

EXERCISE 1  
STRUCTURING REQUIREMENTS

REQUIREMENT SET 5



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[REDACTED]

[REDACTED]

[REDACTED]

**SECTION I: INTRODUCTION AND OVERVIEW OF REQUIREMENTS****A. PURPOSE OF THIS REQUEST FOR PROPOSAL**

The State of California, Procurement Division, is releasing this Request for Proposal (hereafter referred to as RFP) to obtain proposals from qualified bidders to provide software and service to the California [REDACTED] to replace its existing [REDACTED] system, an obsolete system developed in the DOS environment.

This Request for Proposal is designed to solicit proposals from qualified suppliers to provide [REDACTED] management software to support the [REDACTED]. Approximately 5,000 [REDACTED] complete this [REDACTED] annually, attending at one of 40 different [REDACTED] across the state.

The successful contractor shall be responsible for providing commercially available software capable of supporting the business functions and features described in detail in Section VI of this RFP, training as required by the software proposed within the State of California, and maintenance of the software for an initial period of two (2) years, followed by optional annual maintenance contracts on a year to year basis for an additional three (3) years at the states option.

[REDACTED] management and assessment software [REDACTED] is designed to develop, deliver, and manage [REDACTED] items and [REDACTED] for a variety of different, but related, skills and knowledge domains. The desired [REDACTED] will support secure, dynamic access by users to a central database that contains [REDACTED] items and [REDACTED] used to measure the achievement of [REDACTED] relative to defined performance objectives.

The [REDACTED] is expected to provide an electronic infrastructure that will allow users to efficiently administer required [REDACTED] to [REDACTED], provide management statistics and reports that enable effective program evaluation, and be able to adapt to changes in both curriculum and information systems technology. The [REDACTED] is expected to support administration of [REDACTED] using both electronic and paper and pencil [REDACTED] media.

[REDACTED] desires the capability to link [REDACTED] items and [REDACTED] to the professional standards it defines. The desired [REDACTED] will facilitate delivery, management and maintenance of [REDACTED] items by automating the links between laws, regulations, performance objectives, curriculum, and test items. The [REDACTED] will directly support training of candidate peace officers by measuring the quality of training delivered and the actual educational achievements of trainees.

This RFP will be conducted under the "Best Value" methodology. Under this process, the State will not necessarily be awarding this contract to the lowest cost bidder, but rather to the bidder who offers the State the "Best Value". This will be determined by the State's evaluation of bidder's responses to the technical and administrative requirements as well as cost data (see Section IX, EVALUATION).

**B. SCOPE OF THE RFP**

This RFP contains the rules governing competition, the format in which proposal information is to be submitted, the material to be included therein, and the evaluation methodology used

[REDACTED]

[REDACTED] MANAGEMENT AND ASSESSMENT SYSTEM

SECTION IV: PROPOSED SYSTEM

PROPOSED SYSTEM

The major elements of the proposed computer based testing environment are shown in Exhibit IV.1, on the following page (Note that this diagram is a general illustration and is not meant to depict the actual configuration of a bidder's solution). State regulations require [REDACTED] to locate the proposed application at the Stephen P. Teale Data Center (TDC). The TDC supports most current technology environments, but [REDACTED] prefers an SQL Server database engine and a Wintel environment. The TDC will not provide any application support; it will only provide the operating platform and equipment support.

Note that [REDACTED] expects that some [REDACTED] will be administering paper and pencil [REDACTED] for at least a year after implementation of the proposed system. Paper and pencil [REDACTED] during this transition period must be supported by the selected system because [REDACTED] is not able to mandate immediate conversion to the new system at any [REDACTED]. Consequently, the process of scoring paper [REDACTED] and integrating item response data from paper and pencil [REDACTED] is an extremely important component of any proposed system.

[REDACTED] requires every [REDACTED] to take 26 Learning Domain [REDACTED], 1 mid-term, 1 final [REDACTED], 1 pre-assessment [REDACTED], and 1 post-assessment [REDACTED]. All of these [REDACTED] except the pre-assessment [REDACTED] are high stakes [REDACTED] on which a [REDACTED] must achieve a specified score or be [REDACTED]. If a high-stakes [REDACTED] is failed, [REDACTED] are allowed one opportunity to [REDACTED] a remediation [REDACTED] to stay in the a [REDACTED].



