
SECTION 3: SUPPLY SPECIFICATIONS OR SCOPE OF SERVICES

This section is the core of the RFP. It delineates in detail what the agency is seeking the offeror to include in their proposal in terms of the specifications and requirements necessary for the project. The contractor requirements set out in this section of the RFP will form the basis for the Services and/or Supplies section of any subsequent contract.

In addition to providing a comprehensive overview of the project and contractor expectations, be sure to include the following items in the specifications:

- **Introduction / Background**
 - ✓ Explain your reason/need for the service or item and/or give an overview of the project.
 - ✓ Explain all items in as much detail as possible.

- **Agency's Duties and Responsibilities**
 - ✓ What will the agency provide the contractor – guidance, oversight, office space, telephone, computers, copies, etc.?
 - ✓ How often will the agency pay? Will it be based on the percentage of work completed?
 - ✓ Describe how the agency will monitor the ongoing performance of the contractor.
 - ✓ How will problems be communicated and resolved?
 - ✓ What will be the method of acceptance?

- **Contractor's Duties and Responsibilities**
 - ✓ Provide complete and specific description of the work to be performed.
 - ✓ Describe regulations and laws the contractor must follow.
 - ✓ Describe any forms the contractor must use.
 - ✓ Specify what is expected of the contractor in the event third parties or subcontractors are involved.
 - ✓ List deliverables, performance standards, timelines, etc.
 - ✓ Describe reporting requirements.
 - ✓ Describe sanctions for non-compliance with contract (forfeiture of contract security, liquidated damages, cancellation of contract).

- **Separation of Duties**
 - ✓ Describe any overlapping duties and responsibilities between agency and contractor.
 - ✓ Describe how contractor's scope of duties may be impacted by work that needs to be performed by the State.

TIPS FOR WRITING SPECIFICATIONS

- Strive for clarity – use plain and simple language.
- Use layman's terms – avoid industry jargon.
- Use affirmative action words only if you mean them such as "will, shall, must";
- Don't use "would, should, may, or please."
- Do not use the term "bidder." An RFP is not a bid, and Montana law refers to people responding to RFPs as "offerors."
- Tell the offerors exactly what you want – if specifications are too open-ended, offerors may come back with 15 different scenarios when only one is needed.
- Don't leave room for speculation/interpretation by the offeror – you're likely to get 80 pages of questions during the question and answer period.
- Don't make the offerors re-invent the wheel – give them all of the pertinent data that you are aware of.
- Be careful to avoid unnecessarily restrictive specifications that could unfairly eliminate some offerors.
- Look ahead to the contract that will be executed. Anticipate potential problems or pitfalls and write the specifications to address and/or avoid them. Ask offerors what problems they anticipate for the project. Address the level of interaction/oversight you anticipate for the project and the performance standards you expect.

SECTION 4: OFFEROR QUALIFICATIONS

4.1 State's Right to Investigate and Reject

The State may make such investigations as deemed necessary to determine the ability of the offeror to supply the products and perform the services specified. The State reserves the right to reject any proposal if the evidence submitted by, or investigation of, the offeror fails to satisfy the State that the offeror is properly qualified to carry out the obligations of the contract. *This includes the State's ability to reject the proposal based on negative references.*

4.2 Offeror Qualifications

This section will determine the offeror's capabilities to provide the product and/or complete the project. The RFP must be very specific about what information the agency is seeking concerning qualifications.

4.2.1 References

Use this section when references are evaluated on a pass/fail basis.

- Note how many references must be supplied;
- Request the names and phone numbers for contact persons for each reference; and
- Specify if you would like public or private sector references.

OR

4.2.1 Client Reference Forms

Use this section when you want the offeror's clients to supply written references that can be scored. If used, the form must be attached to the RFP. Tailor the questions and scoring to fit your project. There are several samples forms available at

<http://gsd.mt.gov/ProcurementServices/rfpprocess.mcp.x>.

