

NACo FSC Assessment Process for New Initiatives



Solicitation and Application Process

Each prospective vendor will complete the formal application to initiate the assessment process. A web presence will host the application and provide functionality to complete and submit the application online. An automatic email notification will be sent to NACo FSC, containing the completed application.

Prospective vendors will be provided a staff contact for NACo FSC, in the event questions arise concerning the process or application specifics.

To encourage vendor inquiry and solicitation, NACo FSC will develop an initial outreach strategy with NACo FSC

Advisory Committee members and state association directors, and will investigate other avenues to identify prospective vendors.

Initial Proposal Analysis and Review

NACo FSC will review each formal application to ensure completeness and will follow up with prospective vendors to finalize the application. A general web search will be conducted to identify issues or concerns with prospective vendors. Vendor websites will also be reviewed to validate vendor application data. A preliminary review of the prospective vendor's financial statements, if available, will also be conducted. Where possible and practical, a personal visit to the vendor's facilities will be scheduled.

NACo FSC will develop a questionnaire to structure reference checks for each proposal or type of proposal, e.g. IT services. Clients will be interviewed to determine satisfaction with vendor performance and product and any deficiencies will be documented.

NACo FSC will evaluate whether other vendors offer similar initiatives, based on the application data and general online research.

NACo FSC will develop a summary of vendor information and customer satisfaction data to record application and reference check findings.

NACo FSC Advisory Committee Review

The summary of findings will be shared with the NACo FSC Advisory Committee via email, and member comments could merit a conference call to discuss the findings in greater depth. The committee will be asked for its initial recommendations regarding the need for further consideration and analysis. The committee, at its discretion, may request a direct vendor presentation during the proposal consideration process.

Should the committee agree that further investigation is warranted, the chair of the advisory committee will appoint from county staff deemed familiar with the proposed initiative an ad hoc committee and name a committee chair. NACo FSC will provide the ad hoc committee with the summary of vendor and customer data, and will host a conference call with the ad hoc committee to review the sent materials and confirm their findings, issues and concerns. NACo FSC will then follow up on any additional information or data as requested by the ad hoc committee and will document the ad hoc committee's recommendations.

At the next regularly scheduled meeting of the NACo FSC advisory committee, NACo FSC will review the proposals for those initiatives receiving favorable recommendations by the ad hoc committee. The committee will be asked for its final recommendation on whether the initiative might complement NACo FSC's array of services.

NACo FSC Internal Review

NACo FSC senior management will conduct a comprehensive financial and operations review of those initiatives receiving favorable recommendations from the advisory committee. Working with the vendor, NACo FSC will validate the financial *pro forma* analysis to ensure an adequate and growing revenue stream is available to support administrative and marketing investments. NACo FSC will evaluate the initiative's impact on FSC operations and staffing, and will examine what vendor resources are committed to marketing and sales functions. The comprehensive analysis will conclude with a go/no go decision on goodness of fit with NACo FSC's current and planned development strategies.

Final Determination

Based on NACo FSC's internal review findings and the advisory committee's recommendations, the NACo FSC Corporate Board will be asked to render its decision on the initiative's viability. NACo FSC will develop a template that summarizes the assessment process's overall findings and recommendations to help the Corporate Board in its consideration. A favorable outcome will commence contract negotiations with the prospective vendor.