

Texas Facilities Commission

The RFP Process

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Objectives

- Identify appropriate situations for using the RFP
- Develop an RFP
- Advertise an RFP in accordance with Texas statues and other rules
- Conduct a pre-proposal conference
- Evaluate and Score responses
- Notify appropriate parties of contract award
- Identify basic contract administration duties
- Purchaser RFP Checklist

Defining RFP

What is an RFP?

An RFP is a formal invitation for a vendor to submit a proposal to provide goods, services, or a combination of both, to an ordering entity.

§2156 Subchapter C, Competitive Sealed Proposals for Acquisition of Goods and Services §2156.121 – §2156.127

When is an RFP Used?

- Price is not the only concern
- Respondents are expected to provide the best solution
- Respondents are evaluated on a variety of criteria
- Specifications may not be completely defined, thus the 'proposal' from the vendor

IFB vs. RFP

<u>IFB</u>

- Shorter time frame
- Evaluated against meeting stated minimum qualifications and price
- Public opening names and prices
- No negotiation allowed (two exceptions)
- Best value = low bid

IFB vs. RFP (con't)

RFP

- > Longer time frame
- > Evaluated against specified criteria
- ➤ Public opening names exception §TGC2269)
- > BAFO and negotiation allowed
- > Best value = combination of price & qualifications, ranking produced

Developing the Solicitation

Writing and Organizing Tips

Performance or Function

Design or Technical

Combination

Brand or Trade Name

Qualified or Approved Products List

Statement of Work (SOW)

STATEMENT OF WORK

The RFP method of procurement typically utilizes the Statement of Work specification

STATEMENT OF WORK

- ✓ The Statement of Work (SOW) is the written expression of the contract requirements and the expected results in performing those requirements before the work has begun.
- ✓ The SOW is the core of the RFP, may become part of your contract, and is a key factor in determining contract success.
- ✓ Prior to developing a Statement of Work, the using Program should have completed a Risk and Needs Assessment.

Writing and Organizing Tips

Flexible

The solicitation allows for innovative solutions

Accurate

 The solicitation will result in an acquisition that meets the needs of the end user.

Clear

Avoid jargon and confusing terms.

Competitive

 The solicitation allows for multiple parties to respond. It is not written with one provider in mind.

Simple

 Say only what you need to say. Avoid unneeded explanations or background information.

STATEMENT OF WORK

In this section, first provide a summary of the work that is to be done.

Then, detail each item the contractor is responsible for completing by describing the required goods and/or services, deliverables, delivery deadlines, performance requirements, and what constitutes satisfactory and unsatisfactory performance.

Agency Responsibilities

 In short, it is the primary responsibility of the agency to thoroughly define their expectations. This can be in terms of deliverables, communication, invoicing, performance requirements, and any other relevant items.

Contractor Responsibilities

 The contractor is responsible for demonstrating how they expect to fulfill the expectations expressed by the agency.

Answer/Define the following questions:

- 1. What work is to be accomplished?
 - > Technical aspect
- 2. When is the work to be completed?
 - Milestones, deadlines, term
- 3. What constitutes an acceptable result?
 - Performance measures

Example: Custodial services and the TFC Building Manager Daily Checklist

What work is to be accomplished?

This is the <u>technical</u> descriptions in the SOW. It Often includes detailed instructions on the performance aspects of the work. Typically provided by your end user. May also include template elements.

Examples include:

- Project Manual
- Drawings
- Detailed specifications
- Agency responsibilities
- Contractor responsibilities
- General Terms and Conditions
- Bonding/Insurance
- Contract specifics

When is the work to be completed?

- ✓ Include the maximum allowed time that the services are to be completed.
- ✓ If for an ongoing service, state the initial term and any renewal options
- ✓ Consider using 'XXX calendar days from the issue of the Notice To Proceed' for projects where there is an intangible start date (due to permitting, bonding, contract signature, etc.). 19

What constitutes an acceptable or unacceptable result?