- Note how many references must be supplied
- Request the names and phone numbers for contact persons for each reference
- Specify if you would like public or private sector references

4.2.2 Company Profile and Experience

Use this section to gather the pertinent information regarding relevant company experience;

- Request that the offerors identify previous projects they have completed of a similar nature;
- Request a list of clients for whom the services have been provided; and

- Request a general description of the firm.

4.2.3 Resumes

- Request pertinent information regarding staff qualifications;
- Request a list of staff people who will be working on the project, including the team leader;
- Request resumes for staff people involved in the contract;
- Specifically ask if the staff will be assigned full-time or not to the project; and
- Request a contingency plan in case key personnel become unavailable.

4.2.4 Offeror Financial Stability

Use this section if financial viability is important for the resulting contractor. Documents can include:

- Financial statements, quarterly reports, audit statements, etc.
- Should be requested in very limited circumstances.
- Should be reviewed and/or evaluated by qualified financial experts.

A possible source of financial information is through Dunn & Bradstreet Reports. Contact the SPB for assistance if you are interested in utilizing this option.

4.2.5 Service Organization's Internal Control Assessment

This section should be used when the project involves financial or information technology service providers (i.e. insurance and medical claims processors, trust companies, hosted data centers, application service providers, managed security providers, credit processing organizations, and clearinghouses).

- Should be requested in very limited circumstances.
- Should be reviewed and/or evaluated by qualified financial experts.

Ask the SPB for assistance with questions concerning this issue.

4.2.6 Oral Presentation / Product Demonstration / Interview

Use this section when you are planning to evaluate and score offeror presentations. When including this section, you should:

- Require the offerors to have key personnel assigned to the project (name positions if appropriate) give the presentation;
- Provide a list of topics you expect the presentation to cover, if appropriate; and
- List the criteria to be used for selecting which offerors will give presentations.

SECTION 5: COST PROPOSAL

In this section, it is beneficial to the agency to include the estimated budget for the project so the offeror can provide a realistic cost proposal within that range.

This section should include information on how the agency wants the costs to be presented by the offeror for this proposal.

If there is a maximum budget available that *cannot* be exceeded, state it here. A response cannot be disqualified for exceeding a budget ceiling unless it is so stated within the RFP.

SECTION 6: EVALUATION PROCESS

6.1 Basis of Evaluation

Set forth the basis for evaluating the proposals, including the total number of points and a method for assigning points to each category being evaluated.

6.2 Evaluation Criteria

Include the list of criteria that will be used to score the proposals and their corresponding point assignments. A list of commonly used criteria is set out in the Request for Proposal Process section of this manual.

APPENDIX A: STANDARD TERMS AND CONDITIONS

Contains the "boilerplate" terms and conditions that apply to the solicitation and the eventual contract. These can be found at
<http://gsd.mt.gov/ProcurementServices/rfpprocess.mcp>.

APPENDIX B: CONTRACT

A contract should be attached to the RFP that reflects all the conditions and terms of the RFP. The SPB contract template can be found on the GSD website at:
<http://www.mt.gov/doa/gsd/procurement/rfpprocess.asp>.

The SPB contract is the Department of Administration's standard contract. If your agency has a standard contract approved by your legal counsel it should be inserted in place of this one. The contract in the RFP should be tailored to be as close to the final anticipated contract as possible.

APPENDIX C: RFP RESPONSE FORM

The State Procurement Bureau has modified its RFP Template to include an option to use a Short Response Form when working with smaller projects in which a less sophisticated response is acceptable. Offerors respond to the RFP by using a simplified RFP response form. The Short Response Form is utilized by accepting an alternate Section 1.6.1 within the RFP Template and including this appendix.

APPENDIX D: CLIENT REFERENCE FORM

The State Procurement Bureau has several client reference form options available at <http://gsd.mt.gov/ProcurementServices/rfpprocess.mcp>. Choose the form that works the best for your application and tailor it to fit your needs.

APPENDIX E: MONTANA PREVAILING WAGES RATES FOR (INSERT TYPE OF SERVICE) SERVICES (YEAR)

For all solicitations for which Prevailing Wage Rates will be paid, the applicable Prevailing Wage Booklet from the Department of Labor and Industry must be included as part of the solicitation. Current Prevailing Wage Booklets are available <http://erd.dli.mt.gov/labor-standards/state-prevailing-wage-information/current-prevailing-wage-rates.html>.

