

# Welcome to RFP Training


December 5, 2017

# Purpose of RFP Class


19-11-230  
Defines RFP

...evaluate the capabilities of bidders to perform, experience and when cost is not only consideration...

...requires use  
of comparative,  
judgmental  
evaluation...



# What we will cover:

1. How to write good specifications and Performance Standards.
  2. How to create appropriate Information for Evaluation criteria for the contractor's proposal response.
  3. The evaluation procedure, and how to utilize the score sheets correctly.
- 

# Procurement Changes Effective July 31, 2017

Procurement Method	Procurement Value
Competitive Sealed Bids/Proposals required (IFB, RFP)	Over \$75,000

- OSP processes ALL bid solicitations for TGS contracts over \$75,000 (exempt – higher education w/APO's, or agencies who have received delegated authority).
- Agencies can process their own PCS solicitations.

# Delegation Orders

A.C.A. § 19-11-218 Assistants and designees.

- ▶ The State Procurement Director may delegate authority to such designees or to any state agency as the director may deem appropriate, within the limitations of state law and the state procurement regulations.
- ▶ Link to the Delegation Order on the OSP website:

<http://www.dfa.arkansas.gov/offices/procurement/guidelines/Pages/delegationOrders.aspx>



# PART 1

## Writing Specifications and Performance Standards



# The Official RFP Document

1 Solicitation = 2 Documents


1<sup>st</sup> Document is the RFP Document

- Contains only information to the contractor, including all specifications.
- Does not require a response of any kind.

# The Official RFP Document

1 Solicitation = 2 Documents

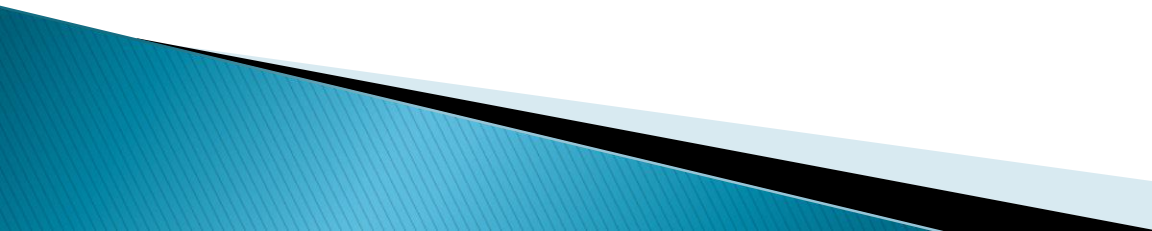
2<sup>nd</sup> Document is the Technical Proposal Packet

- Contains all items/information for contractor to include in their proposal response.
  - Forms and/or signature pages.
  - Information requests that constitute the contractor's proposal to be evaluated.
- 

# RFP DOCUMENT SPECIFICATIONS

## Minimum Requirements

Includes:

1. ALL contractual requirements and specifications a contractor must meet and/or provide for your service.
    - a. Minimum requirements to be a qualified contractor.
    - b. All specifications of the service the contractor must provide.
- 

# Good Specs = Good Contract

*Your solicitation documents, along with the awarded contractor's proposal, become the contract,*

so your RFP must be written very clearly and concisely, and without assumptions or ambiguities that can be misinterpreted.

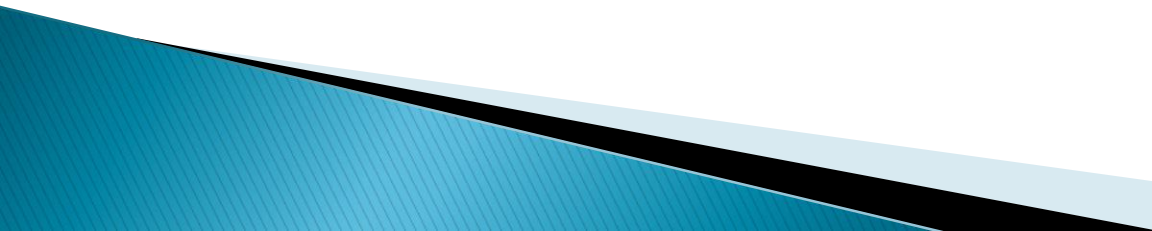
# Good Specs = Good Contract

When you are writing your specifications for your solicitation, you are writing your contract!


**You can't enforce a contract you *meant* to write,  
a contract you *thought* you wrote,  
or a contract you *wish* you had written.**

***You can only enforce the contract you wrote.***

# Specification Problems to Avoid

- ▶ Writing long paragraphs that contain multiple requirements.
  - ▶ Not breaking the requirements into logical headings.
  - ▶ Lack of logical order or organization of headings.
- 

# Specification Problems to Avoid

- ▶ Not numbering or bulleting lists of items.
  - ▶ Not writing for the reader's needs.
  - ▶ Being too general, allowing for multiple interpretations.
- 



# Essentials of Good Specs

- ▶ To be contractually binding, all product or service requirements must include the word “**must**” or “**shall**”. It’s a good practice to bold these particular words.
- ▶ Break down the requirements into small, itemized, and numbered statements. This is helpful when:
  - A contractor is checking his/her compliance with requirements.
  - You need to identify a particular item for a change with an addendum, or for negotiations prior to award.

# Essentials of Good Specs

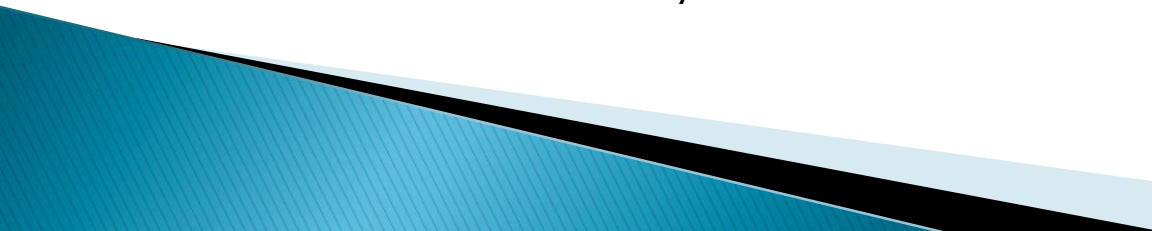
- ▶ Sort the itemized requirements into headings, such as “Meetings”, “Reporting”, or “Clean-Up After Project Completion”.
- ▶ Put these headings into an organized or chronological order.
- ▶ Skip lines between specification statements. This makes it much easier to read and to locate a specific requirement in the document.
- ▶ For each requirement, think: Who? What? Where? When? How?

*AND BE SPECIFIC.*

# Specification Example #1

Acorns are to be fresh, in packaging sacks of burlap or poly or both which can't exceed 50 lbs. They have to be refrigerated as soon as collected and refrigerated the whole time until delivery to the nursery, which is to be approximately 36° F. "Small", "medium", or "large" tags should be on the bags which should also show species, weight, and county and state of harvest.

