**[Your Company Name]**

**Request for Application Support**

**Date:** [Insert Date]

**Introduction**

[Your Company Name] is seeking proposals for providing ongoing support for our [specific application name]. We invite qualified support service providers to submit proposals outlining their expertise, approach, and cost estimates for this project.

**Company Background**

[Provide a brief overview of your company, its mission, and any relevant background information.]

**Application Overview**

[Provide a detailed description of the application that requires support, including its purpose, key features, and any specific technologies used.]

**Scope of Work**

The scope of work for this project includes, but is not limited to:

* **Application Maintenance**: Regular updates, bug fixes, and performance optimization.
* **User Support**: Handling user queries, providing technical assistance, and troubleshooting issues.
* **Security Management**: Implementing and maintaining security measures to protect the application and data.
* **Performance Monitoring**: Continuous monitoring of application performance and ensuring optimal operation.
* **Documentation**: Maintaining up-to-date documentation for the application and support procedures.

**Requirements Checklist**

Below is a checklist of key requirements for the application support project:

**Application Requirements:**

1. **Application Name:** [Name of the application]
2. **Technology Stack:** [List of technologies used in the application]
3. **Key Features:**
	* [Detail key features of the application]
	* [Detail key features of the application]
	* [Detail key features of the application]

**Support Requirements:**

1. **Availability:**
	* 24/7 support availability
	* Response time for critical issues: [e.g., within 1 hour]
	* Response time for non-critical issues: [e.g., within 24 hours]
2. **Experience:**
	* Proven experience in supporting similar applications
	* Expertise in the application’s technology stack
	* Familiarity with industry best practices
3. **Security:**
	* Implementation of security best practices
	* Regular security audits and vulnerability assessments
	* Compliance with relevant security standards (e.g., GDPR, HIPAA)
4. **Performance Monitoring:**
	* Tools and methodologies for monitoring application performance
	* Regular performance reports and recommendations for improvements
5. **User Support:**
	* Helpdesk and ticketing system for managing user queries
	* Knowledge base and FAQs for common issues
	* Training sessions for end-users (if required)
6. **Documentation:**
	* Up-to-date documentation of support processes and procedures
	* Technical documentation for the application
	* User guides and manuals

**Submission Requirements**

Interested service providers are requested to submit the following information:

1. **Company Profile**: Brief description of your company, including services offered, experience, and team qualifications.
2. **Proposed Approach**: Detailed approach and methodology for providing application support, including timeline and key milestones.
3. **Cost Proposal**: Detailed cost estimate, including a breakdown of fees and any additional expenses.
4. **References**: Contact information for at least three references who can speak to your qualifications and past performance on similar projects.

**Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

* Relevant experience and qualifications
* Understanding of the project and proposed approach
* Cost-effectiveness
* References and past performance

**Submission Deadline**

All proposals must be submitted by [insert deadline] to [insert submission email or address]. Late submissions will not be considered.

**Contact Information**

For any questions or further information, please contact:

[Your Contact Name] [Your Title] [Your Company Name] [Email Address] [Phone Number]

We look forward to receiving your proposal and thank you for your interest in working with [Your Company Name].