

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. <a href="http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7551352.pdf">http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7551352.pdf</a>
	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. <a href="http://bit.ly/2DU7Fc9">http://bit.ly/2DU7Fc9</a>
	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. <a href="http://www.dcyf.ri.gov/docs/summit/index.php">http://www.dcyf.ri.gov/docs/summit/index.php</a>
	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. <a href="http://bloombg.org/2hZVyyq">http://bloombg.org/2hZVyyq</a>
	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 <a href="https://hubhacks.devpost.com/submissions">https://hubhacks.devpost.com/submissions</a>
	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. <a href="http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7566517.pdf">http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7566517.pdf</a>
	Academic research literature and expert interviews	✓	✓		RI DOH conducted research to inform its RFP for short-term family home visiting services. <a href="http://health.ri.gov/rfp/ShortTermFamilyHomeVisitingServices.pdf">http://health.ri.gov/rfp/ShortTermFamilyHomeVisitingServices.pdf</a>
	Examples from other jurisdictions		✓	✓	Many cities have looked to Seattle to learn about and benefit from the city’s experiences with homelessness. <a href="https://www.seattle.gov/homeless-investments-rfp">https://www.seattle.gov/homeless-investments-rfp</a>
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. <a href="http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7551107.pdf">http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7551107.pdf</a>
	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. <a href="http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7565519.pdf">http://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7565519.pdf</a>
	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. <a href="https://denpeakacademy.com/">https://denpeakacademy.com/</a>
	“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. Available at the <a href="#">Agency Procurement Library</a> .