All public works contracts, whether for "construction" or "nonconstruction" services, which exceed a total contract value of \$25,000, are subject to payment of prevailing wages. A "public works contract" is defined in 18-2-401(11)(a), MCA, as "a contract for construction services...or for nonconstruction services let by the state, county, municipality, school district, or political subdivision in which the total cost of the contract is in excess of \$25,000."

As defined in 18-2-401(3)(a), MCA, "construction services" means, "work performed by an individual in building construction, heavy construction, highway construction, and remodeling work." Contracts excluded from construction services are, "engineering, superintendence, management, office, or clerical work on a public works project; or consulting contracts, contracts with commercial suppliers for goods and supplies, or contracts with professionals licensed under state law." 18-2-401(3)(b), MCA.

Payment of prevailing wages is required in public works contracts for "nonconstruction services", defined in 18-2-401(9), MCA, as, "...work performed by an individual, not including management, office, or clerical work, for:

- (a) the maintenance of publicly owned buildings and facilities, including public highways, roads, streets, and alleys;
- (b) custodial or security services for publicly owned buildings and facilities;
- (c) grounds maintenance for publicly owned property;
- (d) the operation of public drinking water supply, waste collection, and waste disposal systems;
- (e) law enforcement, including janitors and prison guards;
- (f) fire protection;
- (g) public or school transportation driving;
- (h) nursing, nurse's aid services, and medical laboratory technician services;
- (i) material and mail handling; Page 2 of 6
- (j) food service and cooking;
- (k) motor vehicle and construction equipment repair and servicing; and
- (l) appliance and office machine repair and servicing."

OPTIONAL SPECIFICATIONS

The following sections need to be tailored to fit each RFP. Some of the sections will not be necessary for all RFPs. Standard statements are available on the General Services Division's website for each of these sections at: <http://www.gsd.mt.gov/ProcurementServices/procurementforms.mcp>.

Definitions

This subsection will ensure that all parties understand the terminology employed by:

- Eliminating possible equivocation of terms; and
- Eliminating cumbersome and redundant use of phrases/titles.

Contractor License and Registration

Construction contracts exceeding \$2,500 require the contractor to be registered with the Department of Labor and Industry prior to contract execution. (Mont. Code Ann. § 39-9-401.) Standard "Contractor Registration" language is available on the GSD website at: <http://www.mt.gov/doa/gsd/procurement/standardcontractlanguage.asp>.

Contractor Withholding

Section 15-50-206, MCA, requires the state agency or department for whom a public works construction contract over \$5,000 is being performed, to withhold one percent (1%) of all payments and to transmit such monies to the Department of Revenue. Standard "Contractor Withholding" language is available on the GSD website at: <http://www.mt.gov/doa/gsd/procurement/standardcontractlanguage.asp>.

ADDITIONAL RFP TOOLS

A Sample Price Sheet and Price Scenarios are provided on the following pages as examples of methods that could be used to determine the price/cost for the supplies/services requested in the RFP process. These methods may be used separately or in combination to obtain price/cost information. Also provided are two Sample Evaluation Matrices or Scoring Sheets that can be tailored as necessary to meet an agency's needs.

SAMPLE PRICE SHEET

COMMUNITY REINTEGRATION OF HARD-TO-PLACE JUVENILE OFFENDERS

Complete the following pricing information, broken down by components of the total cost.

