

Evaluation Criteria

The agency must determine the evaluation criteria and should recommend the point factor for each, and address how the pricing model (if applicable) will be applied. Broad discretion is given when selecting evaluation criteria as long as they are relevant to the effort. It is strongly recommended that RFP procurements be solution based (i.e. define the problem and allow vendors to submit a solution) and that the agency carefully consider before including any mandatory requirements. Each criteria used shall be defined in the RFP with enough information for the proposer to understand what or how the award will be determined.

The most common evaluation criteria are:

- Quality of Proposal
 - Responsiveness to solicitation requirements, terms, conditions, readability, neatness, clarity, etc.
 - Logical, reasonable and professional
- Technical
 - Proposer's approach to performing the contract or meeting the requirements of the RFP.
 - Understanding the project
 - Methodology Used for the Project
 - Implementation/orientation/start-up procedures and efforts
 - Transition with the new contractor
 - How soon can service/work begin
 - Cost or price - how much will the effort cost - pricing must represent at least 50% of total evaluation criteria point factors. If cost is greater than 50%, SPO must discuss with the agency and OSP management. When cost is weighted heavier than 50%, it usually lends itself more toward an ITB rather than an RFP.
 - Business or Management - evaluates proposer's approach to managing the effort
 - Management Plan for the Project
 - Financial strength and stability
 - Has relevant experience, technical qualifications, skills and qualified key personnel assigned to the project
 - Existing or prior customer satisfaction
 - Quality assurance plan
 - Proposer's facilities
 - Training, reports and documentation
 - Maintenance
 - Expansion and Upgrade capability
 - Problem resolution process
- ~~~~~Past Performance - evaluates proposer's efforts on similar projects
 - Has satisfactory record of integrity, judgement and performance
 - Relevant experience similar in size, scope, and complexity

Other possible criteria

- Environmental objectives (if applicable)
- Cultural Sensitivity (if applicable)