# Specification Example #1

- A. Acorns **must** be packaged in burlap and/or poly sacks.
  - B. The weight of each sack **must not** exceed fifty (50) pounds.
  - C. Contractor **shall** ensure acorns are fresh.
  - D. Contractor **shall** refrigerate acorns immediately after collection and until delivery to the Nursery.
  - E. Contractor **shall** keep the acorns at approximately 36° Fahrenheit.
  - F. Contractor **shall** tag the sacks to indicate:
    - 1. Acorn size: Small, Medium, or Large
    - 2. Species
    - 3. Sack weight
    - 4. County and state of harvest.
- 

# Specification Example #2

Off-line captioning will not be needed often, and it will all be from English. It may be needed in English, delivered by FTP, or from DVCam, HDCam, XDCam, VHS, or DVD, or in Spanish, delivered in the same way, and proxy files will be given with a timecode burned in, or a DVD copy with a second tape to encode on. These are all to be sent within five days. Scc, vtt, aaf, or srt are acceptable. The captions are to be 3 line roll-up at the bottom, unless requested otherwise depending on the program.

# Specification Example #2

## C. Off-line Captioning

1. Off-line Captioning **must** be on an occasional basis, approximately monthly.
2. Off-line Captioning **must** include:
  - a. English language program material captioned in English via files delivered by FTP to the contractor.
  - b. English language program material via DVCam, HDCam, XDCam, VHS, or DVD captioned in English.
  - c. English language program material via DVCam, HDCam, XDCam, VHS, or DVD captioned in Spanish.
3. For Off-line Captioning, the agency will provide a DVCam, HDCam, XDCam, low resolution proxy files with timecode burned in, or a DVD copy of the program with a second tape for encoding.
4. The contractor **shall** return the master files or master tapes back to AETN within five (5) business days of receipt in one of the following formats:  
  

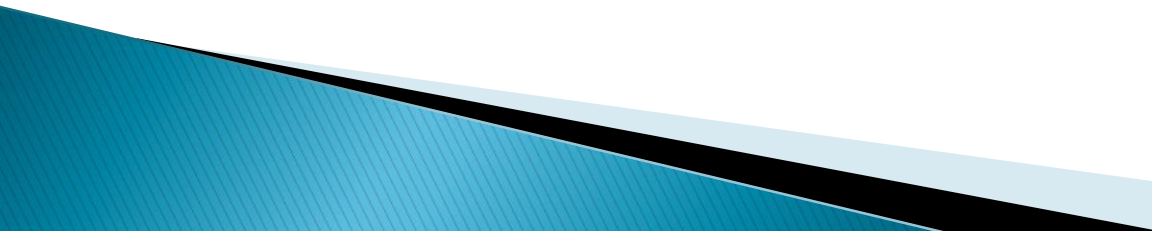
.scc   .vtt   .aaf   .srt
5. Unless otherwise required for a particular program, such as a program containing pre-existing texts, contractor **shall** provide captions in three (3) line roll-up, placed at the frame bottom.

# Poor Specification Example #3

1. Contractor will give a presentation of the results.



# Considerations for Presentation/Training Specs

- ▶ What kind of training/presentation do you require?
    - In person?
    - Webinar?
    - Online tutorials?
    - A combination?
- 



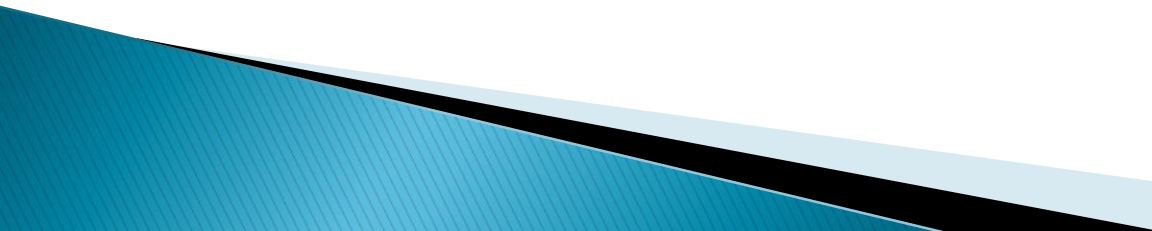
# Considerations for Presentation/Training Specs

- ▶ Will you need materials?
  - Who will provide these?
  - A PowerPoint presentation?
  - Demo?
  - Manuals?
  - Handouts?

# Considerations for Presentation/Training Specs

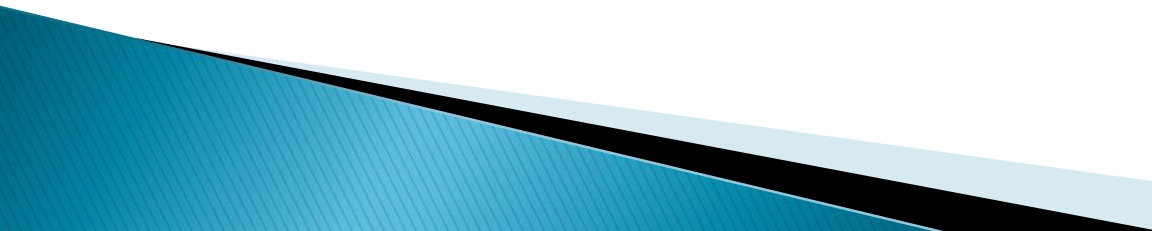
- ▶ When will the training/presentation be?
  - One-time? Recurring?
  - Frequency?
  - Immediately after contract award?
  - X days after X?
  - Occurrence triggered, for new hires or with system updates?
  - To be determined at a kick-off meeting?
  - Amount of notice to be given?

# Considerations for Presentation/Training Specs

- ▶ Who is the audience?
    - How many people?
    - Are there different levels of contract users, who need different training?
    - State employees only?
    - Other contractors?
    - General or specific public?
    - Stakeholders or government officials?
- 

# Considerations for Presentation/Training Specs contd.

## ▶ Where?

- In central AR area/agency offices?
  - At contractor's training location?
  - In multiple locations in the State?
  - How many and where?
  - At a public event?
  - At particular governmental meetings?
  - As determined in negotiations?
  - As notified by the agency within X days?
- 

# Considerations for Presentation/Training Specs contd.

- ▶ Duration?
  - 1 hour, 1 day, 1 week? Until all trainees pass a test?
  - For multiple days, such as manning a booth at a conference?
- ▶ Who will cover the expenses or provide equipment/incidentals?
  - Travel expenses? Cost of venue? Supplies? A/V or other equipment?
  - Set up and tear down?

# Building Specifications


An agency needs a contractor to pack and transport 20 museum artifacts from the agency location to a storage facility. Contractor should have experience in packing and transporting valuable and delicate artifacts. Ten years' experience is required.

Contractor will need to provide all packing materials and supplies for each artifact, as well as all equipment necessary for moving, loading, and unloading the artifacts. The vehicle has to be equipped with the safety/security features for appropriate transportation of valuable and delicate artifacts.

