

# Menu

## Submission and Scoring Criteria

*Start with the end in mind – what is needed for the project to be successful?*

*Customize the scoring criteria to fit the project needs.* Below is a menu of typical submission and scoring criteria that must be customized to fit the needs of the project. Please add any other criteria necessary for the success of the procurement project.

### **Proposer's Qualifications**

1. Provide a brief description of the unique practices of your firm.
2. Discuss the issues that are unusual to this project. Include lessons learned and best practices.
3. Proposers are encouraged to submit innovative ideas, new concepts, and optional features.
4. Describe knowledge of code, state, county, and local laws applicable to \_\_\_\_\_ services.
5. Describe the level and expertise of guidance you will provide to the County in all aspects of the \_\_\_\_\_ (code or laws).
6. Identify the type of business (corporation, partnership, sole proprietor, etc.) under which Proposer's firm operates, date business started, and license number to do business in the State of Utah.
7. List location for headquarter office. Detail number of employees in the Wasatch Front locations and number of employees combined in other locations
8. How is your diverse culture meeting the County's value for diversity?
9. Describe the project management tool being used and County access to the tool to monitor results.
10. Did Proposer follow the prescribed format? *(To be answered by selection committee)*

### **Project Team**

The proposed project team shall include, at a minimum, the account manager, project manager, and other key staff to be assigned to this service.

1. Provide an organizational chart showing the level of organizational responsibility of all major participants of Proposer's team that will provide services. Include resumes showing range of capabilities, education, professional registrations, and certifications for those principals, partners and other key team members who will be directly involved in the overall project.
2. Proposers must provide an outline of all proposed individuals, including their major areas of responsibility during the project and the percentage of time that each will be dedicated to the project and include:
  - Estimated number of hours the person is expected to provide services per week for the County.
  - Indicate education, professional registrations and certifications.
  - Indicate the number of years in an area similar to the scope of work in this RFP and how many years with current firm.
  - Indicate current title and level of responsibility with the firm.
3. How does the diversity within your project team members meet the County's value for diversity?
4. Employee Training
  - Describe training plan for new employees of your firm.
  - Describe Proposers on-going training plan for employees.
  - Describe the minimum qualifications in your hiring practices.

5. Employee Safety
  - Describe your employee safety procedures.
  - Describe your employee safety training.
  - Does Proposer have a formal safety plan?
6. Describe the backup plan for each member of project team if the person becomes unavailable.
7. Sub-consultants, sub-contractors and out-sourced work
  - If any part of the work will be provided by a subcontractor(s), please state their company name, their role in this contract, and the weekly estimated amount of time.
  - Describe the Proposer process for verifying the qualifications and validity of all licenses or permits for any out-sourced work to subcontractors.

### **Relevant Experience of the Project Team**

The County may contact any or all of the Proposer's clients for a reference.

1. Provide detailed relevant experience for projects of similar scope, comparable size, complexity, and delivery method. Include the following: name of client, contact person and current phone number, brief description of project, date, total contract amount, and any other pertinent information regarding the experience.
2. Provide previous experience with the County or other local governmental agencies, if possible.

### **Proposed Approach**

1. Proposers must provide a description of how they will successfully conduct the complex aspects of budget, scope, and aggressive schedule management.
2. Provide description of overall project management techniques, issue management approaches, status reporting, meeting facilitation, and staffing.
3. Describe the project management methodology to be utilized.
4. Describe any supporting software to be used.

### **Management Capacity and Approach**

Describe the Proposer's management capacity and approach for the following.

1. Quality Control
  - Describe your system to measure the quality of services.
  - Describe the County personnel needed as part of the team, quantity, anticipated hours and the skill level needed.
  - Describe methodologies to be employed in completing all analytical tests and tasks or reports that apply to the scope of deliverables of this RFP.
2. Maintaining Schedule
  - Provide a timeline with milestones and deliverables.
  - Provide details as to what is the County's responsibility for reviewing work progress in order for Proposer to meet the milestones.
3. Maintaining Cost Control
  - Describe your proactive approach for cost control.
  - Describe your system for maintaining accounting and record to insure verification of costs and services.
  - Describe your process for confirmation of work before pay request is presented to the County.
4. Communication Plan