Performance measures

Or, how does the vendor know what constitutes an acceptable deliverable, so that payment can be made

What constitutes non-performance

Or, how does the vendor know what constitutes an unacceptable deliverable, so that payment can be withheld, or some other remedy put in place

Non-performance remedies

Defining the remedies for non performance

Examples include withholding or reducing payment; Corrective Action Plans; Cure Notices; termination

Logical Progression:

Introduction

Authorizing Statute; background

Scope

Technical Requirements

Service Requirements

Agency

Contractor

Subcontractors

Performance Measures

RFP Basic Structure

Section I: General

Section II: Statement of Work

Section III: Proposal Information

Section IV: Contract Terms and Conditions

Exhibit A: HUB Subcontracting Plan

Exhibit B: Execution of Proposal

Exhibit C: Compensation and Fees

Section I: General

Section Overview & Description

Introduction and Overview

Legal Citations The authorizing legislation can be found at: TGC §2156.121-127

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2156.htm#2156.121

TAC Title 34, Part I, Chapter 20, Subchapter C, Division 2, §20.208

http://texreg.sos.state.tx.us/public/readtac\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=34&pt=1&ch=20&rl=208

and other statutes specific to the type of procurement/contract. (i.e. TGC §2269)

Project Description

This section summarizes the reason for the procurement.

Background

Only relevant information regarding the procurement should be included. Examples of relevant information can be:

> State or Federal mandates

- Changes to an existing department/program
 A brief program description might be necessary
- Previous 'study' performed, or other supporting documentation and/or information

Contract Term:

Amount of time covered by the initial contract term

- > '9/1/2017 8/31/2019' biennium term
- 'date of contract signature through 8/31/2019'
- Initial term of contract is used to determine solicitation requirements

Renewal Periods

- Must be included in the solicitation
- May include escalation DISCUSS WITH BUDGET

Definitions

- ✓ Words will retain their most common meaning unless otherwise specified
- ✓ Technical definitions used in the solicitation
- ✓ Define acronyms that will be used throughout the document.

Example:

"CPA" means the Texas Comptroller of Public Accounts.

"AIS" means automated information system.

Section II: Proposal Requirements

Proposal Information

Schedule of Events

In this section, include all critical procurement dates up to the contract start date, or beyond if available.

Proposal Information (con't)

 <u>EVENT</u> 	<u>DATE</u>
 Issue RFP	06/16/2018
Mandatory Pre-Proposal Conference No. 1 (and/or)	06/25/2018 Friday @ 10:00 am
Mandatory Pre-Proposal Conference No. 2	06/29/2018 Tuesday @ 2:00 pm
Site Re-visit	07/03/2018
Deadline for Submission of Questions	07/13/2018
Deadline for Submission of Proposals	07/23/2018 Tuesday @ 3:00 pm
Deadline for Submission of HSP	7/24/2018 Wednesday @ 3:00 pm
Notification of Interview Selection	08/02/2018
Interview(s)	08/14/2018
Award by Commission/Notice of Selection	08/18/2018
Execute Contract; Submit Bonds and Insurance	08/31/2018
Pre-services Conference/Notice to Proceed	09/15/2018
Substantial Completion	11/11/2019

Proposal Information (con't)

Revision to the Schedule

 Outlines the procedure for informing parties of revisions to the schedule (Addenda)

Pre-proposal Conference

- The date of the conference should be listed in the schedule of events.
- This conference can be mandatory or optional. Either case must be stated in the RFP.

Proposal Requirements/Content

- Expand on the summary provided in the Scope of Work.
 - Define deliverables attached to specified dates
- Describe how the agency will measure and evaluate the contractor's submittal.
 - Define evaluation criteria
 - Define expected levels of performance
 - > List industry standards
 - > List remedies if standards aren't met

- Include a list of required documents that need to be submitted by the respondent in order to be considered responsive to the proposal.
 - Responsive = all information submitted in order to be evaluated.
 - Responsible = if contacted for award, vendor is ready, willing, and able to accept the award and sign the contract.