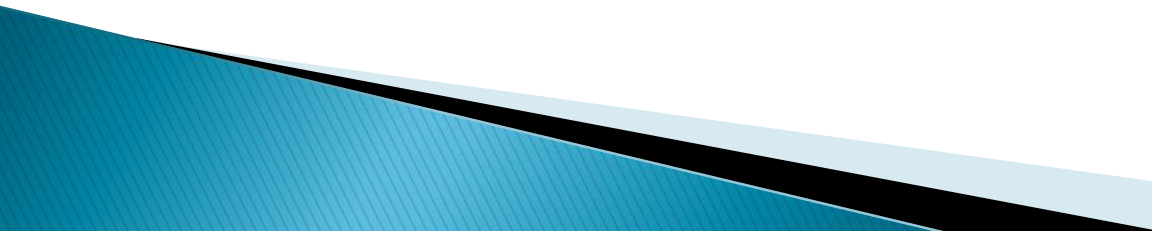
The contractor **must** provide all manpower and packing materials necessary to move all 20 artifacts. The artifacts are a variety of mediums and range in size and weight from single-page documents to an 8 foot, 1000 pound, granite sculpture.

The move should take approximately 5 hours and **must** be a direct route to the storage facility.

# Questions to ask...


- ▶ What exact qualifications should the contractor have?
    - What specific type of experience?
    - Certifications?
    - Insurance?
    - Experience of contractor vs. experience of key personnel?
    - Background checks?
  - ▶ Facts regarding the exact items being transported?
    - Weights and sizes?
    - Mediums: Glass, paper, textiles, etc.?
    - Special considerations: Climate controlled? Value?
  - ▶ Who will wrap/pack the items?
    - What is the industry standard for wrapping/packing?
    - Who will provide the wrap/pack materials?
    - Who will clean up after packing and moving?
- 

# More Questions to ask...

- ▶ Are there any special considerations regarding moving space?
    - Equipment needed?
    - Protection of location floors/surfaces?
  - ▶ Moving date and time?
    - During non-business days/hours?
    - Timeframe deadline for move?
  - ▶ Move planning?
    - Will there be a planning meeting or time for contractor to view location?
    - Are there truck size limitations or loading dock requirements?
- 




# And Yet *More* Questions to ask...

- ▶ Transportation needs?
    - Is it a dedicated shipment? Single team?
    - Is it a direct route? How far?
    - Are there timeline limitations for load, transport, and unload?
    - Are there any requirements for storage location: dock, stairs, size of doorways/hallways?
  
  - ▶ What are the vehicle requirements?
    - Are there safety/security needs? Possibly standards for these?
    - Does it need to be temperature/humidity controlled?
  
  - ▶ What is the agency's role/responsibilities?
    - Will they prep the area for packing/moving?
    - Will they approve packing/unpacking?
    - Will they monitor move or check for damage after?
    - What all will they provide to the contractor?
- 

# Building Specifications


For the scenario of the museum artifact transportation, what are some examples of specifications you might have for the following headings?

- Contractor Qualifications
  - Packing
  - Transportation Vehicle Requirements
- 


# Rewriting Specifications

The state needs the contractor to analyze investments for the Treasury, give the Board recommendations for new policies, practices, and maybe statutory revisions, hoping to improve the fund investing, and offer consulting services, if needed, and if there are any amendment processes to do with State investment policies and practices. There is not a deadline for the work to be completed because the most important thing to the State is that a thorough and complete analysis is done, but it would be preferable to get it done as quickly as possible. The State expects the contractor to work as quickly as possible to meet the *number one priority of a good analysis with helpful recommendations.*

# Rewrite Example

- A. The contractor **shall** complete a comprehensive analysis of Treasury investments.
  - B. The contractor **shall** provide recommendations to the Board for new investment policies, practices, and possible statutory revisions that will improve the investment of Treasury funds.
  - C. If requested by the Board, the contractor **shall** continue to provide consultant services as needed throughout any amendment process pertaining to policies and practices for State investments.
  - D. **The Board's priority is that the contractor provide the most thorough and comprehensive analysis of investments possible, along with the most effectual recommendations;** therefore, a deadline has not been set for the completion of all services. However, the Board requires that the contractor **shall** perform these services in the most feasibly expeditious manner.
- 

# Conclusion

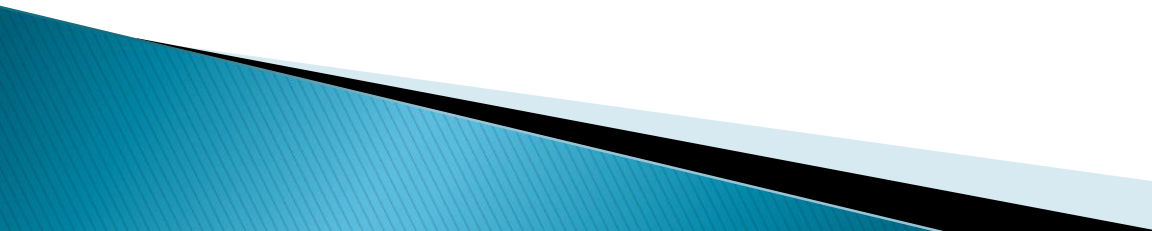
- RFP + Contractor's Proposal = Contract.
  - Requirements **must** be included in the RFP to be enforceable.
  - Requirements always use the terms “**must**” or “**shall**”.
  - Write for the reader with clear and concise language.
  - Provide logical organization and headings.
  - Answer all of the five basic questions: Who, What, When, Where, & How. Other questions should logically flow out of those. Answer those as well.
  - Avoid the use of unnecessary words that are not essential to the requirement.
  - Research your specifications and ask questions of the end user.
  - Include complete specifications for training and presentations.
- 

# Questions regarding Specification Writing?



[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)

# Performance Standards

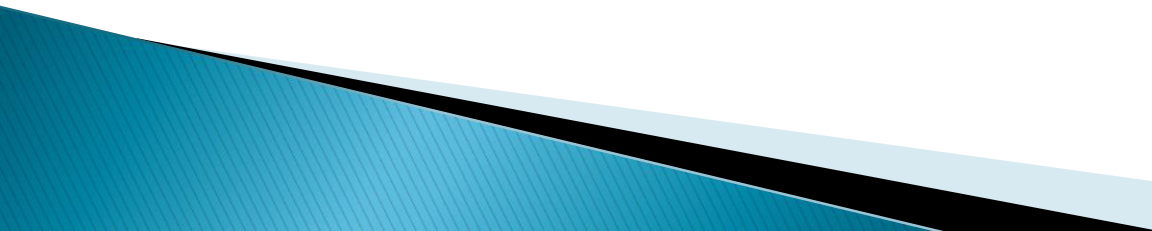
- ▶ By law, all service contracts must contain Performance Standards.
  - ▶ Performance Standards tie at least a portion of a contractor's payment to the achievement of specific, measurable outcomes of quality, quantity, or timeliness.
  - ▶ Performance Standards must be able to be monitored and measured by the agency.
- 

# Performance Standards

- ▶ Standard contractual language surrounding Performance Standards is in the template, and this should not need editing except for the purpose of including any specific details you may want to add regarding how a credit must be applied, i.e. refund check, credit on invoice, etc. However, this is often determined during negotiations with the successful contractor.



