

EXECUTIVE SUMMARY: RFP DEVELOPMENT

The Request for Proposal (RFP) Process for the State of Missouri must be improved to provide greater value in products and services to the citizens of Missouri. In state fiscal year 2019, \$3.4 billion in contracts were issued by the Office of Administration (OA). Improvements to the RFP process will yield a significant return on investment by receiving better goods and supplies at a lower price and increase staff productivity.

RESEARCH

The team surveyed members of the Office of Administration purchasing team and procurement officers for each division of state government to help identify areas for improvement. 96% of those surveyed reported the RFP process is somewhat or very time consuming. The survey results overwhelmingly cited a lack of training in how to properly identify and prepare the scope of services and specifications that are key components of a well-written RFP. This is the responsibility of the business units as they are identifying the product or service they need for their unit.

RECOMMENDED SOLUTIONS

Training tailored for every role in the RFP process (from business owner to OA purchasing):

- Leverage and increase existing training provided by OA to business owners
- Provide training in multiple formats to ensure training for all learning styles

Provide a suite of best practices to develop the best RFP:

- A timeline for RFP development, solicitation, and selection
- Encourage the use of Requests for Information and encourage employees to perform market research on solutions as part of the RFP development process
- Increase coaching from Office of Administration for business units submitting RFPs

RISKS

The proposed solution relies heavily on existing Office of Administration training. It is unlikely that OA has the staff or resources needed to successfully implement a robust training plan. Increased funding to bolster the training efforts recommended by the team will likely be required. The team did not determine the fiscal impact associated with this plan.

OUTCOME

Improvements will lead to reduction in full time employees (FTE) hours dedicated to RFP Process. A better RFP process will lead to better business outcomes for the citizens of Missouri. A considerable fiscal impact can be expected through increased employee productivity and better goods and services procured through the RFP Process.