[date]

**REQUEST FOR INFORMATION (RFI)**

[good/service]

**ANNOUNCEMENT**

The State of Washington is in the process of developing specifications for [good/service] and is requesting input from the vendor community. The current statewide [contract number/name] is due to expire on [date current contract expires].

**BACKGROUND**

Include any background information that may be pertinent to the procurement.

**Questions**

[The following questions are **examples** of questions that might be helpful to gather information for the upcoming procurement. Avoid questions that ask vendors to share trade secrets, and focus on questions about the industry and general standards.]

1. **Scope and Categories**. Please detail how you categorize COMMODITY into distinct groups, along with examples of products contained within the groups. Attached is an example of COMMODITY by category with products. This example includes products that Enterprise Services is considering for the scope of the eventual master contract.
2. **Locations**. What areas of Washington State can you service? Which areas of Washington State do you service most often?
3. **Industry Changes**. Are there any major changes in the industry in the last five years? What major changes to the industry do you anticipate in the next five years?
4. **New Technology**. What new technology has emerged in COMMIDITY FIELD in the last few years?
5. **Pricing**. What are the main pricing factors and components for this commodity (transportation, labor rates, distance, cost of material, etc.)?
6. **Features**. What features and capabilities not available on the current contract might your firm propose for a new contract.
7. **Added Value**. Identify areas of value added service that you provide relating to XXXX.
8. **Delivery**. Please describe your general approach to delivery services. What is your timeline for delivery? How do you optimize the delivery process to reduce travel time and total trips?
9. **Customer Service**. Please describe your approach to customer service. What opportunities for added value does your firm provide?
10. **Onboarding Time**. Please describe your approach to onboarding customers and the timeline for the onboarding process.
11. **Website Options.** Please describe your ability to customize an ordering website. Enterprise Services would like to use a customized ordering platform, which includes updated pricing, sustainability options, and information specific to the master contract.
12. **Sustainability practices.** Please describe how you identify sustainable products. Please identify any certifications for sustainable products that you offer. Please describe your ability to provide sustainable products (products that do not contain plastic, excessive packaging, pigments or dyes, or priority toxic chemicals; is not a single use product; is biodegradable; and contains recycled content).
13. **Insurance.** What types of insurance coverages are common in this industry and what limits does your company have for each type of insurance coverage?
14. **Generally include: Barriers**. Identify any barriers for your business to bid on this opportunity.
15. **Generally include: Other feedback**. Please provide any information you believe is relevant for Enterprise Services to consider in developing a solicitation for goods/services.

**Performance Requirements**

[Alternatively, or in addition to the questions, we can provide our draft performance requirements or specifications and seek feedback from the vendors to help identify if the planned requirements present conflicts in the industry, or unnecessary barriers for bidders.]

Please review the attached performance requirements document that lists desired standards that might be included in the upcoming competitive solicitation for this commodity.

As part of the RFI response, please identify any areas of confusion or challenges in meeting any of the listed performance requirements.

**RFI Process**

Responses to this RFI should be submitted electronically to the RFI Coordinator listed below no later than [date/time].

A response to this RFI is not a mandatory requirement for participation in any subsequent solicitations released by the State of Washington. The results of this RFI may be used in development of future solicitations. All vendor communications concerning this RFI must be directed to the RFI Coordinator.

[name]

RFI Coordinator

[Agency name]

[phone number]

[email address]

**Public Records**

All documents (written and electronic) submitted as part of this RFI are public records. Unless statutorily exempt from disclosure, such records are subject to disclosure if requested. See [RCW 42.56](http://apps.leg.wa.gov/RCW/default.aspx?cite=42.56), Public Records Act. Businesses are strongly discouraged from unnecessarily submitting sensitive information (e.g., information that businesses might categorize as ‘confidential,’ ‘proprietary,’ ‘sensitive,’ ‘trade secret,’ etc.). For the purposes of this RFI no information considered confidential or proprietary should be included.

**No Obligation to Contract**

Release of this RFI in no way obligates the State of Washington to award a contract.

**To summarize**

The state of Washington appreciates your thoughts and input and would also welcome any additional thoughts and comments related to this commodity.