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

• 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

1st Document is the RFP Document

- Contains only information to the contractor, including all specifications.
- Does not require a response of any kind.
1 Solicitation = 2 Documents

2\textsuperscript{nd} 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.
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.
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 bulleted lists of items.
- Not writing for the reader’s needs.
- Being too general, allowing for multiple interpretations.
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.
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.


AND BE SPECIFIC.
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 36º F. “Small”, “medium”, or “large” tags should be on the bags which should also show species, weight, and county and state of harvest.
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 36º 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.
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.
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.
1. Contractor will give a presentation of the results.
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?
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?
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.
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.
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?

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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.
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

<table>
<thead>
<tr>
<th>Service Criteria</th>
<th>Acceptable Performance</th>
<th>Damages for Insufficient Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website Availability</strong></td>
<td>Not more than 1% downtime monthly</td>
<td>If more than 1% downtime monthly:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Time to restore &lt; 4 hours: 25% credit on monthly invoice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Time to restore &gt; 4 hours: 100% credit on monthly invoice</td>
</tr>
<tr>
<td><strong>Forms Processing Accuracy</strong></td>
<td>99% Accuracy Monthly</td>
<td>$100 credit on monthly invoice for each percent below 99% for the month</td>
</tr>
<tr>
<td><strong>Answer Time for Help Desk</strong></td>
<td>100% of calls answered within 30 seconds on a monthly basis</td>
<td>5% credit to monthly invoice for each percent below 100%</td>
</tr>
<tr>
<td><strong>Timely Delivery</strong></td>
<td>Received no later than 14 business days from order date</td>
<td>$10 credit to be issued for each business day late past 14 business days</td>
</tr>
</tbody>
</table>
# Example of Performance Standards for Start-to-Finish Projects

<table>
<thead>
<tr>
<th>Service Criteria</th>
<th>Acceptable Performance</th>
<th>Compensation / Damages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Installation of Software System Complete</strong></td>
<td>Within 90 days of contract award</td>
<td>50% of total initial contract value will be paid if completed by deadline;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5% of this benchmark cost shall be credited from this payment for each one week late</td>
</tr>
<tr>
<td><strong>All Testing, Troubleshooting, and Necessary Corrections to System Completed</strong></td>
<td>Within 60 days of Installation Completion</td>
<td>20% of total initial contract value will be paid if completed by deadline;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1% of this benchmark cost shall be credited from this payment for each day late</td>
</tr>
<tr>
<td><strong>Pilot of System and All Initial Agency Training Completed</strong></td>
<td>Within 60 days of Testing/Corrections Completion</td>
<td>20% of total initial contract value will be paid if completed by deadline;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1% of this benchmark cost shall be credited from this payment for each day late</td>
</tr>
<tr>
<td><strong>Total Roll Out of System Completed</strong></td>
<td>Within 12 months of contract award or Within 150 days of Pilot Completion</td>
<td>Final 10% of total initial contract value will be paid if completed by deadline;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1% of this benchmark cost shall be credited from this payment for each day late</td>
</tr>
</tbody>
</table>
You can’t have a performance standard for something that is not required, so each “criteria” must be a required specification.
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.

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

<table>
<thead>
<tr>
<th>Information for Evaluation Sub-Sections</th>
<th>Maximum Raw Points Possible</th>
<th>Sub-Section’s Weighted Percentage</th>
<th>* Maximum Weighted Score Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1. Corporate Profile and Qualifications</td>
<td>70</td>
<td>40%</td>
<td>320</td>
</tr>
<tr>
<td>E2. Experience</td>
<td>35</td>
<td>40%</td>
<td>320</td>
</tr>
<tr>
<td>E3. Staffing</td>
<td>20</td>
<td>10%</td>
<td>80</td>
</tr>
<tr>
<td>E4. Credentials and Financial Data</td>
<td>30</td>
<td>10%</td>
<td>80</td>
</tr>
<tr>
<td><strong>Technical Score Total</strong></td>
<td><strong>155</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>800</strong></td>
</tr>
</tbody>
</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.
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.
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.
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.
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.
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?

