



PROPOSAL EVALUATION CRITERIA

RFP DHECIC-01

MANDATORY QUALIFICATION REQUIREMENTS		
Met mandatory administrative requirements	Met/Not Met	
Met format for responses requirements	Met/Not Met	
Acceptable modifications to contractual provisions as submitted	Met/Not Met	
OFFEROR'S RESPONSE 2. Adequacy of the Offeror in meeting minimum qualifications.	Met/Not Met	
WEIGHTED EVALUATION CHARACTERISTICS	Weight	%
Highly engaging, current and interactive	25	12.5%
OFFEROR'S RESPONSE 1. Quality and capacity of product design to create and implement the project vision including the specific functionality that will be included in each phase of development for the four (4) key requirements.	20	10%
<ul style="list-style-type: none"> • Personalized and responsive career, education and training Journey mapping • Integration of tools, features and resources from other agency platforms or websites to provide Itinerary Activities (Essential Activity Components) for a user's Journey • Individual, non-duplicated portfolio including data transfer from legacy site • Professional collaboration and support (case management system) 		
Capacity of the technology and architecture proposed to support the product functionality for the four (4) Key Requirements.	20	10%
OFFEROR'S RESPONSE 3. Relevance of Offeror's previous work to this project.	20	10%
OFFEROR'S RESPONSE 4. Sufficiency and practicality of Offeror's draft work plan to meet timeline requirements while providing a platform that meets or exceeds the product vision and four (4) key requirements.	15	7.5%
<ul style="list-style-type: none"> • Major tasks and activities timetables and schedules • Start dates 		

<ul style="list-style-type: none"> • Completion dates • Job titles of assigned lead personnel • Completion criteria 		
<p>OFFEROR'S RESPONSE 5.</p> <p>Expertise, qualifications and sufficiency of personnel that will be provided by the Offeror to this work.</p> <ul style="list-style-type: none"> • Key personnel • Personnel availability • Subcontractors 	10	5%
<p>OFFEROR'S RESPONSE 6.</p> <p>Flexibility and favorable prioritization of the Offeror's change process to this project's needs.</p> <ul style="list-style-type: none"> • User acceptance testing • Upgrades and enhancements procedures 	10	5%
<p>OFFEROR'S RESPONSE 7.</p> <p>Comprehensiveness and adaptability of the Offeror's reporting system to stakeholder data and analysis needs.</p> <ul style="list-style-type: none"> • Data storage system and capacity • Standard and pre-formatted reports • Ad hoc and custom report design parameters 	20	10%
<p>OFFEROR'S RESPONSE 8.</p> <p>Strength of the Offeror platform's security and performance.</p> <ul style="list-style-type: none"> • Security and privacy protections • Accessibility • Uptime and other performance metric; favorable service level agreement 	20	10%
<p>OFFEROR'S RESPONSE 9.</p> <p>Quality of delivery system(s), content and timeliness of trainings proposed by the Offeror.</p> <ul style="list-style-type: none"> • Start-up period trainings • User manual and online training support • In-person trainings • New features assistance 	15	7.5%
<p>OFFEROR'S RESPONSE 10.</p> <p>Capacity of the Offeror's customer support structures and staff.</p> <ul style="list-style-type: none"> • Customer support • Technical support • Complaint and concerns resolution methodology 	10	5%

<p>OFFEROR RESPONSE 11.</p> <p>Feasibility of Offeror’s costs, funding and phasing (if applicable) plan to deliver the envisioned product and services mix.</p> <ul style="list-style-type: none"> • Start-up costs • Annual licensing • Hosting and maintenance • Trainings • Custom reports • Customer support 	15	7.5%
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