

**Request for Proposals 0804-001: External Service Providers (IT Services)**  
**Section III: Evaluation Process and Criteria**

**A. Evaluation Process**

**1. Minimum Qualifications Screening for Responsiveness**

Written proposals will be reviewed by the evaluation committee against minimum qualifications established in the RFP to determine their responsiveness. The evaluation committee will request additional clarifications as needed to assist in this evaluation. Proposals that are deemed non-responsive will be eliminated from further review and evaluation.

**2. Written Proposal Evaluation**

Written proposals that have been determined to be responsive will be evaluated and scored by the evaluation committee using the evaluation criteria identified in the following section (IIIB). Based on the scoring, the evaluation committee will develop a "short list" of Proposers that will be invited to make oral presentations to the committee.

**3. Proposer(s) Presentations**

Proposers invited to make presentations to the committee will present greater detail regarding their proposals and proposed solutions. Proposers will also answer any questions for clarification from the committee. The presentation results will be combined with the written proposal evaluation results to finalize the list of Proposers that will be invited to negotiate and submit a best and final offer (a "BAFO") for contract award.

**4. Letter of Intent/Due Diligence**

The Proposer(s) selected to negotiate and submit a BAFO will be notified by the District and required to submit a letter of intent indicating their agreement to proceed. Due Diligence activities will commence within five (5) business days of receipt of letter of intent by the District.

To support negotiations and development of a BAFO, the selected Proposer(s) will complete the Due Diligence process. This process will allow the Proposer(s) to perform on-site detailed assessments (site visits) of the Client's environment.

The purpose of Due Diligence is to allow the Proposer(s) to verify the information supplied in the RFP, and to gain further clarification of the Client's requirements and functions to be outsourced. All data gathered by the Proposer(s) during this process must remain confidential. Further, Proposer(s) must not divulge or make known in any manner to any parties any information gathered during this process without the express written consent of the District. Material provided by the Client during Due Diligence may, at the option of the Client, be requested to be returned at the conclusion of this process. If the District believes that a good-faith effort has not been demonstrated by the selected Proposer(s) to conclude the Due Diligence process and/or the Contract Negotiation process, the District at its discretion may discontinue negotiations, and commence negotiations with the Vendor(s) who received the next highest total number of evaluation points.

**Request for Proposals 0804-001: External Service Providers (IT Services)**  
**Section III: Evaluation Process and Criteria**

**5. Negotiations/Best and Final Offer**

Once the Due Diligence process is completed, the negotiation and best and final offer phase begins. This phase will be used to finalize all requirements. Proposer(s) will be required to submit a Best and Final Offer (BAFO) that documents all of the results from negotiations. The Best and Final Offer will be the basis for the final determination of contract award to the Proposer(s). The Best and Final Offer as well as the entire Proposal will become part of the contract.

**B. Evaluation Criteria**

Proposers are reminded that this is a **negotiated** procurement and, as such, any award will not necessarily be made to the Proposer(s) submitting the lowest-priced proposal. If an award is made as a result of this RFP, that award will be made to the Proposer(s) submitting the best responsive proposal that satisfies the District’s requirements and provides the best overall value to the Client over the life of the project, as determined by the District in its sole discretion. The District will consider multiple evaluation criteria, each of which will be weighted as indicated below:

<b>Evaluation Criteria</b>	<b>Overall Value</b>
<b>General Service Provider Capability</b> (Factors considered within this criterion include: services portfolio, geographic scope, financial strength and viability, business strategies, ability to add value to Client’s operations, and capacity to undertake business)	<b>5%</b>
<b>External Service Provider (“Corporate”) Experience</b> (Factors considered within this criterion include: experience and coverage regarding scoped services, demonstrated experience in similar arrangements, in a similar industry and with similar organizations, experience as a prime contractor (as applicable), certifications, and references)	<b>15%</b>
<b>Technical Solution</b> (Factors considered within this criterion are the technical suitability of proposed solution in each component area: Network (Data and Voice), IP Telephone/VoIP, Data Center and Managed Services, Security, End User Equipment, Applications, Support Services, Email Services, Internet, Intranet/Extranet, Special Requirements, and Capacity Management)	<b>20%</b>
<b>Business Requirements</b> (Factors considered within this criterion include: conformance to relevant standards (technical, service, security, healthcare), risk mitigation, solution, administrative procedures, asset management solutions, change management solutions, and SLAs)	<b>10%</b>
<b>Transition Project Management Approach</b> (Factors considered within this criterion include: Project Plan, project management approach, tools and methodologies, timeframe and rollout strategy to minimize disruption)	<b>10%</b>
<b>Staffing Approach</b> (Factors considered within this criterion include: proposed team qualifications and experience)	<b>10%</b>
<b>Account Management Approach</b> (Factors considered within this criterion include: account management structure and personnel, partnering and relationship approach, reporting and billing, continuous improvement approach, knowledge transfer techniques, and benchmarking approach)	<b>5%</b>

**Request for Proposals 0804-001: External Service Providers (IT Services)**  
**Section III: Evaluation Process and Criteria**

<b>Evaluation Criteria</b>	<b>Overall Value</b>
<b>Risk Management Approach</b> (Factors considered within this criterion include: proposed changes to contract and SLAs, shared risk/reward approach and strategies, service continuity and disaster recovery arrangements, dispute resolution processes and procedures, and disengagement/termination approach)	<b>10%</b>
<b>Financial Approach (Cost Proposal)</b> (Factors considered within this criterion include: pricing structure, cost efficiency approach, cost realism)	<b>15%</b>
<b>TOTAL</b>	<b>100%</b>