



## Outsourced Services RFP Guidelines

The following guidelines are intended to help make the RFP process as useful as possible. By including as much of the information noted below as possible in your written RFP, you are more likely to receive high-quality proposals that are responsive to your needs. However, please do not feel limited by these guidelines – include what you feel is important.

### **A. Description of Current Services**

Who is currently performing the services you seek?

What is the process currently used to perform those services?

How many hours are being expended by personnel (and at what levels)?

What resources are being used to perform these services (i.e., special software or hardware)?

What is the current budget for this service?

How do actual revenues or expenses compare with the budget for this service?

What have been your expected results from the service provider?

Are those expectations being met by your current provider?

### **B. Reasons for RFP**

Why is the RFP being solicited: Are current results unsatisfactory? Is the organization price shopping? Is an RFP periodically required? Is this a new service? Are there other reasons?

### **C. Description of Services Requested**

Describe how you would like to see the services change from what is currently being provided.

Provide your expectations for the performance of the services you seek. What are your minimum expectations from the service provider? What would be ideal results from your new service provider?

### **D. Selection Criteria**

Describe the selection process and criteria you will use to evaluate proposals. What are the minimum and/or ideal levels of experience, expertise and resources expected of the service provider. If specific industry experience or expertise is necessary, please specify so.

### **E. Budgetary Limitations**

Provide a proposed budget or budget limitations for the service to be provided. Historical budget information, where applicable, may be helpful.

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