- Proposal Submission
 - RFP Due Date / Opening Date and all compliance requirements
- Delivery of Proposals
 - ➤ Include submission deadlines and valid submission addresses, email addresses, and/or fax numbers.

- Proposal Opening
 - > When
 - > Where
 - > Public Opening document

Proposal Evaluation Criteria

For a purchase made through competitive sealed proposals, the agency making the purchase:

(1) must specify in the RFP the known factors other than price that the agency will consider in determining which proposal offers the best value for the state; and

- (2) may concurrently inform each vendor that made a proposal on the contract of any additional factors the agency will consider in determining which proposal offers the best value for the state
 - should the agency determine after opening the proposals that additional factors not previously covered are relevant in determining which proposal offers the best value for the state.

Gov't Code §2155.075 Requirement to Specify Value Factors in a Request for Bid or Proposal

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2155.htm#2155.075

Sample Proposal Evaluation Criteria

- ✓ Relevant Experience & Qualifications
- ✓ Budget Compliance
- ✓ Schedule Compliance
- ✓ Quality
- ✓ Safety

- ✓ Bonding Capacity
- ✓ Company Information / History
- ✓ Financial
- ✓ References
- ✓ Any other factors you would want to consider for your specific project

Sample Proposal Evaluation Criteria

- Each of the criteria listed should have a value factor assigned
 - ✓ Numeric
 - ✓ Pass/Fail
 - ✓ Other evaluation matrix/scorecard
- Ratio of pricing vs. qualifications
 - ✓ Some government entities specify 60/40, with 60 pts assigned to the pricing, although can vary according to specific solicitation circumstances;
 - ✓ No right or wrong ratio;
 - ✓ Remember, you are a fiduciary steward of the taxpayer's money. 45

Section IV: Terms and Conditions

Contract Terms and Conditions

Customization

 Even though each agency might have standard terms and conditions, it is important that they are reviewed every time they are to be included as part of the contracting document – because things change.

It is not the strongest of the species that survive, nor the most intelligent, but those that are most adaptable to change".

- Charles Darwin

Contract Terms and Conditions (con't)

Essential Contract Clauses

The State of Texas Procurement and Contract Management Guide lists the following as essential contract clauses:

Contract Terms and Conditions (con't)

- Introduction
- Scope of Work
- Term of Contract
- Consideration /Price
- Specifications
- Funding OutClause
- Antitrust
- HB1295 NEW 1/2016

- Dispute Resolution
- ContractorResponsibilities
- Indemnification/Damage Claims
- Abandonment or Default
- Right to Audit
- Force Majeure
- Ownership/
- Intellectual Property

Exhibit A:

HUB Subcontracting Plan (HSP)

Essential Documents

HUB Subcontracting Plan

- > Required for contracts over \$100K
- Agency HUB Coordinator should review the RFP draft to determine if there are sub-contracting opportunities
 - Examples might include painting or carpeting for a construction project.

Essential Documents (con't)

➤If an HSP is required and not submitted, the respondent is to be considered 'non-responsive' and the proposal must be rejected.

TAC Title 34, Part 1, Chapter 20, Subchapter D, Division 1, §20.285

http://texreg.sos.state.tx.us/public/readtac\$ext.TacPage?sl=R&app=9&p dir=&p rloc=&p tloc=&p
p ploc=&pg=1&p tac=&ti=34&pt=1&ch=20&rl=285

HUB SUBCONTRACTING PLAN

Texas Administrative Code Title 34, Part 1, Chapter 20 Subchapter D, Division 1, Rule §20.285 paragraph (b), Subparagraph (1), (2), (3), and (4) state:

- b) Receipt of HUB subcontracting plans.
- (1) If, through the analysis in subsection (a) of this section, an agency determines that subcontracting opportunities are probable, then its invitation for bids, request for proposals or other purchase solicitation documents shall state that probability and require a HUB subcontracting plan. A bid, proposal, offer, or other expression of interest to such a solicitation must include a completed HUB subcontracting plan to be considered responsive.