	Annual		Annual
Revenues:		Equipment	
Program Costs:		Vehicles	
Capital Outlay:		Telecommunications	
Debt Service		Data Processing	
Bonds		Sub-Total	
Loans			
TOTAL			
Personal Services, Salaries		Total Operating Expenses	
Administration		External Support	
Security		Subcontracted (Detail)	
Personnel Wages			
Personnel Benefits			
Training			
Medical			
Dental			
Mental Health			
Transportation			
Sub-Total		Sub-Total	
Operations		Other (detail)	
Training			
Transportation			
Supplies and Materials			
Client Health Services			
Medical			
Dental			
Mental Health			
Client Representation			
Legal Representation			
Contract Services			
Other (detail)			
		Sub-Total	
		GRAND TOTAL	
Sub-Total		Offender Cost Per Day (Total Expenditures divided by number of offenders divided by 365 days = Cost Per Day)	

PRICING SCENARIO EXAMPLES

HELICOPTER NETGUNNING SERVICES

The State of Montana, Department of Fish, Wildlife and Parks (FWP) is seeking a contractor to provide aircraft, pilot(s) and personnel for the capture, marking, transport and release of big game animals (primarily bighorn sheep, deer, elk, moose, antelope, mountain goat and wolf) on an occasional, "as needed" basis. The topography and vegetative conditions will vary from heavily timbered, mountainous terrain to sagebrush, grasslands and river breaks.

The project includes the capture of designated animals with a net fired from a hand held net gun. Agency personnel, agency contracted veterinarian and/or qualified contractor personnel may inoculate the captured animals; blood and fecal samples will be obtained. Captured animals will be marked by ear tagging and/or affixing telemetric radio collars or neckbands, and then released on site or transferred to FWP vehicles for transport to other locations. Captured animals will be handled in the most efficient and humane method possible to minimize their physiological stress. Such handling will include blind-folding, removal from the net as soon as possible, and hobbling. FWP will determine the method of slinging the captured animals for transport depending on the species of animal and distances of transport. For elk and deer, slinging by the legs will not be used for distances greater than ½ mile. All transport of sheep, goats, moose antelope and wolves will be accomplished with slinging bags that keep head in upright position or animals may be transported inside the helicopter. Contractor will ensure that any animal injured or killed during the capture operation will be immediately transported to the FWP field base of operations. Decisions as to euthanizing injured animals will be made by FWP. Contract may include air taxi or point-to-point transportation of FWP personnel but only when the project cannot be accomplished in any other way.

Based on the information provided above, please provide a fee schedule on a per animal captured, or per hour basis, for each type of animal and type of terrain that includes all anticipated costs, including personnel and miscellaneous expenses.

EXAMPLE:

The cost to perform all the requested services for one big horn sheep in mountainous terrain would be \$____/animal.

The cost per hour to perform all the requested services involving deer in heavily timbered terrain would be charged at a rate of \$____/hour.

LEGAL TRANSCRIPTION STENOGRAPHER SERVICES

The Department of Administration requests that your firm provide legal transcription stenographer services at a public hearing to be held in Plentywood, Montana. The hearing is scheduled from 9 a.m. to 5 p.m. on Tuesday and Wednesday, March 18 and 19, 2003, with an hour's lunch break from 12 noon to 1 p.m. Please provide a detailed listing of your costs to provide these stenographer services, including travel, lodging and per diem for the following two scenarios:

Scenario 1: One person travels to Plentywood, Montana, records the hearing and provides one original 30-page verbatim transcript of the proceedings and one computer

diskette containing the transcript in Microsoft WORD format to the Department of Administration. Please submit a detailed sample invoice for all associated costs.

Scenario 2: One person travels to Plentywood, Montana, and records the hearing. However, the Department of Administration decides it will not need a transcript of the hearing. Please submit a detailed sample invoice for all associated costs.

SAMPLE SCORING MATRICES

Scoring Matrix Adult Non-Medicaid Mental Health Care RFP03-720P

_____ (Vendor Name or Master)

Offer is: Responsive Nonresponsive

Comments: _____

Criteria	Section	Possible Points	Assigned Points	Comments
Currently licensed as a mental health center in Montana. <i>If organization is not currently licensed, the proposal will be deemed non-responsive.</i>	4.1.2.1	Pass/Fail		
Years of providing similar service. <i>9-10 years - 50 points 7-8 years - 40 points 5-6 years - 30 points 3-4 years - 20 points 1-2 years - 10 points Less than 1 year - 0 points</i>	4.1.2	50		
Number of adult endorsements in place at time of proposal due date. <i>5 - 50 points 4 - 40 points 3 - 30 points 2 - 20 points 1 - 10 points</i>	4.1.2.1	50		
Experience in serving MHSP adult population currently and in State Fiscal Year 2002 <ul style="list-style-type: none"> • <i>Number of clients served (combined FY02 and current)</i> <i>400 + - 20 points 100-399 - 10 points 0 - 99 - 0 points</i> • <i>History and scope of services</i> <i>(Use attached Scoring Guide for 80- points)</i>	4.1.2.2	100 20 80		