- Describe your communication plan with those on the project team and the County agency lead and County stakeholders.
  - Describe the Board of Director's engagement in the day to day operations.
5. Risk and Risk Mitigation
- Describe your risk analyses process.
  - Describe possible risks with this type of service and your proposed risk mitigation.
  - Proposer should also discuss any foreseen risks in meeting the County's go-live date.
6. Language Community Outreach
- Describe your cultural for language assistance and community outreach.
  - Do you have a formal language assistance plan (LAP)?
7. Disaster Recovery Plan
- Describe your technology disaster recovery plan.
  - Describe your disaster recovery plan for other areas of your office.
  - Describe your plan to continue working if communication, utilities, transportation, water or waste water are interrupted.
8. Non-discrimination Policy
- Describe your non-discrimination policy and what classes are protected by your office.
9. Quality Assurance
- Proposer must include a description of the QA process to be utilized for the project tasks, schedule, deliverables, and testing.
  - Address how Proposer will ensure that work related to the production is acceptable, deliverables are on track, and expectations are met or exceeded.
  - Describe how the QA process is proactive to ensure not only that the schedule is met, but also that product and service quality is maintained.
10. Records Retention Practices
- Describe your record retention policy concerning County's data.
  - Describe your record retention policy concerning work provided for the County.
11. Protected Information
- Describe your employee training on protected County's data or information.
  - Describe the process for encryption of data.
  - If Proposer has a Business Associate Agreement, please include in proposal. If not the District Attorney will prepare the BAA agreement.

### **Project Schedule**

1. The project schedule must include a timeline identifying all major tasks of this RFP.
2. Provide a breakdown of all tasks and subtasks required to successfully complete the project.
3. For each identified subtask, the Proposer shall include the following information:
  - Resource assignments (e.g., solution provider staff, local agency staff)
  - Milestones
  - Key dates
  - Deliverables
4. What is the escalation path if the outcomes are not progressing as planned?

### **Performance Measures/Guarantees**

1. Describe the performance guarantees and indicators offered.
2. Describe the reporting tools used to validate effectiveness

### **Performance Guarantees with Compensation at Risk**

1. Describe what percentage of the monthly fees the Proposer will reduce to the County for failure to meet the following:
  - Guarantees proposed concerning service level.
  - Failure to submit invoice to the County for the month's services before the 10<sup>th</sup> of the following month.
2. Describe what percentage of each deliverable the Proposer will reduce the fee to the County for failure to meet the following:
  - Completion of each deliverable as identified in the timeline.
  - Ongoing failure to meet deliverables.
3. Describe the performance guarantees the Proposer is willing to offer in addition to the minimum performance guarantees required.
4. Describe the metrics that will be used to measure each performance guarantee: proposed and required and the consequences for those not met.

### **Risk Mitigation**

1. Describe your strategies to proactively manage risk. This could include cyber risks, data redundancy, employee leaving the firm, high political uncertainty, natural disasters, stock-outs, etc.
2. Provide the County documentation regarding the integrity, security and access procedures of Proposer software and hardware systems and for all upgrades or changes.
3. Include lessons learned, best practices, and risk mitigation strategies from previous similar projects.
4. Include possible risks and how they will be mitigated.
5. Describe your records retention policy.
6. Include business continuity plan.
7. The goods and services for the resulting contract(s) may be needed in the event of a natural disaster. Please provide a 24 X 7 contact phone numbers and any additional information.

### **Timeline**

1. Provide a brief history of the Proposers past experience and the ability to complete projects on time.
2. Provide a time schedule chart outlining when the key tasks of Proposers services will be completed.
3. Provide reassurance to the County of the Proposers ability to complete the deliverables within the time frames specified and at specified levels as described in the scope of work.

### **Human Services type RFPs**

Outcomes and Indicators:

- Describe the outcomes for the individual when engaging in your service.
- Personal terms – if we buy your service how many people will be served?

### **Financial and Stability Strength**

[Recommended if the budget is over \$1 million.]

1. Provide reports showing Proposers current financial ratings provided by one or more of the following independent financial rating services; 1)A.M.Best 2)Standard 3)Poor's, Moody's and Fitch.

2. Provide details of litigation and pending litigation including client name, date, and description / cause.
3. Provide details of Proposer being subjected to liquidated damages in the past 5 years relating to performance of services.

### **Proposed Pricing/Costs/Fees**

*[In consultation with the agency lead, determine the appropriate Price Evaluation Process description from the RFP Development Worksheet; Ratio Method, Cost per Point or Fixed Price (Level/Even Cost). The appropriate method shall be established before the RFP is released and shall only change by amendment before the due date.]*

1. The proposal must include pricing for each of the tasks stated under scope of work.
2. Proposer must price any recommended additional tasks separately.
- 3. [If the RFP is for on-going services, most likely a “not to exceed amount” does not apply]**  
The proposal must include a total “not-to-exceed” price for the delivery to County of all services required to complete the project herein which includes: any and all professional fees; and any and all costs the Proposer may incur, including any costs for transportation, lodging, communication, printing, etc. No additional reimbursement beyond the “not to exceed” price will be considered.
4. The resulting contract is for on-going services. Please detail the fees for services.
5. The proposal must also include an hourly rate for each team member who the Proposer plans to utilize in completion of the project.