**SECTION VI: BUSINESS REQUIREMENTS****A. GENERAL INFORMATION**

This section contains the detailed requirements pertaining to proposed system described in Section IV. See Section V, ADMINISTRATIVE REQUIREMENTS; Section VII, COSTS; and Section VIII, PROPOSAL AND BID FORMAT for other requirements that must be met in order to be considered responsive to this RFP.

The State has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The State will not tailor these needs to fit some solution a bidder may have available; rather, the bidder shall propose to meet the State's needs as defined in this RFP.

Each proposal will be reviewed for compliance to the RFP requirements. The method of evaluating and scoring the submitted proposal is discussed in Section IX, EVALUATION.

**B. PRODUCTION/HARDWARE ENVIRONMENT**

The proposed software solution must operate in an environment that is supported by the Stephen P. Teale Data Center (TDC), which will host the solution. Information about the environments that TDC supports is available at <http://www.teale.ca.gov/services/>

NOTE: Proposed solutions that require Apple products for the test takers or System Administrators will be eliminated from further consideration.

**C. FUNCTIONAL OBJECTIVES**

The project has identified thirty-one (31) functional objectives. Twenty-one (21) of these objectives are mandatory (i.e., required) while ten (10) are desirable (i.e., not required). Proposed solutions must meet all 21 mandatory objectives. Failure to meet any of the mandatory objectives automatically disqualifies the proposal.

Functional objectives can be met in any of 5 ways, as follows:

1. The proposed software solution already provides the functionality
2. The required functionality is under development
3. The required functionality will require a minor software alteration
4. The required functionality will require a major customization or rewrite
5. The required functionality will be provided by a third party tool or service

The Bidder must include a narrative response in its proposal to every functional objective listed in this section to be submitted with bidders proposal. Each narrative response must be numbered to correspond to the objective it is related to. For example Functional Objective #1 must correspond to Narrative Response #1. This will be submitted in Section 3 of the bidders final proposal. See Section VIII for details.

In addition, the bidder must complete the Functional Objectives Requirements Response Matrix, which is included in Section VI Exhibit A. A description of each column and the

## SECTION VI: BUSINESS REQUIREMENTS

responsibilities of the bidder for the Functional Objectives Requirements Response Matrices are detailed in this section.

### 1. Functional Objective Number

Each functional objective has been provided a unique "Number." When referring to a specific objective in proposal materials, bidders must use the appropriate number. Bidders may not alter this column.

### 2. Functional Objective Statement

Each functional objective is fully described in the "Objective" column in the matrix. Bidders may not alter this column.

### 3. Functional Objective Category

Functional objectives are identified under the "Category" column as either being mandatory or desirable. Bidders may not alter this column.

- Mandatory (M)

Objectives that indicate "M" must be satisfied.

- Desirable (D)

While functional objectives designated as "D" are requested, failure to meet Desirable objectives will not disqualify the Proposal. A positive bidder response to Desirable requirements will increase the point value of the bidder's proposal. The desirable objectives are provided by the bidder at no additional cost to the State. Refer to RFP Section IX, Proposal Evaluation, for details.

### 4. Level of Importance

Each functional objective is identified by relative importance and will be factored into the bidder's evaluation score as described in RFP Section IX, Proposal Evaluation. The levels of importance are defined as one (1) representing low priority requirements (those requirements that are weighted less heavily), five (5) representing medium priority requirements, ten (10) representing high priority requirements and twenty (20) representing Critical priority requirements (those requirements that are weighted most heavily). Bidders may not alter this column.