Criteria	Section	Possible Points	Assigned Points	Comments
<p>Capacity to provide medication management services in proposed multi-country area</p> <ul style="list-style-type: none"> Organization resources and experience in providing med management <p>(Use attached Scoring Guide for 50 points)</p> <ul style="list-style-type: none"> Ability to cover multi-county area <p>(Use attached Scoring Guide for 50 points)</p>	4.1.2.3	100 50 50		
<p>Experience in working with key agencies</p> <p>(Use attached Scoring Guide for 100 points)</p>	4.1.2.4	100		
<p>Experience in planning discharge and aftercare for patients discharged from the Montana State Hospital for current year and State Fiscal Year 2002.</p> <ul style="list-style-type: none"> Number of clients served in discharge or aftercare (combined FY02 and current) <p>76-200 clients - 20 points 26-75 clients - 10 points 0-25 clients - 5 points</p> <ul style="list-style-type: none"> History and scope of services <p>(Use attached Scoring Guide for 80 points)</p>	4.1.2.5	100 20 80		
<p>Capacity and demonstrated ability to provide accurate and timely data as required by State.</p> <ul style="list-style-type: none"> Organization resources and 	4.1.2.6	50 25		

Criteria	Section	Possible Points	Assigned Points	Comments
<p><i>experience in providing data.</i></p> <p><i>(Use attached Scoring Guide for 25 points)</i></p> <ul style="list-style-type: none"> <i>Number of required data variables that will be submitted from list in Appendix C.</i> <p><i>71-76 variables - 25 points</i> <i>63-70 variables - 15 points</i> <i>0-62 variables - 5 points</i></p>		25		
<p>Experience in providing 24-hour per day emergency telephone service currently and in FY 2002</p> <ul style="list-style-type: none"> <i>History and Scope of service</i> <p><i>(Use attached Scoring Guide for 25 points)</i></p> <ul style="list-style-type: none"> <i>Number of clients served (current and FY02 combined)</i> <p><i>100-200 clients - 25 points</i> <i>51-99 clients - 15 points</i> <i>0-50 clients - 5 points</i></p>	4.1.2.7	50		
<p>Method of providing service – work plan</p> <ul style="list-style-type: none"> <i>Description of what services will be provided</i> <p><i>(Use attached Scoring Guide for 60 points)</i></p> <ul style="list-style-type: none"> <i>Description of timeframes</i> <p><i>(Use attached Scoring Guide for 60 points)</i></p> <ul style="list-style-type: none"> <i>Description of how work will be accomplished</i> <p><i>(Use attached Scoring Guide for 80 points)</i></p>	4.1.3	200		

Criteria	Section	Possible Points	Assigned Points	Comments
<p>Proposed service area</p> <ul style="list-style-type: none"> Number and list of counties that will be served <p>22+ counties - 100 points 18-21 counties - 80 points 14-17 counties - 60 points 10-13 counties - 40 points 1-9 counties - 20 points</p> <p>Note overlapping counties with another offeror's proposal in comments column. (To be considered in Stage Two.)</p>	4.1.3	100		
<p>Total Possible Points</p> <p>Offerors must obtain a passing score of at least 650 points in order to be considered for Stage Two of the evaluation.</p>		900		

Stage Two Evaluation. All proposals that obtain at least 650 points in Stage One Evaluation will be considered for contract award based on the areas of proposed service. If more than one offeror scores at least 650 points in a particular proposed service area, the contract will be awarded to the highest scoring offeror in that proposed service area.