HUB Subcontracting Plan (con't)

(2) The HUB subcontracting plan shall be submitted with the respondent's response on or before the due date for responses, except for construction contracts involving alternative delivery methods. For construction contracts involving alternative delivery methods, the HUB subcontracting plan may be submitted up to 24 hours following the date/time that responses are due provided that responses are not opened until the HUB subcontracting plan is received.

HUB Subcontracting Plan (con't)

Texas Administrative Code Title 34, Part 1, Chapter 20 Subchapter B, Rule §20.14 paragraph (b), Subparagraph (1), (2), (3), and (4) state:

(3) Responses that do not include a completed HUB subcontracting plan in accordance with this subsection shall be rejected due to material failure to comply with Government Code, §2161.252(b).

www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2161.htm#2161.252

HUB Subcontracting Plan (con't)

(4) If a properly submitted HUB subcontracting plan contains minor deficiencies (e.g., failure to sign or date the plan, failure to submit already-existing evidence that three HUBs were contacted), the agency may contact the respondent for clarification to the plan if it contains sufficient evidence that the respondent developed and submitted the plan in good faith.

Exhibit B:

Execution of Proposal

Essential Documents

Execution of Proposal

- ➤ Makes the respondent legally responsible for adhering to any contract formed as a result of the RFP
- ➤ This form must be signed and included with the response, or the response is considered to be 'non-responsive'.
 ✓ Constitutes an 'offer' to the ordering entity

Essential Documents (con't)

Renewal Options

- ➤ No contract should be automatically renewed unless otherwise stated.
- ➤ Outline a renewal procedure and the length of any renewal or extension periods and include escalation allowances, if desired

Exhibit C:

Compensation and Fees

Essential Documents

Compensation and Fees

- ➤ One of the most important conversations you will have with your end-user is 'how will the RFP structure the compensation and fees section?'
- > List fees that the state is not obligated to pay.
 - ✓ Taxes
- > List fees that should be non-recurring.
 - ✓ Tooling, Engineering charges; development fees, etc.

Essential Documents (con't)

- > List a compensation schedule.
 - ✓ Will compensation be tied to performance?
 - ✓ Level of Effort?
 - ✓ Actual Deliverable?
- ➤ <u>Discuss with your end user</u>
- ➤ Structure the Compensation and Fees schedule to the allowed points for pricing
 - **✓** Sub categories within the pricing structure

Advertising the Solicitation

Solicitation Advertising Requirements

Notification Requirements for Major Contracts TGC §2262.101 (1)

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2262.htm#2262.101

- Major Contract is defined as a contract whose value exceeds \$1M dollars during the ORIGINAL term of the contract
 - ✓ This does not include any extension or renewal periods.
- Contract Advisory Team Review and Delegation (CATRAD) >\$5M
 - √ 30-day maximum review period

Solicitation Advertising Requirements (con't)

TGC §2155.083

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2155.htm#2155.083

- Electronic State Business Daily
- > Minimum posting requirements
 - √ 14-day all docs posted to ESBD from day one
 - ✓ 21-day not all docs posted to ESBD (example, issuing an addendum)
- > Centralized Master Bidder's List
 - ✓ List of vendors who are interested in doing business with the state of Texas and have paid a fee to have their firm listed

Solicitation Advertising Requirements (con't)

TGC §2155.264

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2155.htm#2155.264

- ➤ If you are issuing a formal (over \$25K) competitive solicitation, vendors on the list that provide NIGP codes that apply to the project must be notified (<\$100K, can be within your geographic region; >\$100K, entire CMBL notification).
- > Secondary notice HUB's NOT on CMBL

Pre-Proposal Conference

Pre-Solicitation Conference

Purpose

✓ Clarification

Guidelines

- ✓ Purchaser facilitates this is your meeting own it
- ✓ State of Texas Contract Management Guide has guidelines
- ✓ Open meeting must be advertised and records must be produced

Pre-Solicitation Conference (con't)

Format

- ✓ Opening
- ✓ Introductions Primes/Subcontractors/HUB's
- ✓ Solicitation Overview/Review
- ✓ Site Visit
- ✓ Closing Summary

Responding to Issues & Issuing Addenda

Issuing Addenda

Inquiries & Addenda

- ➤ The RFP solicitation document should list a single point of contact at the agency that potential respondent's can submit questions and inquiries.
- ➤ That single point of contact is typically the agency Purchaser facilitating the solicitation.
- > The single point of contact is responsible for collating inquiries and answers from the end user.

