Process Overview

1. **Request for Services:** The agency completes the applicable RFQ template and emails it to the Buy Desk.

2. **BSC Review:** The BSC will review for completeness and accuracy and will respond to the agency with questions or suggested modifications to the RFQ.

3. **RFQ Notification:** The BSC will issue the RFQ to the approved vendors for that lot, region, and title.

4. **Question and Answer (Q&A):**
   - Vendors must forward any questions to the BSC by the question deadline.
   - The BSC will forward questions to the agency for answers.
   - Once the agency responds, the BSC will forward the Q&A to all vendors.

5. **RFQ Response:** Vendors must submit bids by the deadline listed in the RFQ.

6. **RFQ Bid Package Sent to the Agency:**
   - The BSC will review bids to ensure they are timely and below the contract not-to-exceed rates.
   - The BSC will send a complete procurement package back to the agency.

7. **Vendor Selection:** The agency reviews the bid package, contacts vendors with any questions, conducts interviews as needed, and decides on the winning vendor(s).

8. **PO Processing:** The agency will enter a purchase requisition (PR) in SFS or will use a P-Card. The PR must reference the RFQ number and have the full procurement package attached.

Tips for Success

- Agencies must review Preferred Source offerings and reach out if the job title they are looking to fill is covered by NYSID or NYSPSP prior to submitting an RFQ. [Preferred Sources Website](#)
- If the agency has an incumbent, they should notify the current vendor prior to the release of the RFQ that the position is up for renewal via RFQ and if they wish to continue providing services after a specified date, they must respond to the RFQ.
- For procurements which are expected to total $50,000 or more, agencies must provide an approved B-1184 from DOB.
- For Lot 11 “Light Industrial Occupations” a PRC # is required. [Department of Labor - Prevailing Wage Rate Application](#)
- When completing the RFQ template, include as much information as possible including service dates, job description, hours/shifts, and any other pertinent information regarding the vacancies you have. Please also include the “best value justification” (the criteria you will use to determine awards).
- If the agency is using estimated services dates of less than two years, a phrase such as “RFQ is for service dates indicated with an option to renew up to a total of 24 months” should be included on the RFQ template to allow for change notices to extend services.
- Our average processing time for an RFQ is 1-2 weeks, however the BSC can adjust that timeline to adapt to an agency’s needs. Providing a reasonable amount of time for vendors to review the information and respond to an RFQ is key to increasing both the quality and quantity of bids.
- It is advisable to award multiple vendors, if possible. This allows the agency flexibility if a vendor cannot fulfill the agency’s service needs for any reason.
- Unless otherwise indicated on the RFQ template, bids received are good for 60 days. An award must be made by the agency during this 60-day period to secure the quoted bill rates for the full 2-year term allowed by the contract.
- When a purchase requisition is entered in SFS, the RFQ # must be referenced in the header comments and the full procurement package should be uploaded on line 1. If the agency encounters trouble uploading documents, they may email the documents to the Buy Desk and reference the purchase requisition number.

Resources

- [Award 23057 Administrative Services Contract Webpage](#)
- [Title Configurator](#)
- [Division of the Budget - Budget Applications Website](#)