RFP SCORING GUIDE

In awarding points to the evaluation criteria, the evaluator/evaluation committee will consider the following guidelines:

Superior Response (95-100%): A superior response is a highly comprehensive, excellent reply that meets all of the requirements of the RFP. In addition, the response covers areas not originally addressed within the RFP and includes additional information and recommendations that would prove both valuable and beneficial to the agency.

Good Response (85-94%): A good response meets all the requirements of the RFP and demonstrates in a clear and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.

Fair Response (60-84%): A fair response minimally meets most requirements set forth in the RFP. The offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.

Failed Response (0-59%): A failed response does not meet the requirements set forth in the RFP. The offeror has not demonstrated sufficient knowledge of the subject matter.

Score	100 point scale	80 point scale	60 point scale	50 point scale	25 point scale
Superior	95-100	76-80	57-60	48-50	24-25
Good	85-94	68-75	51-56	43-47	22-23
Fair	60-84	48-67	36-50	31-42	16-21
Failed	0-59	0-47	0-35	0-30	0-15

TECHNICAL ASSISTANCE TO PUBLIC WATER SUPPLIES
RFP05-986J
Scoring Matrix

The evaluation committee will review and evaluate the offers according to the following criteria based on a maximum possible value of **1000, plus 10 bonus points for MBE/WBE Certification**. The Reference, Resumes/Company Profile and Experience, and Method of Providing Services portions of the offer will be evaluated based on the following Scoring Guide and the Cost Proposal will be evaluated based on the formula set forth below:

Offeror Name: _____

Points Awarded: _____

Offer is: Responsive ¹ Nonresponsive ¹ Comments _____

Category	Section	Possible Points	Points Awarded	Comments
REFERENCES				
1. References Included with Offeror's Response	References Provided = Pass; References Not Provided = Fail			
	4.1.1	Pass/Fail		
RESUMES, COMPANY PROFILE, AND EXPERIENCE				
1. Years of Experience	4.1.2 a.	50		
	4.1.2 b.	100		
2. Staff Qualifications	4.1.2 c.	150		
3. Knowledge/Experience	4.1.2 d.	100		
4. Previous Projects				

Category	Section	Possible Points	Points Awarded	Comments
METHOD OF PROVIDING SERVICES				
A. Work Plan and Methods	4.1.3 a.	200		
B. Operation and Maintenance Problems	4.1.3 b.	100		
C. Evaluation and Prioritization of Technical Needs	4.1.3 c.	100		
MBE/WBE CERTIFICATION				
A. MBE/WBE Certification	4.1.4	10		
COST PROPOSAL				
A. Cost Proposal	5.0	200		

Lowest overall cost receives the maximum allotted points. All other proposals receive a percentage of the points available based on their cost relationship to the lowest. Example: Total possible points for cost is 200. Offeror A's cost is \$50/hour. Offeror B's cost is \$75/hour. Offeror A would receive 200 points, Offeror B would receive 133 points $(\$50/\$75) \times 200 \text{ points} = 133$.

Lowest Responsive Offer Total Cost
 x Number of available points = Award Points

This Offeror's Total Cost

SCORING GUIDE

Superior Response (95-100%): A superior response is a highly comprehensive, excellent reply that meets all of the requirements of the RFP. In addition, the response covers areas not originally addressed within the RFP and includes additional information and recommendations that would prove both valuable and beneficial to the agency.

Good Response (85-94%): A good response meets all the requirements of the RFP and demonstrates in a clear and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.

Fair Response (60-84%): A fair response minimally meets most requirements set forth in the RFP. The offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.

Failed Response (0-59%): A failed response does not meet the requirements set forth in the RFP. The offeror has not demonstrated sufficient knowledge of the subject matter.

Score	50 point scale	100 point scale	150 point scale	200 point scale
Superior	48 – 50	95 - 100	143 – 150	190 – 200
Good	43 – 47	85 – 94	128 – 142	170 – 189
Fair	31 – 42	60 – 84	90 – 127	120 – 169
Failed	0 – 30	0 – 59	0 – 89	0 – 119

FOR MORE INFORMATION...

For more information or assistance regarding the RFP process:

1. Call the Montana State Procurement Bureau at (406) 444-2575.