Issuing Addenda (con't)

- Answers to inquiries are posted in a public forum on the ESBD so that the answers are available to all.
- > Never answer technical questions on the phone with vendors.
 - ✓ Ask that the question be submitted in writing as stated in the RFP
 - ✓ Obtain the answer from the end user / designated individual and then post in an addendum

RFP Opening

RFP OPENING

- > This is the date and time (as stated in the RFP) that responses are due to the agency.
- All that is read at the RFP opening are the names of the respondents
 - ✓ Exception: TGC §2269 (includes pricing)
- The advertised RFP opening is also considered an 'public meeting':
 - ✓ Must produce a record of who attended

Evaluation Responses

Evaluating Responses

Evaluation Criteria – determined during solicitation development and stated in the RFP

Proposals can only be evaluated against the criteria stated in the RFP

Criteria to Consider

- Company Information
 - -Financial History
- Proposed Services
 - -Technical Support, Training on new equipment
- Experience and Qualifications
 - -Years in industry, Similar projects
- Compensation and Fees
 - Lifecycle costs, tooling, discounts
- References

Although price and conformance to specifications are the most important best value considerations, Texas Government Code

§2155.074 Best Value Standard for Purchase of Goods and Services

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2155.htm#2155.074

Lists other relevant factors that may be considered:

- ✓ installation costs
- ✓ life cycle costs
- ✓ the quality and reliability of the goods and services
- ✓ the delivery terms
- ✓ indicators of probable vendor performance
- ✓ the cost of employee training associated with a purchase
- ✓ the effect of a purchase on agency productivity
- ✓ the vendor's anticipated economic impact to the state or a subdivision of the state

Purchaser Responsibilities

- Determine Responsive proposals
- The respondent has responded to the RFP by the appropriate date and time with all requested information
 - ✓ HSP must be returned and completed
 - ✓ Addenda
 - ✓ Execution of Proposal must be signed
 - ✓ Financial Statements or other required documentation

- Collate Originals and Copies
- Separate Compensation and Fees/HSP from the Evaluation Team's copies
- Prepare <u>Evaluation Team Brief</u>; <u>Nondisclosure Statement</u>; <u>Nepotism Disclosure Form</u>
 (\$1M and over); Evaluation Scoring Matrix
- Score the submitted Compensation and Fees
- Conduct a brief in—service training for the Evaluation Team regarding evaluation rules and protocols
- Perhaps proctor the evaluation
- Collect <u>Nondisclosure Statement</u>; <u>Nepotism Disclosure Form</u> (\$1M and over);
 <u>Evaluation Scoring Matrix</u>

- Record the Evaluation Team's scores for the Experience & Qualifications criteria
- From the Compensation and Fees scoring and the Evaluation Team's scores for the Experience & Qualifications, produce a ranking of the respondents
- Discuss with the end-user the next steps, based upon the ranking produced from the tabulation
- Contact vendors for interview/oral presentations
- Ask for a Best and Final Offer (BAFO) / Negotiation
- Recommend award

Score Tabulation

Score Tabulation

Scoring Methodologies

- Qualitative
 - ✓ Comparing proposal elements against stated criteria and assigning a numerical score based upon the evaluators educated opinion
- Quantitative
 - ✓ Comparing proposal elements against criteria and assigning a <u>non-subjective</u> numerical score

Quantitatively Scoring Compensation and Fees:

