

outsourcing

13



The RFP Process



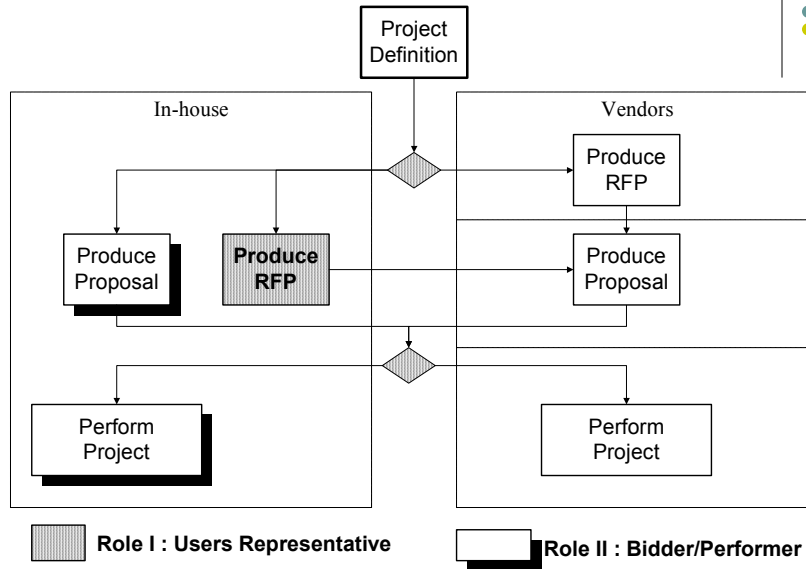
ROLE I: As the User's Representative

- ! Validate the "Feasibility Study Proposal"
- ! Write/Issue RFP
- ! Hold Bidders Conference
- ! Evaluate Proposals
- ! Validate Promises
- ! Select Vendor
- ! Control the Contracting Process

ROLE II: As the Bidder/Performer

- ! Study the RFP Issuer
- ! Decide Who and What of Proposal Preparation
- ! Write the Proposal
- ! Price the Proposal
- ! Win the Job

Project RFP/Proposal Process



Key RFP Contents

- ! Statement of Work
 (Understandable only by an Expert in the Field)
 - Objectives of Total Project/Service
 - Scope of Each Phase
 - Performance/Deliverables of THIS Phase
 - Cost/Schedule of THIS Phase
- ! Outline of Requested Proposal
 (Detailed Enough so that Proposals can be Compared)
 - Executive Summary
 - Technical Proposal
 - Cost Proposal
 - Qualifications
 - References

Selecting a Vendor/Partner



- ! Hold a Bidders Conference
 - Meet Your People??
 - Publish Answers to Substantive Questions
- ! Evaluate Proposals
 - RFQ vs. RFP Methods (the Worth Index)
- ! Validate Promises
 - Visit Current Users
 - Benchmark/Test Product or Service
- ! Select Vendor
 - Who Selects: Executives, Users, Purchasing, YOU
- ! Control the Contracting Process
 - Lawyers Can Spoil the Deal

“Remember, we all stumble, every one of us.
That’s why it’s a comfort to go hand-in-hand”
Unknown

Staffing a Major Proposal Effort (as both in-sourcer and out-sourcer)



Proposal Director

- responsible for organizing the technical proposal
- responsible for coordinating the pricing and contracting

Technical Editor

- responsible for producing a readable, quality document

Technical Staff

- include an expert in each field
- responsible for writing individual sections in their specialty

Integrated Delivery Systems



Centralized/Networked Patient Records supporting Distributed Organizational Units

- Patient Records integrating ALL clinical and administrative information (number of interfaces)
- Secure and extremely reliable network and processors (redundancy)
- Instant access for ALL authorized personnel

Data Warehouse?