

REQUEST FOR PROPOSAL DEVELOPMENT

JULY 2020



LEADERSHIP ACADEMY
CLASS 4- TEAM E

THE TEAM



Kayla
Kueckelhan

DOR



Brian
Umfleet

MoDOT



Brian
Hammann

DCI



Brenna
Davidson

DHSS

THE PROBLEM

How can the State of Missouri improve the quality of business owner's initial RFP specifications to OA Purchasing to streamline the RFP process within the next 12 months?

THE METHOD

- Conducted research on best practices through NASPO, contractors, and other professional associations
- Reviewed state agency statutes and internal policies for constraints and limitations
- Interviewed subject matter expert Stacia Dawson, Assistant Director, Division of OA Purchasing
- Interviewed cabinet coaches: Sarah Steelman (OA), Ken Zellers (DOR), and Tracy McGinnis (DPS)
- Conducted an anonymous survey of:
 - Agency Procurement Officers
 - Business Owners
 - OA Purchasing staff
 - Contract Managers



THE BACKGROUND

- OA Purchasing offers a procurement manual and online resources across multiple web pages. These resources are difficult to find.
- A four hour in-person training from OA Purchasing leadership for new agency Procurement Officers.
- OA Purchasing began training staff members on procurement projects as part of the SMART training offered by OA ITSD EPMO.

Both in-person trainings were halted by COVID-19 restrictions.

THE RESULTS

96%

rated the RFP Development phase as somewhat or very time consuming

53%

of agency procurement staff and business owners do not receive specialized training

69%

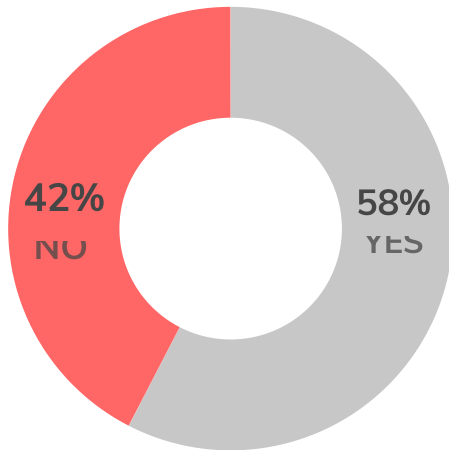
rated the quality of initial RFP specifications as average or below

59%

cited "understanding of the process" as a missing element of RFP specifications

MARKET RESEARCH

Does your agency require market research?



SOURCE: RFP survey, June 2020, N=32



"BUSINESS OWNERS THINK THEY CAN'T SPEAK WITH THE MARKET"

- Stacia Dawson, OA Purchasing

THE FEEDBACK

"Although documents have been developed for the state agency...to help speed the process, much of the information is lacking in specificity."

"Agency training would be great. None was provided when I took this position and not coming from a background in procurement was very challenging."

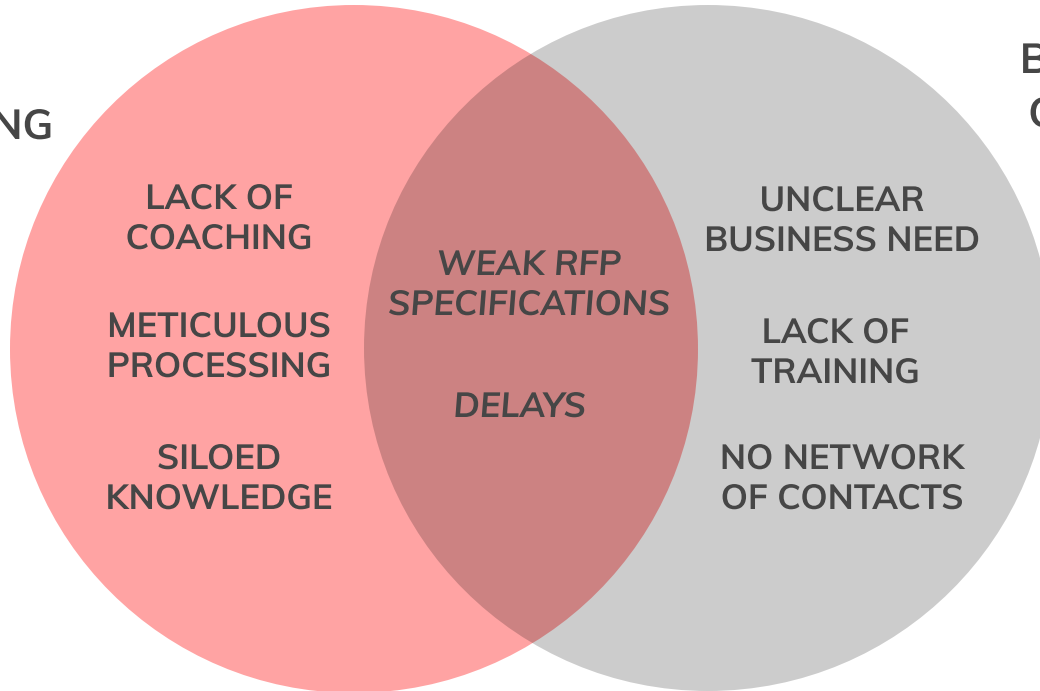
"Step by step (for first time RFP developers) training instead of just utilizing a template to decipher what needs to be inputted into an RFP."

"We need to educate the agencies on what should be included in a bid packet that is sent to OA to start the bid process."

THE ISSUES

**OA
PURCHASING**

**BUSINESS
OWNERS**



"AGENCIES HAND OFF A POOR RFP DRAFT AND EXPECT OA PURCHASING TO FIX IT."

- Anonymous Survey Respondent

THE GOAL

The State of Missouri will improve the quality of business owner's initial RFP specifications to OA Purchasing through the use of targeted training based on best practices within the next 12 months to streamline RFP development.

THE RECOMMENDATIONS

TRAINING FOR EVERY ROLE



BUSINESS OWNERS

- Procurement 101
- First Time RFP Development



AGENCY PROCUREMENT STAFF

- New Procurement Officer
- Resources to review specifications



RFP REVIEWERS

- Timeline expectations
- How to Score Bids



OA PURCHASING

- Becoming the subject matter expert
- Coaching the Business Owner

THE RECOMMENDATIONS

TRAINING FOR EVERY LEARNING STYLE



USER GUIDES & MANUALS

For those that prefer static resources



VIDEOS & WEBINARS

Available online to be viewed as a refresher



ELEARNINGS

Available on demand & tailored to Missouri's guidelines



LIVE COACHING SESSIONS

Problem solve with the agency before the RFP is distributed

THE RECOMMENDATIONS

STANDARD PROJECT GANTT CHART

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Clarify the business need, Conduct market research, Ask the right questions										
Determine the right procurement method										
Develop RFP/RFI/RFQ (Business owners and agency procurement team)										
Submit specifications to OA for review										
Solicit bids										
Set calendar appointments to review bids										
Evaluate bids										
Award RFP										
Develop and Administer Contract										

OTHER CONSIDERATIONS

MORE FREQUENT USE OF THE RFI

Learn what's possible before boxing yourself in with strict RFP specifications

SEEK FEEDBACK FROM THE FRONT LINE

Front line staff have the best insight and know what works. Involve them in your RFP development.

RFP ≠ CONTRACT

Contracts should lay out all deliverables and milestones.

FOCUS ON THE BEST VALUE

Scoring should reflect more than just cost.

THANK YOU!