> Scored using Excel formula: variables in red font

=IF((1-(X5-\$X\$5)/\$X\$5)*VALUE>0,(1-(X5-\$X\$5)/\$X\$5)*VALUE,0)

Example: if the 'VALUE' set for Compensation and Fees is '60' points, and the Vendor with the lowest price is in cell 'X5', then the formula looks like: =IF((1-(X5-\$X\$5)/\$X\$5)*60>0,(1-(X5-\$X\$5)/\$X\$5)*60,0)

- ➤ Copy/paste to other cells to format points for Compensation and Fees
- ➤ No subjectivity, based purely on math
- ➤ May have subdivisions within the 'VALUE'

After producing an initial evaluation 'ranking', meet with the enduser to determine if:

- You will ask all, or you will ask 'acceptable' respondents, for a Best and Final Offer (BAFO)
 - > This means a re-scoring of the tabulation based upon the newly submitted pricing

- You will ask 'acceptable' respondents for an interview and/or oral presentation
 - This may mean a re-scoring of the qualitative evaluation based upon what is learned in the interview
- You will negotiate with the top ranked respondent
- TGC §2156.124 Discussion and Revision to Proposals

Interviews and Oral Presentations

- ✓ If interviews and/or oral presentations are anticipated, information relevant to the process should be included in the solicitation
- ✓ If not anticipated, all 'acceptable' respondents should be given an equal opportunity to participate and be given the interview and/or oral presentation criteria

✓ Interviews and/or oral presentations must be documented and quantified; this is mandatory if the rankings change as a result of the interviews and/or oral presentations

Negotiations

- ➤ Defined as the process whereby multiple parties with competing interests bargain for an advantage with the aim of coming to a mutual agreement.
- ➤ A key advantage to using the RFP method of solicitation is the ability to negotiate.

Best and Final Offer (BAFO)

- ✓ Negotiations vs. BAFO
- ✓ Negotiations can still take place after a BAFO.
- ✓ Know what the applicable Texas Government Code states about your procurement method in regards to BAFO TGC §2156.124 vs. TGC §2269

Vendor Award & Notification

Vendor Award and Notification

• Electronic State Business Daily – TGC §2155.083(k)(2)

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2155.htm#2155.083

➤ After an award determination has been made by the evaluation team and confirmed by executive management, and/or your Commission, and the vendor notified, it is then time to post notice of award on the ESBD.

Legislative Budget Board –
 TGC §322.020

http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.322.htm#322.020

 Must be notified of certain contracts in as little as 10 days after contract award has been made

TGC §2054.008; §2166.2551; §2254.006; §2254.0301

➤ SB20 84th Legislature Disclosure Information

Please respond to this email within 24 hours of receipt if you, or any family member within the 2nd degree by affinity or consanguinity to you, have a financial interest with this vendor. If you do not respond, it will be assumed that no financial interest exists. Financial interest means you, or your family member, owns or controls at least 1% of the vendor or firm, or it could be reasonably foreseen that the award of the contract to this vendor or firm will result in a financial benefit to you, or any family member within the 2nd degree by affinity or consanguinity to you, not including retirement plans, blind trusts or insurance coverage.

Texas Facilities Commission intends to award a Texas Multiple Award Schedule (TxMAS) / Department of Information Resources (DIR) / Proprietary / Emergency contract / purchase order to:

Vendor Name, City, State;

for commodity/service description in the amount of \$XX.XX.

- HB1295 Notice of Interested Parties HB1295 of the 84th Legislature mandates that you must comply with the following:
 - ✓ Texas Government Code Section 2252.908, and new rules promulgated by the Texas Ethics Commission ("TEC") pursuant to Section 2252.908, require a disclosure of interested parties by contractors that enter into certain types of government contracts. To comply with the law and new rules, contractors must file a Disclosure of Interested Parties Form 1295 ("Form 1295") with the TEC and YOUR AGENCY.

Thank you for attending/viewing.

For Questions or information:

Richard.ehlert@tfc.state.tx.us