Lessons Learned
Common Systems RFI/RFP

**What worked well**

- The process was well organized, well documented, and moved along at a steady pace.
- Our areas did a good job cataloging our needs (*requirements*) for vendors. There was confidence that the vendors at least had the information they needed from us to give a solid response.
- The functionality scenario/walkthrough was a good idea, and *would have* been a good tool for all vendors to use in their presentations.

**What could have worked better**

- Preliminary RFI provided only a few, generally weak responses. Is it worth it to put together an RFI when most vendors sit back and wait for the RFP? *(See second bullet in Suggestions below)*
- Companies seemed to be more focused on IT or Facilities not one system that support both areas. *(See third bullet in Suggestions below)*
- Both SN and TD had problems with the presentation; both with following our walkthrough and dealing with time constraints. The team expected that they would follow the functionality scenario we gave them and fit it into the time, but we should have been more direct about wanting a demo, not a sales pitch. The vendors had made it to the final three, so the information about their customers and other sales data was not needed.
- The team expected a bigger response to the RFP. Some possible reasons we did not see a larger response include:
  - The title of the RFP
  - The size of Mines as an institution vs other organizations
  - Communications to the vendors may not have reached the correct person
    - Procurement sent e-mails to the vendors, but did they reach the right people
  - Is current bid system monitored by all the vendors
- The team needed to better understand the communication process and adjust, if needed.

**Suggestions for future projects**

- Besides seeing how the products handled the identified requirements, set time aside to see additional functionality that they may have that sets them apart from other companies.
- Do research/product studies to understand current market trends and functionality availability before putting the RFP together.
- If we are looking for multiple functions in one RFP, make sure that the market is there for that type of solution.