### 5. Vendor Response Code

The Functional Objectives Requirements Response Matrix (see Section VI, Appendix A) must be completed to indicate the status of the requirement(s) at the time of submission of the Proposal. Bidders must use a single response code that best describes how the bidder's solution meets the requirement. Permissible response codes are listed in Table VI-1:

## MANAGEMENT AND ASSESSMENT SYSTEM

## SECTION VI: BUSINESS REQUIREMENTS

Table VI-1 Permissible Response Codes

Response Code	Definition
E – Existing	Requirement will be met by existing software that is installed and operational at other sites and can be demonstrated.
U – Under Development	Requirement will be met by software that is currently under development, in Beta test, or not yet released.
A – Minor Alteration	Requirement or service will be met by proposed minor alterations to existing core software code or processes; or by developing a separate module to interface with the existing COTS, where the source code of the existing COTS is not changed.
C – Major Customization	Requirement will be met by major modifications to existing core software code or processes.
R – Third Party Tool or Service	Requirement will be met by the use of integrated software tools, such as a report writer, query language or spreadsheet package.
X – Will Not Provide (Desirable Requirements Only)	Requirement or service will not be met by the bidder. This response code is only acceptable for Desirable Requirements (Requirement Category = 'D'). Use of this response code for mandatory requirements may be cause for rejection of the proposal.

During evaluation, [REDACTED] will award points to each proposal based on how well the proposed solution satisfies each objective. Refer to RFP Section IX, Proposal Evaluation, for details.

[REDACTED] requires qualitative improvements in testing management support for both [REDACTED] and the associated academies. The following paragraphs describe the functional objectives that [REDACTED] hopes to achieve by implementing testing management software.

### Functional Objectives

Objective 1. The [REDACTED] must support interactive sessions between machines that are located statewide, using a variety of media. This includes not only the ability to transfer data but also the ability to manage software applications that dynamically query and modify the [REDACTED] database.

This objective can be met by a browser-based system using the Internet technology that provides seamless communication between a client machine and the [REDACTED] host server. Once a user has logged onto the system, there should be no additional requirement for the user to support the link. The user must be able to transact business as if there were no distance between the client machine and the host machine.

There are three major functions, which must be supported: item [REDACTED] authoring, [REDACTED] administration, and reporting and analyzing results. Proposals must describe how they will support each of these major functions. For all functions, proposals must describe how they will manage any system failures (e.g. what happens if a system failure occurs during an electronically administered test session).

Bidder meets this requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

**SECTION VI: BUSINESS REQUIREMENTS**

Objective 2. The [REDACTED] must allow [REDACTED] and [REDACTED] to define groups of [REDACTED] for the purpose of controlling access to the system during [REDACTED].

This objective can be met by security features that allow specific users [REDACTED] to make [REDACTED] available for specified time windows, for specified groups of [REDACTED]. In other words, [REDACTED] would not have any rights to the system except during the authorized testing period, or during a review of a previously taken test.

Bidder meets this requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 3. The [REDACTED] must be platform independent among Windows compatible environments. There must be no functional differences between installations at different academy sites as long as a compatible browser is used.

This objective can be met by a solution that can be installed on Intel compatible microcomputers running in the Windows environment.

1. Bidder meets this requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 4. The [REDACTED] must support security over both application functions and data while in transit and in storage.

All data transmissions must be encrypted, and user logon and password combinations must be required to access the application. The application must support security over the use of features and functions, and for data access. For example, users from one [REDACTED] must not be able to access data that belongs to another [REDACTED] without the express permission of the second [REDACTED].

Note that there are several classes of users that must be supported. These include the following:

Table III-1, User Classifications

[REDACTED] System Administrator	Performs any and all functions within system – is the system owner
[REDACTED] System Administrator	Performs any and all functions within a particular [REDACTED] – defines and administers security for the [REDACTED] users within the parameters defined by the [REDACTED] System Administrator
[REDACTED] Content Administrator	Controls all content residing in the system (i.e. [REDACTED] items, [REDACTED] reports, etc.)
[REDACTED] Content Administrator	Controls all content residing in the system for a specific [REDACTED] (i.e. [REDACTED] items, [REDACTED] reports, etc.)
[REDACTED] Authors	Develop and maintain [REDACTED] items and [REDACTED] at [REDACTED]
[REDACTED] Authors	Develop and maintain [REDACTED] items and [REDACTED] at a specific [REDACTED]
[REDACTED]	Controls the administration of [REDACTED]
Instructor	Delivers instruction at [REDACTED]
[REDACTED] (User)	Uses system to take tests

## MANAGEMENT AND ASSESSMENT SYSTEM

## SECTION VI: BUSINESS REQUIREMENTS

A1. Users may belong to one or more classes, and systems may define users differently. These user classes are meant to indicate the variety of security features necessary.

