

# **Section 5**

## **Proposal Evaluation**

## 5.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

## 5.2 Evaluation Process

An evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. The committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Documents
- Phase 3 - Recommendation for Award

### Evaluation Categories and Thresholds

#### A. Administrative Requirements

Pre-screening for required items and minimum qualifications.

#### B. Proposal Document Submission

Criteria	Description	Weight
Mandatory Requirements	<ul style="list-style-type: none"> <li>• Compliance with RFP instructions and mandatory requirements</li> <li>• Acceptance of contractual terms and conditions</li> <li>• Exceptions and assumptions</li> </ul>	Pass/Fail
Technical Solution	<ul style="list-style-type: none"> <li>• Degree to which the proposed solution meets or exceeds Technical RTM</li> <li>• Configurability vs. customization</li> <li>• Compliance with technical architecture, security, and integration requirements</li> <li>• Scalability, performance, and reliability</li> <li>• Compliance with standards (e.g., security, accessibility, interoperability)</li> </ul>	200

Criteria	Description	Weight
	<ul style="list-style-type: none"> <li>•</li> </ul>	
Implementation Approach & Methodology	<ul style="list-style-type: none"> <li>• Degree to which the proposed solution meets or exceeds Functional RTM</li> <li>• Soundness of the proposed phased implementation methodology</li> <li>• Testing, training, and change management approach</li> <li>• Data migration and conversion strategy</li> <li>• Quality and realism of the Project Plan and schedule</li> <li>• Cutover, go-live, and post-implementation support strategy</li> </ul>	200
Vendor Experience & Staff Qualifications	<ul style="list-style-type: none"> <li>• Relevant experience with similar systems and public sector clients</li> <li>• Experience with comparable scope, scale, and regulatory environment</li> <li>• References and past performance</li> <li>• Stability and financial viability of the vendor</li> <li>• Qualifications and experience of the proposed project manager</li> <li>• Qualifications and experience of the proposed core team</li> <li>• Experience with the proposed technology and domain</li> <li>• Availability and commitment of named resources</li> </ul>	200
Operations, Maintenance, and Support	<ul style="list-style-type: none"> <li>• Support model and service level agreements (SLAs)</li> <li>• System support for software and hardware upgrades</li> <li>• Knowledge transfer and documentation/turnover</li> <li>• Help desk</li> </ul>	100
Project Management & Governance	<ul style="list-style-type: none"> <li>• Project organization and governance structure</li> <li>• Risk management and issue escalation processes</li> <li>• Communication and reporting approach</li> <li>• Quality assurance and deliverable management</li> <li>• Alignment with client oversight and approval processes</li> </ul>	200

Criteria	Description	Weight
Cost and Value	<ul style="list-style-type: none"> <li>• Total cost of ownership (implementation, licensing, hosting,</li> <li>• Pricing transparency and reasonableness</li> <li>• Alignment of cost with proposed scope and level of effort</li> <li>• Value for money and cost realism</li> </ul>	200
<b>Total</b>		<b>1000</b>

## 5.3 Evaluation Criteria

### A. Phase 1 - Evaluation of Proposal Requirements

#### 1. Administrative Requirements

- a. A pre-screening of proposals will be conducted using the Proposal Submission Checklist (See Attachment B.) Offeror must submit all required items and meet all qualifications listed.
- b. Offeror's proposal needs to submit all the required items. If Offeror does not submit all required items, they may be determined ineligible.
- c. An Offeror that meets the minimum qualifications for experience and provided sample projects will be deemed eligible.

#### 2. Proposal Document Requirements

1. *Transmittal Letter*
2. *Proposal Identification Form, (OF-1)*
3. *Proposal Submission Checklist*
4. *Table of Contents*
5. *Program Overview*
6. *Experience and Capability Statement*
7. *Firm Qualifications Form*
8. *Service Delivery*
9. *Personnel Qualifications Form*
10. *Proposal Offer Form (OF-2)*
11. *VRS RTM*
12. *HIPAA Business Associate Addendum*
13. *Reference Form*
14. *Compliance Documentation*

### B. Phase 2 - Evaluation of Proposal Submission (1000 Points)

Offerors' proposals that meet the Phase I criteria are deemed "acceptable" and will be evaluated on their Approach to Project, Experience, and Cost.