# Components of a Performance Standard

1. An established service and/or delivery criterion.
  2. An acceptable standard of quality, quantity, or timeliness for the performance of that criterion.
  3. The consequences of meeting, or being deficient in meeting, the established acceptable standard.
- 

# Example of Performance Standards for Ongoing Services

Service Criteria	Acceptable Performance	Damages for Insufficient Performance
<b>Website Availability</b>	Not more than 1% downtime monthly	If more than 1% downtime monthly: <ul style="list-style-type: none"> <li>• Time to restore &lt; 4 hours: 25% credit on monthly invoice</li> <li>• Time to restore &gt; 4 hours: 100% credit on monthly invoice</li> </ul>
<b>Forms Processing Accuracy</b>	99% Accuracy Monthly	\$100 credit on monthly invoice for each percent below 99% for the month
<b>Answer Time for Help Desk</b>	100% of calls answered within 30 seconds on a monthly basis	5% credit to monthly invoice for each percent below 100%
<b>Timely Delivery</b>	Received no later than 14 business days from order date	\$10 credit to be issued for each business day late past 14 business days

# Example of Performance Standards for Start-to-Finish Projects

Service Criteria	Acceptable Performance	Compensation / Damages
<b>Initial Installation of Software System Complete</b>	Within 90 days of contract award	50% of total initial contract value will be paid if completed by deadline;  5% of this benchmark cost shall be credited from this payment for each one week late
<b>All Testing, Troubleshooting, and Necessary Corrections to System Completed</b>	Within 60 days of Installation Completion	20% of total initial contract value will be paid if completed by deadline;  1% of this benchmark cost shall be credited from this payment for each day late
<b>Pilot of System and All Initial Agency Training Completed</b>	Within 60 days of Testing/Corrections Completion	20% of total initial contract value will be paid if completed by deadline;  1% of this benchmark cost shall be credited from this payment for each day late
<b>Total Roll Out of System Completed</b>	Within 12 months of contract award <i>or</i> Within 150 days of Pilot Completion	Final 10% of total initial contract value will be paid if completed by deadline;  1% of this benchmark cost shall be credited from this payment for each day late

# Tips for Writing Performance Standards

You can't have a performance standard for something that is not required, so each "criteria" must be a required specification.

# Tips for Writing Performance Standards

- ▶ You don't have to know every detail up front when writing the Performance Standards in the RFP. For example, the acceptable Standard can be written as:
  - “Submitted by the deadline as determined during contract negotiations with the successful contractor.”

# Tips for Writing Performance Standards

- ▶ **Do not** use the term “Liquidated” Damages. Use simply “Damages”.
- ▶ When stating the damage amount, you must state what the amount applies to, such as:
  - 10% credit to the next monthly invoice.
  - \$500 credit per occurrence applied to the annual invoice.


# Remember

- ▶ By law, all service contracts must contain Performance Standards.
- ▶ Three components to a Performance Standard.
  1. Service Criteria
  2. Acceptable Performance
  3. Damages
- ▶ Always include the Performance Standards as a contract requirement in the bid solicitation.

[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)


# Evaluation and Scoring Process

Because an RFP considers both the technical solution and the cost in the selection of a contractor, the RFP has two scoring categories:

1. Technical proposal
  2. Pricing
- 

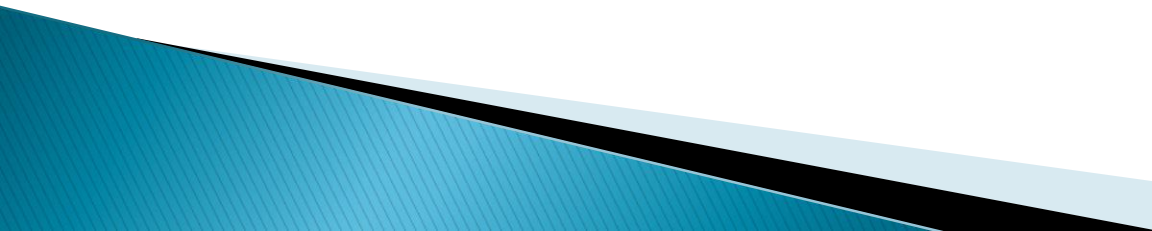


# Evaluation and Scoring Process

- ▶ The total score for evaluations will always be 1000.
  - ▶ The standard point break down of technical vs. cost is 700/300.
- 

# Evaluation and Scoring Process

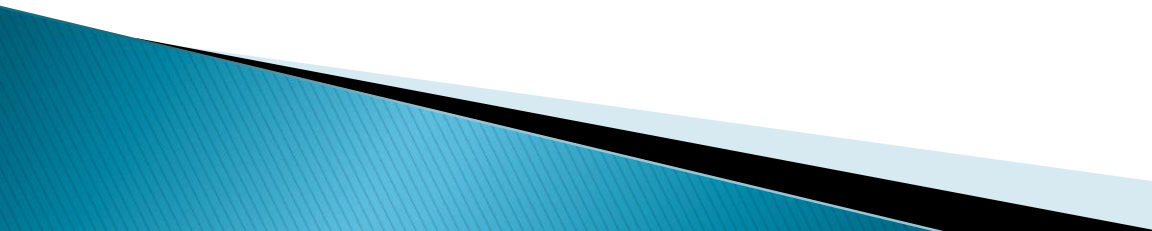
The RFP solicitation document must provide:

1. A description of the evaluation process and scoring.
  2. The scoring weights that are applied to the technical proposal criteria and to the pricing.
- 

# Evaluation and Scoring Process

By using the OSP template, this information should basically be covered, but the language may need to be tweaked as applicable to your specific bid.

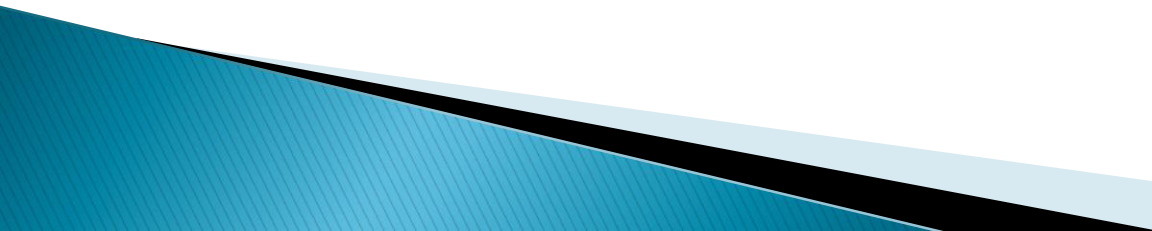
# Evaluation and Scoring Process

- ▶ A “minimum weighted score” can be set if you think you may need to weed out very poor proposals, however, this is not mandatory.
  - ▶ Contractors not meeting the minimum score in the technical evaluation will not move forward in the solicitation process.
  - ▶ Set the minimum at *less than half* the weighted total, i.e.: 300 out of 700 points.
- 

# Evaluation and Scoring Process

- ▶ The OSP template contains language that explains the general scoring process. Ensure the language in your RFP accurately reflects your scoring plan. For example:
  - Your initial term may be 1, 2, or 3 years, etc.
  - You may have multiple cost tables on your score sheet, and the Low Cost may be a total of all the cost tables.