Bidder meets this requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 5. The [REDACTED] must support the ability to deliver [REDACTED] using computer-based media.

For computer-based tests, [REDACTED] must be able to administer and [REDACTED] in real time. The system must allow the [REDACTED] to control test access and the distribution of [REDACTED] results. In other words, some [REDACTED] may want to restrict access to results until after an instructor has reviewed the [REDACTED]. Proposals must describe how scores from computer-based [REDACTED] administrations will be integrated into the [REDACTED] database.

Proposals must describe the features and capabilities they provide to support [REDACTED] during a computerized [REDACTED] administration. For example, describe navigation features, including whether [REDACTED] items can be marked for return, or if skipped items are stacked for return by the [REDACTED]. Time remaining should be available for the [REDACTED] to either view or toggle off.

Bidder meets this requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 6. The [REDACTED] must support the ability to deliver [REDACTED] using paper and pencil.

Authorized users must be able to print [REDACTED] for administration, collect and scan [REDACTED], and then add the [REDACTED] to [REDACTED] profiles using an automated interface to the scanned [REDACTED] file.

[REDACTED] currently use Scantron machines to [REDACTED] sheets. The system must be compatible with mark sense Scantron scanners. Note that all [REDACTED] currently use Scantron scoring machines and expect to be able to continue using them for paper and pencil [REDACTED]. The system must support user-friendly configuration features that provide online scripts for walking an unsophisticated user through the process of setting up a link from a client machine to a scanning device used for [REDACTED].

The system must then be able to automatically receive [REDACTED] item response data and update [REDACTED] database records within the [REDACTED] database. Proposals must describe their capabilities to leverage the substantial investment in the Scantron scoring machines currently installed. Proposals must describe the process to be used to capture and integrate item response data from paper [REDACTED] into the [REDACTED] database.

Bidder meets this requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 7. The [REDACTED] must support the capability to measure and store data about the relative performance of different groups on a specific [REDACTED].

SECTION VI: BUSINESS REQUIREMENTS

To meet this objective, the system must record and store characteristics about the individuals maintained in the database. For example, different groups could be defined based on ethnicity, gender, age, academy class, and job classification. These characteristics are used to define reports detailing individual and group performance. The system must allow administrator to define a group and then query the database to report statistics for a specified period for a specific or group of . This will permit to demonstrate that and are not biased against any particular group.

Proposals must describe the types of data collected and maintained for , and how the application stores and accesses that data.

Bidder meets requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 8. The must support the capability to different cohorts using different versions of tests.

This requirement can be met by a solution that manages multiple versions of a . These versions must be available for concurrent administration. Proposals must describe the process used to manage versions of test items and tests.

Bidder meets requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 9. The system must allow Users to exclude or delete items from an existing, previously defined . In particular users must be able to exclude specific items on a specific (for a specific administration) from scoring algorithms either before or after a has been administered.

at the level must be able to modify a prior to administration by excluding or deleting items for that specific administration only. This should not change the version of the , and should not result in a permanent change to the . Instead, the change would be effective for that administration only. The algorithm for that administration would be based on the number of items in the administered.

at the level must be able to exclude items from the algorithm after administration of a specific . This should not change the version of the , should not delete responses for the items excluded, and should not result in a permanent change to the at issue. Instead, the change would be effective for results of the specific administration only. The would then be scored based on the remaining items in the , not the previous total number of items.

Bidder meets requirement. Yes \_\_\_\_\_ No \_\_\_\_\_

Objective 10. The T must support the capability to combine items from multiple learning domains to construct comprehensive tests.