Offeror's responses will be scored based on the completeness of the response and the perceived ability to meet the specifications and requirements.

No points are assigned to Program Overview. The intent is to give the Offeror an opportunity to orient evaluators as to the service(s) being offered.

### C. Approach to Project

1. The approach to the project will be graded on completeness of proposal addressing all deliverables and requirements, or providing appropriate substitutes, the details demonstrating the quality of the VRS product, and project management. Greater points will be awarded to those who share a detailed picture of how the system meets required functionality and how the Offeror would manage this project.

### D. Experience and Capabilities

1. Background of the company
2. Profiles of the principals of the company
3. Company size & resources
4. Experience & knowledge relevant to this project
5. Organizational & financial stability
6. Offeror's proven track record with the proposed product for this project
7. The Offeror's ability to provide the requested goods and services with the proposed product
8. Past performance on similar projects
9. Any past or present litigation

Evaluation of this section will use the following range finders for evaluation guidance in each area:

- 5 Exceptional/Outstanding - Exceeds the requirements of this RFP and the goals and objectives of the project.
- 4 Strong/High Performance - Meets all the requirements of this RFP and the goals and objectives of the project.
- 3 Satisfactory - Meets the minimum requirements of this RFP and the goals and objectives of the project.
- 2 Poor but Showing Some Effort - Meets some requirements of this RFP and the goals and objectives of the project.
- 1 Very Poor - Does not meet the requirements of this RFP and the goals and objectives of the project.
- 0 Non-responsive.

### E. Cost

1. The Offeror's cost will be evaluated for the following areas:
  - a. Cost proposal (Offeror's narrative budget expenditures for the proposed work plan and requirements/deliverables of the RFP); and
  - b. Cost calculation.
2. The Offeror submitting the lowest cost proposal while meeting all requirements will automatically receive the maximum number of points allocated to cost calculation, two hundred (200) points.

The point allocations for cost calculation on the other proposals will be determined through the following method:

$$\frac{[\text{Lowest Price x 200 points (maximum)}]}{[\text{Offeror's Proposal}]}$$

3. Priority Listed Offerors will be selected based on a final calculation of the proposal scores from Phase II.

**F. Phase 3 - Recommendation for Award**

1. Reference checks for Priority Listed Offerors will be conducted.
2. A final calculation of the proposal scores from Phase II will be performed.
3. The final selection will represent the Offeror that is determined to be the most advantageous to the State based on the evaluation criteria listed in Section 5.
4. The State may rate any Offeror's proposal as unacceptable, regardless of total score, if any element of that proposal is deemed unacceptable. Examples of this include, but are not limited to:
  - a. Substantiated feedback from references indicating a history of failure to achieve promised results.
  - b. Inability or unwillingness to comply with Contract terms
  - c. Proposed costs that are inadequately supported by the proposed solution.
5. An Offeror may be disqualified from any evaluation or award if the Offeror or any key personnel proposed has previously failed to perform satisfactorily during the performance of any Contract with the State or violated rules or statutes applicable to public bidding in the State.

## Section 6

### Attachments

- Attachment A – Proposal Identification Form OF-1
- Attachment B – Proposal Submission Checklist
- Attachment C – Sample Table of Contents
- Attachment D – Firm Qualifications Form
- Attachment E – Personnel Qualifications Form
- Attachment F – Proposal Offer Form OF-2
- Attachment G – VRS RTM
- Attachment H – HIPAA Business Associate Agreement
- Attachment I – Reference Form
- Attachment J – General Conditions
- Attachment K – Special Conditions