

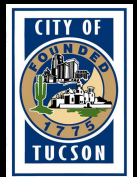


How To Give Your RFP Process An Overhaul

How one Procurement Department revamped its RFP process by enlisting the assistance of multiple public procurement agencies across the country.

**Brenda Stopani, C.P.M., CPPB
Procurement Administrator**

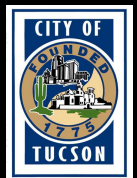
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Does Your RFP Process Need an Overhaul?

- Common complaint that the RFP process takes too long
- Inconsistencies between how staff manages the RFP process
- Increase in the number of RFPs being issued
- Validation of the RFP process through identification & implementation of best practices

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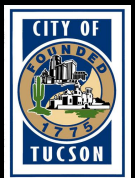




Prepare to Analyze Your RFP Process: Choose Your Team

- Select your internal team
- Select your customer team
- Select agencies to interview

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RFP PROCESS ANALYSIS

1

Map out the Process

Breakdown into Stages

Breakdown into Steps

Time

Type

Control

4-6 wks.

2

Investigate Alternatives

Internal Ideas/Suggestions

Outside Research

State Proc Office
Maricopa County
U of Arizona
MWD of So Cal
San Diego County
City of San Diego

Get input from User
Departments and Vendors

6-8 wks.

3

Assimilate & Revise

Compare/Contrast Alts.

Analyze Possible Revisions

6-8 wks.


4

Recommendation

Decide "Best"
Revisions

Prepare/Present Best
Revisions to
Management

1-2 wks.