# Evaluation and Scoring Process

- ▶ Be extremely clear on exactly which dollar figure/field (from the price sheet) will be used for the low cost determination, especially if you have multiple tables on the price sheet.
  - ▶ Ensure the terminology in this section of the RFP exactly matches the terminology on the price sheet.
- 


# RFP Scoring Table

The RFP document must have a table showing how the scores will be applied to the contractor response.

Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E1. Corporate Profile and Qualifications	70	40%	320
E2. Experience	35	40%	320
E3. Staffing	20	10%	80
E4. Credentials and Financial Data	30	10%	80
Technical Score Total	155	100.0%	800

# RFP Scoring Table

You will fill in the sub-section headings in the scoring table *after* the questions for evaluation have been compiled and organized because these headings must *directly mirror* the headings in the Information for Evaluation section of the Response Packet.





# RFP Scoring Table

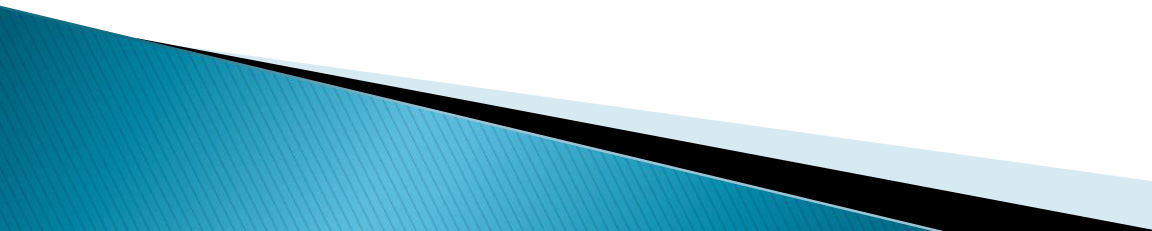
The flow for the creation of the solicitation sections logically goes:

1. Create and finalize specifications.
2. Create and finalize evaluation questions (Information for Evaluation in Response Packet).
3. Fill in the scoring table in the RFP and assign scoring weights, adjusting the questions/headings in the Information for Evaluation section to ensure the topics are weighted as needed.


*\* Items 2 & 3 are coming up later in class.*



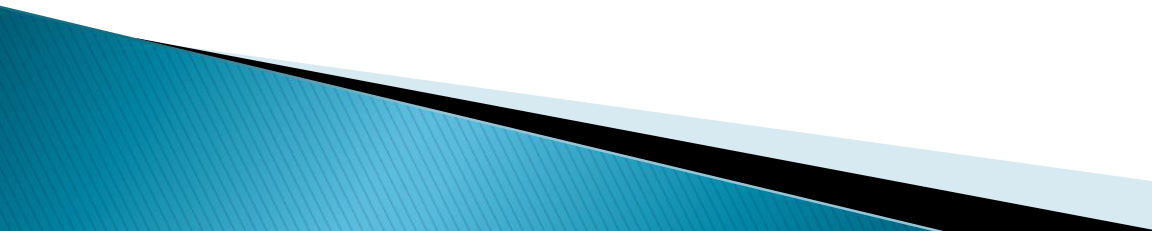
# Demonstrations

- ▶ If you need to include a demonstration in the evaluation process, language to address this is already in the OSP template.
  - ▶ If you do not need to include demonstrations as part of the evaluation process, delete from the template any language related to demos.
- 

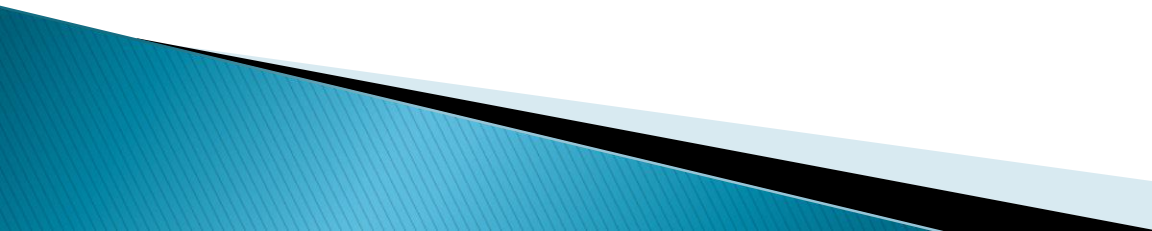
# Demonstration Process

1. Complete the scoring of the technical proposals to determine the top scoring contractors who will be invited to give a demo.
  2. Schedule the demonstrations.
  3. Immediately after each demo, provide the evaluators an opportunity to adjust any individual scores for that contractor relevant to the demo information.
    - a. This will require you to have two copies of the score sheets for pre-demo and post-demo scores. You can contact OSP for direction on this.
- 

# Demonstrations

- ▶ Demos are considered part of the technical evaluation and are therefore confidential and closed to the public.
  - ▶ Only those who are approved to participate in the evaluation process (evaluation committee members, procurement facilitator, etc.) can be present.
- 


# Scheduling Demonstrations

- ▶ When contractors are contacted to schedule the demonstration, they should be given an agenda which should include:
    - Amount of time allowed for demonstration, Q&A, allowable arrival time, etc.
    - Mandatory topics (if any)
    - Location
    - Equipment availability
    - Any other relative and necessary logistical information
- 

# Demonstration Venue

- ▶ If a contractor requests to view the venue prior to the demo, this is acceptable if they make an appointment, are given a set amount of time for the visit, and are accompanied by the procurement official.
  - Any contractor viewing the venue must be afforded an equal amount of time as all other contractors.
  - There cannot be any discussions relating to the bid during the viewing.

# Demonstrations

- ▶ Demonstrations in evaluation are the rare exception rather than the rule.
  - ▶ Most solicitations that require demos, should be over the threshold amount that will require they be issued through OSP.
  - ▶ If you have questions regarding the demonstration process, contact OSP.
- 

# The Scoring Process Is Crucial

It is imperative that the RFP states:

1. The exact criteria used to score a proposal.
2. The points allotted to each evaluation criteria.
3. How the scoring will be applied to the criteria.
4. How the final scores will be calculated.

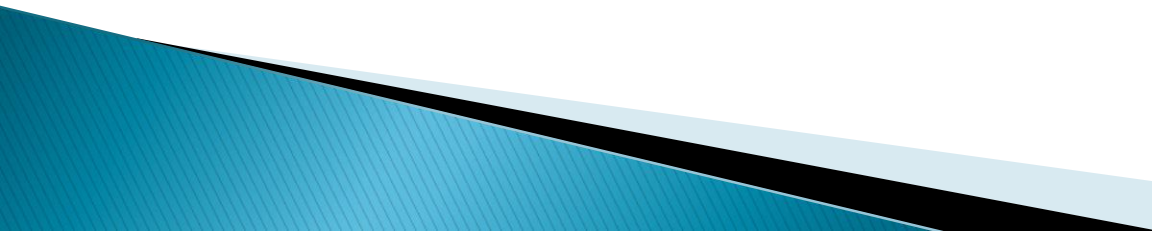
This applies to both the Technical portion and the Cost portion of the proposal.

