

# Request for Proposal (RFP): Employee Recognition Software

## Solution

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### 1. Introduction and Background

[Company Name] is seeking proposals for a comprehensive employee recognition software solution to enhance our company culture, boost employee morale, and increase engagement across our organization. This RFP outlines our requirements for a robust system that will facilitate peer-to-peer and management-to-employee recognition, reward management, and analytics.

#### 1.1 Organization Overview

- Brief description of your company/organization
- Industry and any specific regulatory requirements
- Size of organization and number of employees

- Current recognition programs or systems in place

## 1.2 Project Overview

The selected solution should provide a modern, user-friendly platform that enables:

- Recognition and reward management
- Automated recognition workflows
- Mobile accessibility
- Integration with existing systems
- Advanced analytics and reporting
- AI-powered recognition features

## 2. Project Objectives

### 2.1 Primary Objectives:

- Implement a centralized employee recognition platform
- Increase employee engagement and retention
- Improve productivity and performance
- Enhance company culture and employee satisfaction
- Foster better team collaboration and communication
- Gain valuable insights through analytics and reporting

### 2.2 Success Metrics:

- [Define specific metrics for measuring success]
- [Set target goals for employee engagement]
- [Establish ROI expectations]

## 3. Scope of Work

### 3.1 Core Functions:

- Implementation of recognition and reward management system

- Integration with existing HR and communication systems
- User portal development and customization
- Mobile application deployment
- Training and support services

### 3.2 Required Components:

- Recognition platform setup and configuration
- Data migration from existing systems (if applicable)
- Integration with current HR software
- User training and documentation
- Ongoing support and maintenance

## 4. Technical Requirements

### 4.1 Cloud Architecture:

- Secure, cloud-based solution for global accessibility
- High availability and disaster recovery capabilities
- Demonstrated ability to handle large-scale deployments across global organizations
- Evidence of system performance under high user loads

### 4.2 Security and Compliance:

- EU-US Privacy Shield framework compliance
- SOC 2 and SOC 3 certifications for data security, privacy, and confidentiality
- GDPR compliance for data protection and privacy
- CCPA compliance requirements
- Robust security measures for protecting employee data
- Data encryption standards

- Access control mechanisms

#### 4.3 Integration Capabilities:

- Open APIs for custom integrations with existing enterprise systems
- Pre-built integrations with:
  - Core HR software
  - Social collaboration apps
  - Business workflow systems
  - HRIS systems
  - Communication tools (Slack, MS Teams)
  - Project management platforms
- Single sign-on functionality

#### 4.4 Data Management and Analytics:

- Robust data management practices for handling sensitive employee information
- Advanced analytics capabilities
- AI-powered insights
- Predictive analytics tools
- Data visualization capabilities

#### 4.5 Customization and Branding:

- Extensive customization options to align with company branding
- Tools for easy configuration of recognition criteria
- Reward program management tools
- Interface personalization options

#### 4.6 Accessibility:

- WCAG 2.1 guidelines compliance
- Multi-device support
- Offline capabilities for areas with limited connectivity

## 5. Functional Requirements

### 5.1 Recognition and Reward Management

***Tip: The recognition and reward system forms the core of your employee engagement strategy. Focus on flexibility and variety in reward options to cater to diverse employee preferences. Consider how the system will scale across different departments and locations while maintaining consistency in recognition criteria.***

Requirement	Sub-Requirement	Y/N	Notes
Peer Recognition	Support for peer-to-peer recognition submissions		
	Built-in recognition templates		
	Custom recognition message creation		
Management Recognition	Manager-to-employee recognition tools		
	Team recognition capabilities		
	Performance-based recognition options		
Reward Types	Points system implementation		
	Gift card options		
	Digital badges		
	Certificates		
	Physical gifts		
	Experiential rewards		

Social Features	Activity feeds		
	Comment functionality		
	Reaction options		
	Social sharing capabilities		

## 5.2 User Portal Features

***Tip: The user portal serves as the main interaction point for employees with the recognition program. Prioritize intuitive navigation and easy access to key features while ensuring the interface encourages regular engagement and program participation.***

Requirement	Sub-Requirement	Y/N	Notes
Employee Profiles	Position information display		
	Badge showcase		
	Award history		
	Recognition wall		
Platform Access	Single sign-on capability		
	Mobile responsiveness		
	Role-based access control		
Activity Management	Recognition submission interface		
	Reward redemption portal		
	Achievement tracking		

## 5.3 Automation Capabilities

***Tip: Automation should streamline recognition processes while maintaining authenticity. Focus on capabilities that reduce administrative burden but preserve the personal touch in recognition moments. Consider how automation can support both routine and special recognition events.***

Requirement	Sub-Requirement	Y/N	Notes
Event Automation	Birthday recognition		
	Work anniversary celebrations		
	Project completion acknowledgment		
	Performance milestone recognition		
Preset Criteria	Achievement-based triggers		
	Performance threshold alerts		
	Goal completion recognition		
Notification System	Email notifications		
	Mobile push alerts		
	In-platform notifications		
	Manager approval workflows		

#### 5.4 Real-Time Recognition Features

***Tip: Real-time recognition creates immediate impact and reinforces positive behaviors. Ensure the system can handle immediate recognition needs while maintaining system performance and notification relevance.***

Requirement	Sub-Requirement	Y/N	Notes
Instant Recognition	Real-time award delivery		
	Immediate notification dispatch		
	Live feed updates		
Social Interface	Activity stream		
	Interactive feed features		

	Real-time engagement tracking		
Live Updates	Dynamic leaderboard updates		
	Achievement notifications		
	Recognition counter refresh		

### 5.5 Gamification Elements

***Tip: Gamification should enhance engagement without overshadowing genuine recognition. Design elements that motivate while maintaining focus on meaningful achievements and contributions.***

Requirement	Sub-Requirement	Y/N	Notes
Competition Features	Dynamic leaderboards		
	Department rankings		
	Team challenges		
Achievement System	Digital badges		
	Achievement levels		
	Milestone markers		
Progress Tracking	Points accumulation		
	Goal progression		
	Achievement history		

### 5.6 Mobile Features

***Tip: Mobile functionality should provide a seamless experience equivalent to the desktop version. Consider offline capabilities and data synchronization needs for remote or field-based employees.***

Requirement	Sub-Requirement	Y/N	Notes



Mobile Apps	iOS application		
	Android application		
	Tablet optimization		
Feature Parity	Recognition submission		
	Reward redemption		
	Profile management		
	Social interactions		
Offline Support	Data caching		
	Offline recognition creation		
	Sync capabilities		

### 5.7 Analytics and Reporting

***Tip: Analytics should provide actionable insights while maintaining data privacy. Focus on metrics that drive program improvement and demonstrate ROI while ensuring reporting capabilities meet all stakeholder needs.***

Requirement	Sub-Requirement	Y/N	Notes
Metrics Dashboard	Recognition frequency tracking		
	Participation rates		
	Engagement metrics		
	Program ROI calculations		
Custom Reports	Report builder		
	Scheduled reports		
	Export capabilities		

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