State of Rhode Island
Division of Purchases
DEPARTMENT OF ADMINISTRATION

Strategies for Gathering Information
to Inform RFP Development

Each of the following tools can be used to gather information to inform procurement strategy and develop insights to be included in the RFP.

	Tool	Scope Needs	Explore Solutions	Prepare Vendors	Example
Gathering info outside your agency	Request for Information (RFI)	✔	✔	✔	RI DHS released an RFI to solicit vendor recommendations on redesigning the RI Works program. http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7551352.pdf
	User research (e.g., focus groups with service recipients)	✔			The City of Boston conducted user research to identify challenges associated with its permitting processes and communicate these to vendors as key objectives for the RFP. http://bit.ly/2DU7Fc9
	Provider or vendor town halls, webinars, industry days		✔	✔	RI DCYF convened a public summit that generated input from providers on a new strategy for revamping its array of services. http://www.dcyf.ri.gov/docs/summit/index.php
	Industry surveys			✔	The St. Paul Department of Transportation surveyed vendors to assess their experiences with the department and inform changes to increase competition on RFPs. http://bloombg.org/2hZVyyq
	Prototype competitions with vendors		✔	✔	City of Boston held a "Hackathon" with permitting application prototypes to test ideas about what the city needed to procure prior to releasing an RFP https://hubhacks.devpost.com/submissions
	Reviewing current solutions (e.g., on-site observation of existing programs, integrating insights from contract management activities)	✔			RI DCYF used insights from past implementation to inform changes it requested to its Family Care Community Partnership programs. http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7566517.pdf
	Academic research literature and expert interviews	✔	✔		RI DOH conducted research to inform its RFP for short-term family home visiting services. http://health.ri.gov/rfp/ShortTermFamilyHomeVisitingServices.pdf
	Examples from other jurisdictions		✔	✔	Many cities have looked to Seattle to learn about and benefit from the city's experiences with homelessness. https://www.seattle.gov/homeless-investments-rfp
Gathering info inside your agency	Data analysis of existing info (e.g., complaint lines, waitlists, etc.)	✔			RI DOC, in preparation for an RFP for re-entry services, conducted analysis to identify the geographic distribution of the project's target population. http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7551107.pdf
	Implementation of prior programs, including on-site observation of existing programs or approach and prior contract management	✔			RI DOC included an analysis of its current case management system in an RFP for regional discharge planning services. http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7565519.pdf
	Process mapping to find efficiencies	✔	✔		The City of Denver's Public Works agency saved $5 million on fleet management by process mapping to identify opportunities for improvement. https://denpeakacademy.com/
	"Assumption Buster" session with peers	✔	✔		The US Agency for International Development conducts internal feedback and hole-poking sessions with staff to vet and improve proposals for new programs before funding is approved. https://www.purchasing.ri.gov/StateAgencyInfoCenter/AgencyLogin.aspx