If you use the RFP and Score Sheet templates provided by OSP, you should be covered on all the above.



# Solicitation Document

Remember...

- ▶ There is nothing in the Solicitation Document that the contractor will sign, fill out, or return.
  - ▶ It is contractual language only and serves as the State's portion of the contract.
- 

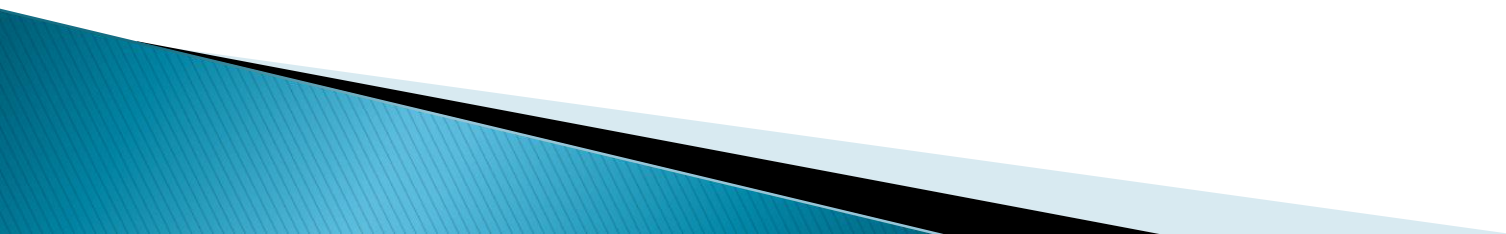
# Questions Regarding the General Scoring Process?



[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)

# Part 2

## Writing the Information for Evaluation



# Technical Proposal Packet


▶ The Technical Proposal Packet is a second, separate document containing

all forms,  
signature pages, and  
requests for information

that the contractor must include in  
his/her proposal response.



# Review of Information for Evaluation

- ▶ To set up your evaluation criteria/questions, use the table format as shown in OSP's Response Packet Template.
  - ▶ You can add lines to the table to include as many questions and headings as needed.
- 

# Example of the Information for Evaluation Table

Criteria	Maximum RAW Score Available
<b>E.1 VENDOR QUALIFICATIONS</b>	
A. Detail your organization's ownership history and structure including all separate legal entities and affiliates. Detail any recent acquisitions or liquidations that impacted your organization's operations.	5 points
B. Provide your corporate organizational chart.	5 points
C. Provide a list of three (3) entities that have utilized your services for at least five (5) years. Preferably including State or Federal clients.	5 points
<b>E.2 GENERAL SERVICES</b>	
A. Provide a description of the skills of the clinical staff, identifying the staff that is utilized for intake and the staff utilized for clinical strategy.	5 points
B. How many members do you currently manage? What is your total capacity?	5 points
C. Do you have a full-time medical director on staff? Where is he/she located? What are his/her roles and responsibilities?	5 points

# Review of Information for Evaluation


- ▶ Each criteria/question is always worth a total of 5 points, and is scored according to the following key:
  - 0–Unacceptable
  - 1 –Poor
  - 2–Marginal
  - 3–Acceptable
  - 4–Good
  - 5–Excellent

# Review of Information for Evaluation

- ▶ Group questions into logical, sub-sectioned headings (E.1, E.2, etc.)
  - These sub-section headings are used in the scoring table in the RFP and are weighted for importance of that sub-section.
  - If a particular question(s) is critical to the solution, isolate it/them into a separate heading that can be weighted appropriately.




# Review of Information for Evaluation

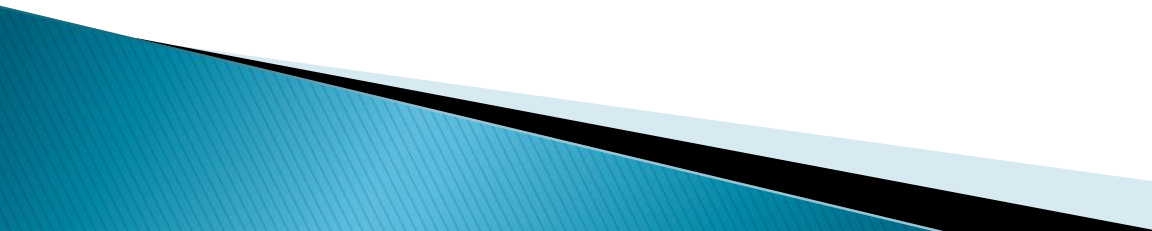
- ▶ Questions must be qualitative or quantitative so that a score can be applied.
  - ▶ “Yes/No” questions cannot be used because they cannot be scored in a qualitative or quantitative manner.
- 

# Creating the Information for Evaluation

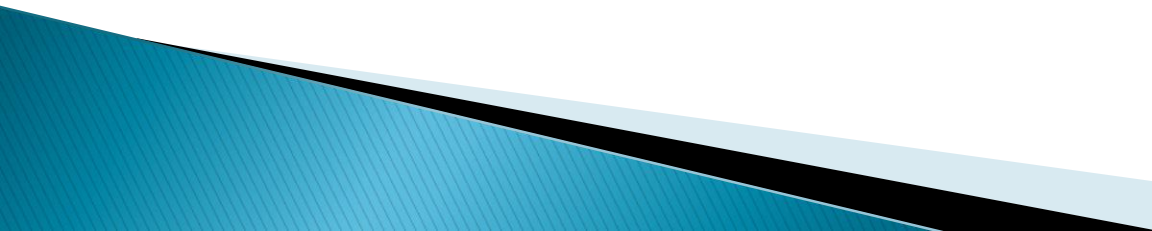
Meet with the end users to discuss their needs.

- What is working well with the current contract?  
What's not working?
  - Are there any issues with a current or previous contract that need to be addressed in the new contract?
  - Let them know that if the RFP does not expressly state that a particular thing must be included in the contract, it cannot be enforced in the contract.
- 

# Creating the Information for Evaluation

- ▶ If the evaluators are already identified, ask them to review the bid and the Information for Evaluation for their input. They should be the subject matter experts.
  - ▶ Review previous bids or other agency bids.
  - ▶ Do an internet search for RFP specifications for your service.
- 


# Creating the Information for Evaluation

- ▶ The sub-section headings and organization often reflect the requirement headings in the RFP.
  - ▶ To assist in creating the evaluation questions/headings, have the end user review the finalized requirements and determine what information the contractor should provide regarding each requirement.
- 

# Information for Evaluation

## Class Discussion

For each evaluation criteria/question on the following slides, we will discuss:

- ▶ Is the criteria/question appropriate and usable for an evaluation?
    - If yes, what makes it a good question?
    - If no, can it be improved or fixed?
- 

# Evaluation Question– Good or Bad

- ▶ Describe your company's experience working with a State or Federal government entity in this service capacity.

**Good. Can be both qualitative and quantitative.**

# Evaluation Question– Good or Bad

- ▶ Detail your organization's ownership history and structure including all separate legal entities and affiliates. Detail any recent acquisitions or liquidations that impacted your organization's operations.

