | Risk Management and Compliance | [high/mid/low] | DDS submissions must be programmatically automated and directly linked to TRACES compliance data. |

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## Vendor Proposal Outline

The proposal submission should be in digital PDF format. A submission must include the following elements:

* Overview giving a brief history of your company, how your company is organized, and how its skills and resources will be used to meet the project requirements.
* The company’s official name, corporate address, and website.
* The structure of the company (e.g., corporation, partnership, public, private).
* The Senior Management Team.
* List of lead specialists in the company in charge of AI deforestation risk assessment.
* The total number of years the company has been in business and a brief company history.

#### Solution & Project Approach

* Describe how your solution meets the requirements defined in the section “Software Requirements”.
* Describe how you manage projects-
* Outline the implementation teams and roles, including expectations of both potential partners and internal team members (required skill sets and level of effort).
* What would you require from our company to ensure a successful partnership?

#### Ongoing Support & Account Management

* Describe the Business as Usual (BAU) support models along with associated Service Level Agreements (SLAs).
* Provide an outline of any targeted response and resolution times/SLAs.

#### Commercials

* Provide a pricing proposal, including a list of licenses and fees for all applicable services.
* The proposal should be aligned with the requirements in the section “Software Requirements”.
* The contract period should be for three (3) years.
* The proposal should be clearly broken down to include:
	+ One-time costs: Project deployment.
	+ Annual costs: Ongoing usage, support, and licenses.
	+ Detailed itemization of what is included in pricing.
	+ Detailed itemization of what is excluded in pricing.
	+ Unit pricing for licenses and fees.

#### General comments

Include any additional information that will help evaluate your submission.

## Presentation & Demo Guidelines

The presentation and demonstration should be conducted via a virtual meeting of no more than 75 minutes in length. Attendees will include the full RFP team, along with IT representatives. The meeting should cover the following high-level areas:

**Presentations – 30 - 45 mins**

* Detailed demonstration of the software solution, focusing on how it meets the requirements specified in Section A.
* Include a tailored solution design or process map that aligns with the specific use case.
* Highlight specific features and functionalities that add value to operations, ensuring the presentation is customized to the project’s requirements rather than a general overview.
* Address any unique selling points or competitive advantages of the solution.

**Q&A – 15 - 30 mins**

* Open floor for questions from the RFP team and IT representatives.
* Provide clarifications on any aspects of the software solution presented.