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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.
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

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Maximum RAW Score Available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E.1 VENDOR QUALIFICATIONS</strong></td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>5 points</td>
</tr>
<tr>
<td>B. Provide your corporate organizational chart.</td>
<td>5 points</td>
</tr>
<tr>
<td>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.</td>
<td>5 points</td>
</tr>
<tr>
<td><strong>E.2 GENERAL SERVICES</strong></td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>5 points</td>
</tr>
<tr>
<td>B. How many members do you currently manage? What is your total capacity?</td>
<td>5 points</td>
</tr>
<tr>
<td>C. Do you have a full-time medical director on staff? Where is he/she located? What are his/her roles and responsibilities?</td>
<td>5 points</td>
</tr>
</tbody>
</table>
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
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.
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.
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?
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.
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.
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.
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?
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?

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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

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

### 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

<table>
<thead>
<tr>
<th>Information for Evaluation Sub-Sections</th>
<th>Maximum Raw Points Possible</th>
<th>Sub-Section’s Weighted Percentage</th>
<th>* Maximum Weighted Score Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>E.1 [Sub-Section Heading from Response Packet]</td>
<td>15</td>
<td>15%</td>
<td>105</td>
</tr>
<tr>
<td>E.2 [Sub-Section Heading from Response Packet]</td>
<td>75</td>
<td>25%</td>
<td>175</td>
</tr>
<tr>
<td>E.3 etc.</td>
<td>25</td>
<td>20%</td>
<td>140</td>
</tr>
<tr>
<td>E.4</td>
<td>50</td>
<td>30%</td>
<td>210</td>
</tr>
<tr>
<td>E.5</td>
<td>20</td>
<td>10%</td>
<td>70</td>
</tr>
<tr>
<td><strong>Technical Score Total</strong></td>
<td><strong>185</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>700</strong></td>
</tr>
</tbody>
</table>

**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:

   Weight % (col C) x 700 (TL pts) = Max Weighted Score Possible.
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

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

\[
E.1 \cdot .45 \times 700 = 315
\]

\[
E.2 \cdot .30 \times 700 = 210
\]

\[
E.3 \cdot .25 \times 700 = 175
\]
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
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.
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
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:

  \[(A/B) \times (C) = D\]
Pricing and Final contractor Selection

- \((A/B) \times (C) = D\)

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

## RFP Bid Tab

Bid #: SP-00-0000
Date: 11/4/2016  
Read By: T. DeBord  
Time: 2:00 PM  
Recorded By: T. Freeman

<table>
<thead>
<tr>
<th>Bid Opening</th>
<th>Weighted Technical Proposal Score</th>
<th>Cost</th>
<th>Cost Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bid Opening</strong></td>
<td><strong>Max. Possible:</strong> 700</td>
<td><strong>Max. Possible:</strong> 300</td>
<td><strong>Max. Possible:</strong> 1,000</td>
</tr>
<tr>
<td>Date: 11/4/2016 Read By: T. DeBord</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time: 2:00 PM Recorded By: T. Freeman</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proposal Submitted By:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contractor A</td>
<td>368.03</td>
<td>$50,000.00</td>
<td>180</td>
</tr>
<tr>
<td>Contractor B</td>
<td>358.61</td>
<td>$42,000.00</td>
<td>214</td>
</tr>
<tr>
<td>Contractor C</td>
<td>355.60</td>
<td>$30,000.00</td>
<td>300</td>
</tr>
<tr>
<td>Contractor D</td>
<td>345.60</td>
<td>$45,800.00</td>
<td>197</td>
</tr>
</tbody>
</table>

Grand Total Score  
*Weighted Technical Proposal Score + Cost Score

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?

OSPTTraining@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 effect 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.
Specifications are finalized. RFP is posted.

At this point solicitation is advertised.
General RFP Timeline

30 days

Posting period.
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.Arkanasas.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 OSPTTraining@dfa.Arkansas.gov