**Good. Can show company growth, expansion, weakness, decline, etc.**

## Evaluation Question– Good or Bad

- ▶ State the number of years of experience your company has performing the services as described in this RFP.

**Good. Quantitative.**





## Evaluation Question– Good or Bad

- ▶ In the past three years, have you had any issues with breach of confidentiality regarding a member's Private Health Information?

**Bad. Can't score a Y/N question.**

# Evaluation Question– Good or Bad

- ▶ Provide your corporate organizational chart.

**Good. Management structure can show efficiencies/inefficiencies.**

# Evaluation Question– Good or Bad

- ▶ Provide a list of three (3) entities that have utilized your services for at least five (5) years (Preferably including State or Federal clients).

**Good. This can show their capability in a large, complex, or niche field.**

## Evaluation Question– Good or Bad

- ▶ Provide three (3) samples of previous brochures printed for clients in the last year.

**Good. You can score the quality of their work.**

# Evaluation Question– Good or Bad

- ▶ What method do you use to ensure 100% accuracy of all reported data?

**Good. You can score a good or bad method.**

## Evaluation Question– Good or Bad

- ▶ Provide a list of your standard reports. In what ways are they customizable?

**Good. If there is an industry standard, their list can be compared and scored.**

## Evaluation Question– Good or Bad

- ▶ If you intend to use subcontractors, list them below along with their experience and their respective roles in the contract.

**Bad. How do you score a contractor who is not using subcontractors?**

# Evaluation Question– Good or Bad

- ▶ If you plan to use an automated system to generate notices, describe how you will input the data for the notices.

**Bad. How do you score the contractor if they don't intend to use an automated system?**



# Evaluation Question– Good or Bad

- ▶ Can you complete the implementation by the deadline?

**Bad. Another Y/N question.**

# Conclusion of Exercise on Evaluation Questions

- ▶ End Users
  - ▶ Monitoring team
  - ▶ Evaluation team
- 

# Questions Regarding Criteria for the Response Packet?



[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)

# And now, back to...

## The RFP Scoring Table

Now that your Information for Evaluation is completed, you can go back to the RFP document to fill in the Scoring Table.



# How To Set Up An RFP Scoring Table

A	B	C	D
<b>Information for Evaluation Sub-Sections</b>	<b>Maximum Raw Points Possible</b>	<b>Sub-Section's Weighted Percentage</b>	<b>* Maximum Weighted Score Possible</b>
E.1 [Sub-Section Heading from Response Packet]	15	15%	105
E.2 [Sub-Section Heading from Response Packet]	75	25%	175
E.3 etc.	25	20%	140
E.4	50	30%	210
E.5	20	10%	70
<b>Technical Score Total</b>	<b>185</b>	<b>100.0%</b>	<b>700</b>

## Column A

1. List the sub-section headings here as they are shown in the Response Packet Information for Evaluation.
2. Add or delete rows as necessary.

## Column B

1. The total score for each question in a sub-section is **always** 5 points.
2. There are 3 questions in E.1, which gives that category Max Raw Points of 15. (3x5)
3. There are 15 questions in E.2, which gives that category Max Raw Points of 75. (15x5)
4. Fill in points for all rows.

# How To Set Up An RFP Scoring Table

## cont'd

A	B	C	D
Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E.1 [Sub-Section Heading from Response Packet]	15	15%	105
E.2 [Sub-Section Heading from Response Packet]	75	25%	175
E.3 etc.	25	20%	140
E.4	50	30%	210
E.5	20	10%	70
<b>Technical Score Total</b>	<b>185</b>	<b>100.0%</b>	<b>700</b>

### Column C

1. The agency will decide what weight to give each sub-section depending on its importance.
2. The total of this column must **always** be 100%.

### Column D

1. Total technical points possible (Max Weighted Score) for an RFP is typically 700.
2. If E.1 is worth 15% of 700 points, the total weighted score possible is 105. (15% of 700 = 105)
3. Calculate each sub-section's weighted points using the formula of:

$$\text{Weight \% (col C)} \times 700 \text{ (TL pts)} = \text{Max Weighted Score Possible.}$$

# RFP Scoring Table Example

Our agency has given us the following scoring weights for our RFP. Using the Information for Evaluation we have for our RFP and the typical 700 point total for a technical score, fill in the Scoring Table.

E.1 – 45% of weight

E.2 – 30% of weight

E.3 – 25% of weight

# Scoring Table Example- Answer Key

Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E1. Vendor Qualifications	25	45%	315
E2. Packing	15	30%	210
E3. Transportation Vehicle Requirements	15	25%	175
<b>Technical Score Total</b>	<b>55</b>	<b>100.0%</b>	<b>700</b>

$$E.1 - .45 \times 700 = 315$$

$$E.2 - .30 \times 700 = 210$$

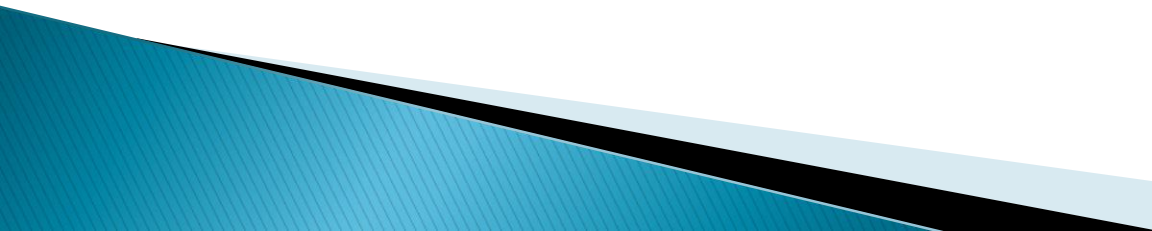
$$E.3 - .25 \times 700 = 175$$



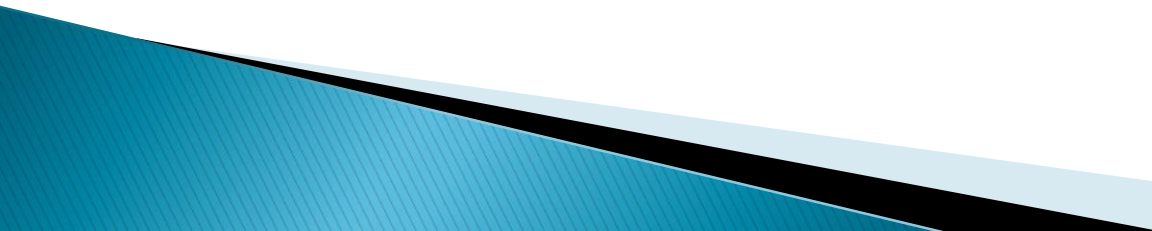
# Part 3

## The Evaluation: Process and Scoring

# Evaluation – Basic Steps

1. A procurement official must check all proposals to ensure they have meet the submission requirements.
  2. The agency selects the evaluation team. 3–5 evaluators is best. OSP strongly encourages a minimum of five (5) evaluators whenever the initial contract amount is anticipated to be \$5,000,000 or greater, and where a lesser initial contract amount is anticipated, at least three (3) evaluators whenever practicable.
  3. The evaluators must attend an Evaluation Training meeting facilitated by their APO or OSP.
  4. Evaluators score all proposals on their own, then meet to discuss and finalize their scores.
- 

# Evaluation Process

- Review of the OSP Evaluation Policy
  - Review of Buyer's Evaluation Training Tool
  - Review of Confidentiality Form
  - Review of Guidelines for Evaluators
- 

# Evaluation Score Sheets

There are four score sheets used for evaluation. Each serves a purpose in fulfilling the evaluation process or a requirement of procurement law/policy.