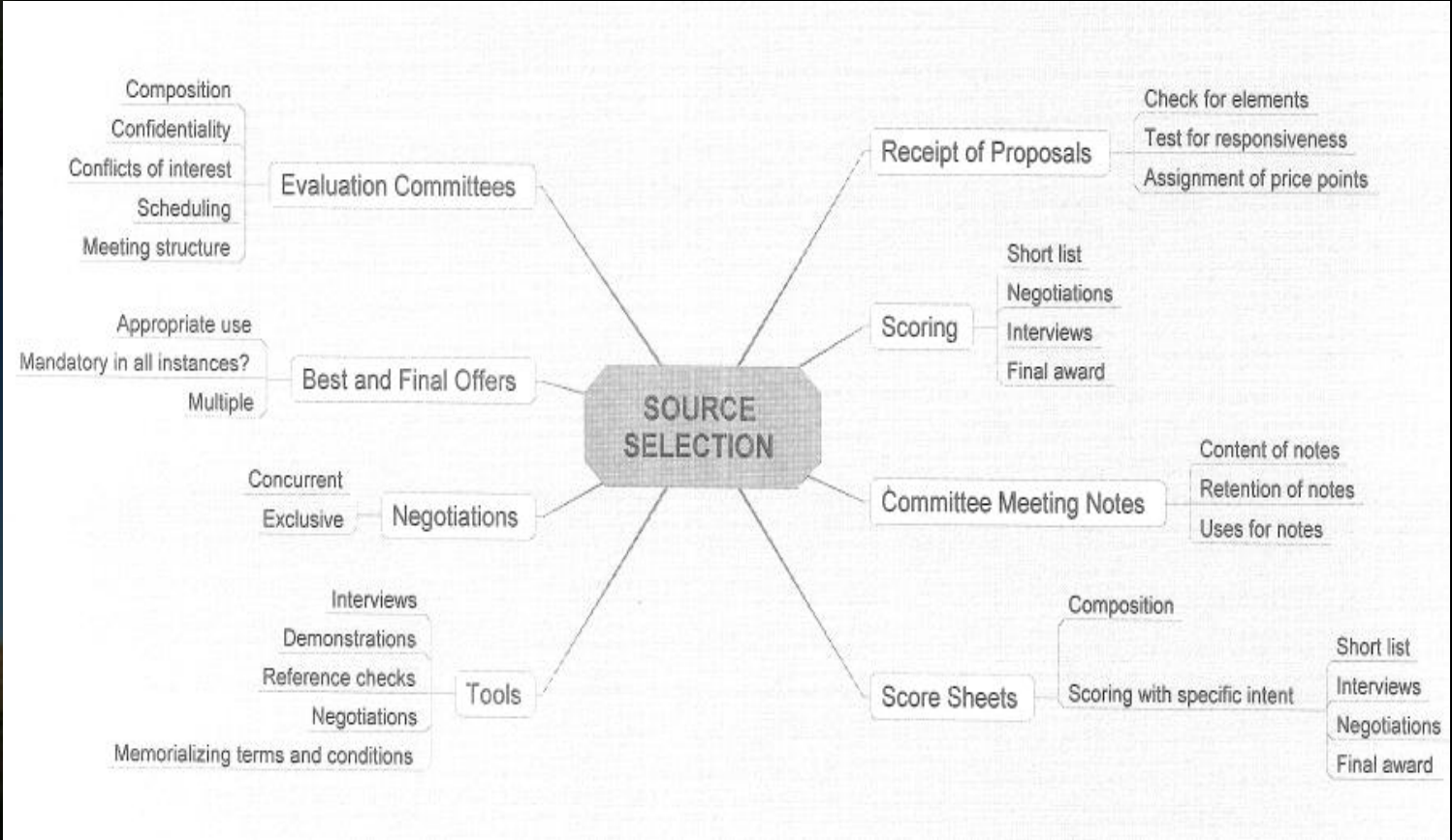


Prepare to Analyze Your RFP Process: Deconstruct Your Own RFP Workflow

- Flowchart/Diagram
- Identify Process Steps & Stages
- Get Creative!

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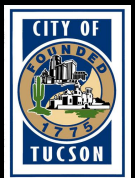





Six Stages of the RFP Process:

1. Dept. identifies need – Posting RFP
2. On Street – Proposal Opening
3. Test for Acceptability – First Score
4. First Score Results – Score for Negotiations
5. Negotiations – Executive Summary
6. Award Functions - Execution

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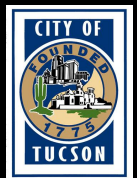




Prepare to Analyze Your RFP Process: Interviewing Other Agencies

- Develop your survey
- Share your process breakdown
- Reach out – in person, if possible!
- Stay open minded

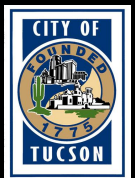
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Capturing the Results of your Analysis

- Ask the participating agencies to review and correct your notes
- Organize your results in an easy to compare format

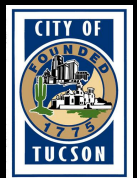
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Analyzing the Results

- Assemble all information into a side-by-side Comparison Matrix
- Put in enough detail to be meaningful
- What are the “best practices”

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Comparison Grid

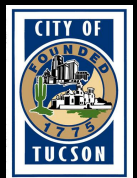
PROCUREMENT AGENCY → QUESTION ↓	City of Tucson	University of Arizona	City of San Diego	Maricopa County
<p>When is Procurement advised that an RFP is needed? When Procurement receives the Scope of Work? When Department identifies the need? (ex. At the time of establishing its budget)</p>	<p>Sometimes when Procurement receives a Scope. Sometimes prior to receiving a Scope. Not usually when the budget is established.</p>	<p>The development of the solicitation materials is a joint effort between Procurement and the using department</p>	<p>Receipt of fairly complete SOW. Procurement will meet with department and send them the templates.</p>	<p>Buyers try to learn of projects 3-4 months in advance. Buyers are assigned to particular depts, not by commodity, so the Buyer is much closer to their depts.</p>
<p>What is your processing time goal for RFPs? Do you meet it? How often? (processing time goals)</p>	<p>120 days. The City meets that approximately half of the time. The average time for RFP's is 144 days.</p>	<p>No goals are set. Processing time is not an issue of concern for their organization.</p>	<p>Modified RFP: 30-60 days. Tradeoff RFP: 60-120 days Complex RFP: 6 months.</p>	<p>A specific project schedule is established for each RFP. But most RFPs are processed in 90 days.</p>



Determining Relevance of Results

- Which options are automatic no-go's
- Ask yourselves:
 - Is this beneficial to my agency?
 - Does this solve a problem?
 - Does this help us reach our goals?
 - Will stakeholders find this beneficial?

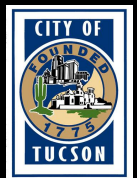
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Finding a Good Fit

- How do you know if it's a good fit
 - In line with mission
 - In line with culture
- Get outside opinions
 - Legal
 - Risk Management
 - Customer Depts

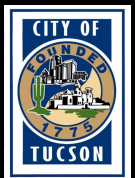
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Recommendations

- 29 Total Recommendations to Mgmt
 - Planning Document
 - Submittal Checklist in each Solicitation
 - Pilot New RFP Process

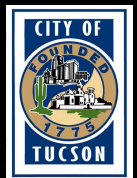
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It's Never Over...

- Update your templates
- Create tool kits
- Educate your staff, customers and vendors
- Continue to evaluate and update

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QUESTIONS?

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