## 1. Individual Score Worksheet

- Individual scoring is required by law.

## 2. Consensus Score Sheet

- This averages the score, which is required by policy.

## 3. Weighted Score Sheet

- This ensures the most important information carries more weight in scoring.

## 4. Evaluation Summary Score Sheet

- Shows the final scores/ranking of the contractors.

# Score Sheet Format

OSP has created an Excel template for score sheets. This is posted on the OSP website along with the RFP template.

The excel file contains a tab for each of the four score sheets. You will need to adjust the score sheets for the number of Evaluation questions you have, the number of evaluators, and the number of proposals.

[SS with instructions.xlsx](#)



# Review

1. Excel Score Sheets
2. The Scoring Process
3. Facilitation of a Consensus Meeting

[Consensus SS.xlsx](#)



# Score Sheet Templates

The website has both the blank score sheets and the instructional score sheets posted for agencies' use.

# Pricing and Final contractor Selection

After all Technical scoring (including demonstration, if any) is completed, and score sheets are signed and turned into the buyer, the buyer opens pricing and calculates the pricing points awarded to each contractor.



# Pricing and Final contractor Selection

- ▶ The maximum amount of cost points will be given to the proposal with the lowest cost.
- ▶ The amount of cost points given to the remaining proposals will be allocated by using the following formula:

$$(A/B)*(C)=D$$

# Pricing and Final contractor Selection

▶  $(A/B) * (C) = D$

A = Lowest Total Cost

B = Second (third, fourth, etc.) Lowest Total Cost

C = Maximum Points for Lowest Total Cost

D = Total Cost Points Received

# Pricing and Final Contractor Selection

<b><u>RFP Bid Tab</u></b>									
Bid #:		SP-00-0000							
Bid Opening				Weighted Technical Proposal Score	Cost			Grand Total Score	
Date:	11/4/2016	Read By:	T. DeBord		Cost	Cost Score		*Weighted Technical Proposal Score + Cost Score	
Time:	2:00 PM	Recorded By:	T. Freeman	Max. Possible:		700	Max. Possible:	300	Max. Possible:
Proposal Submitted By:					Cost				
Contractor A				368.03	\$	50,000.00	180	548.03	
Contractor B				358.61	\$	42,000.00	214	572.90	
Contractor C				355.60	\$	30,000.00	300	655.60	
Contractor D				345.60	\$	45,800.00	197	542.11	
Highest Ranked Contractor: Contractor C									

# Final Contractor Selection

- ▶ The contractor with the highest score (technical + pricing) is your apparent successful contractor.

# Review

1. Excel Score Sheets
2. The Scoring Process
3. Facilitation of a Consensus Meeting

[Consensus SS.xlsx](#)



# Questions Regarding the Evaluation Process or Score Sheets?



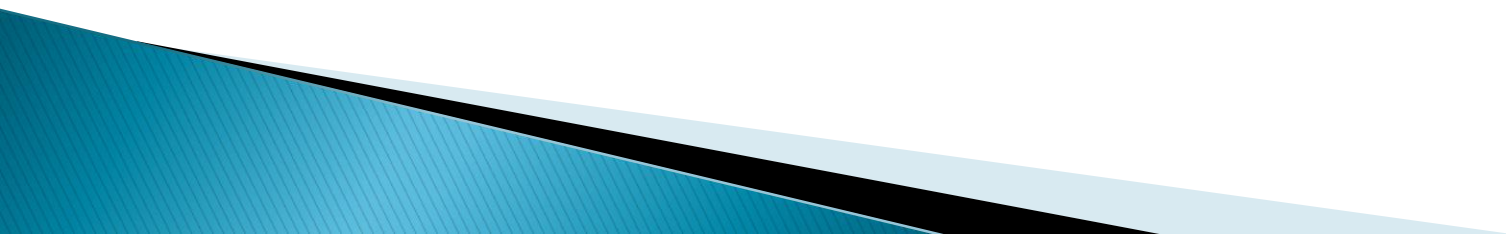
[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)

# RFP Timeline

# RFP Timeline

The amount of time it takes to complete an RFP greatly varies and is dependent on many factors such as completeness of initial specifications, complexity of the bid, etc.

The following timeline is very general, and many factors can affect the timing.





# General RFP Timeline

1 day

PR is entered into AASIS.

# General RFP Timeline

30 days

Approvals received & PR is routed to OSP.



# General RFP Timeline

2 days

PR is assigned to a buyer.



# General RFP Timeline

10-60 days

Specifications are finalized. RFP is posted.

At this point solicitation is advertised.

# General RFP Timeline

30 days

Posting period.



# General RFP Timeline

5 days

Bid opened. Requirements checked.



# General RFP Timeline

15-30 days

Evaluation.



# General RFP Timeline

20 days

Demonstrations, if used.

Technical portion has been evaluated.



# General RFP Timeline

3 days

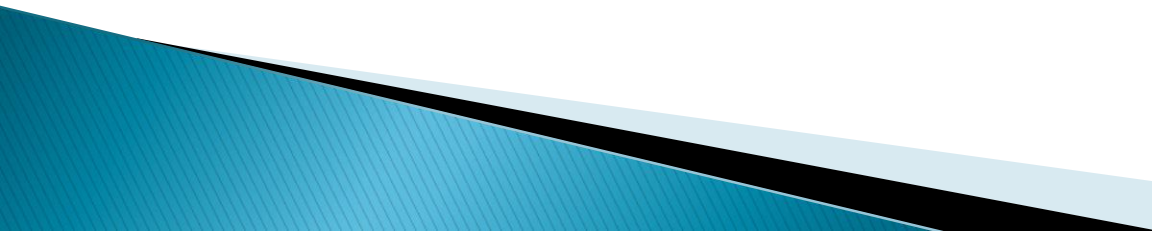
Pricing is opened and checked by buyer.



# General RFP Timeline

7-21 days

Negotiations between agency & contractor.



# General RFP Timeline

14 days

Anticipation posting.

# General RFP Timeline

30-50 days

Legislative review.



# General RFP Timeline

3 days

Buyer creates Outline Agreement (OA).

# General RFP Timeline

**Total: Roughly 9 months *as best case scenario.***

Then add Holidays, Agency/OSP leave time, Clarifications, Protest time, Other scheduled commitments and work load, etc.

# Questions?



[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)

# THANK YOU!

Tim Smith, CPPB  
Tamara DeBord  
Angela Allman  
Tim Hicks  
Tanya Freeman

For future questions or RFP assistance,  
contact the OSP Training Team at  
[OSPTraining@dfa.Arkansas.gov](mailto:OSPTraining@dfa.Arkansas.gov)