Functional Objectives Requirements Response Matrix  
Section VI, Exhibit A

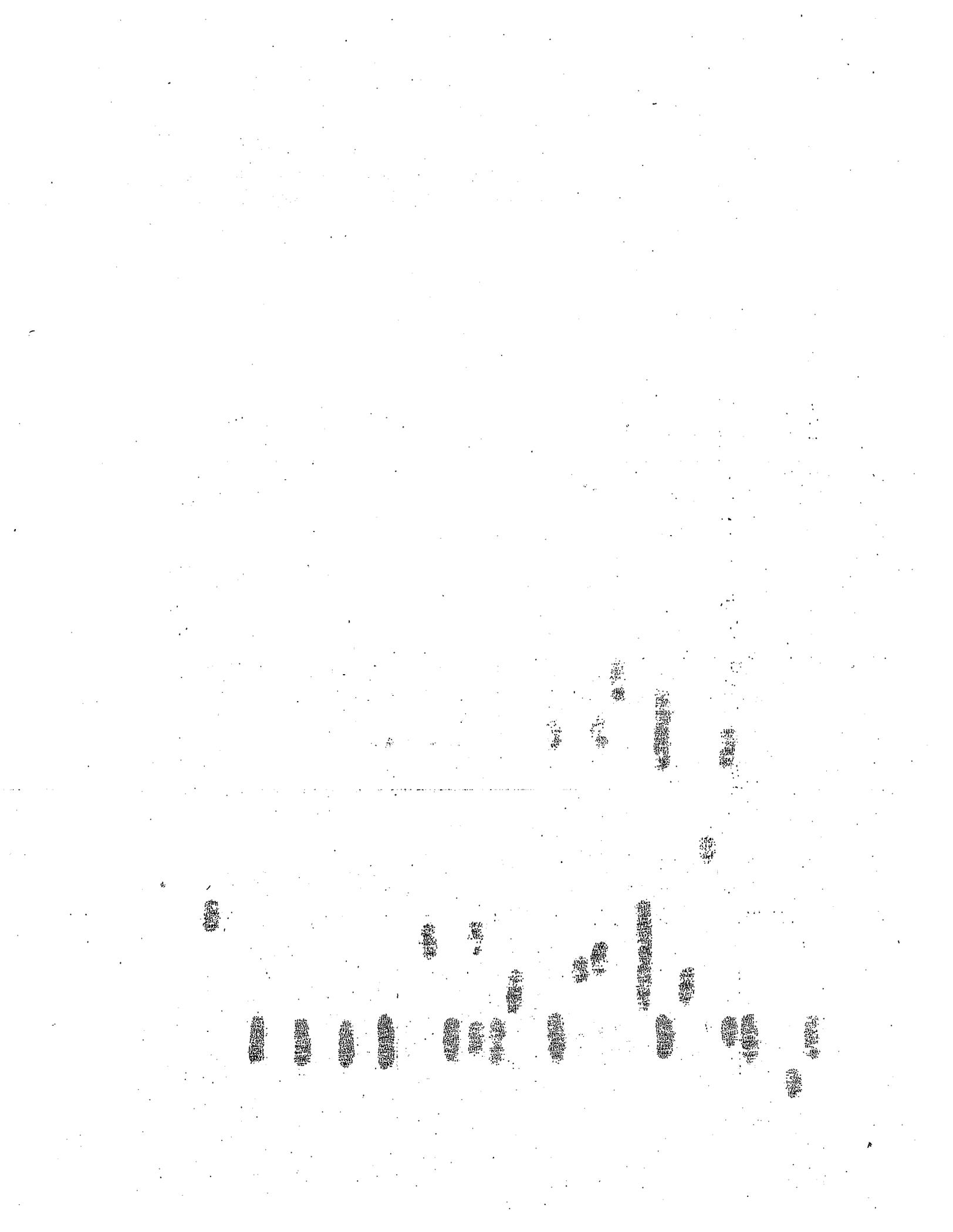
Objective No.	Objective	Category Mandatory (M) Desirable (D)	Level of Importance/ Weight Assigned Critical = 20 High = 10 Medium = 5 Low = 1	Vendor Response Code E=Existing U=Under Development A=Minor Alteration C=Major customization R=3rd Party Tool or Service Provider X=Will not provide
1	The [redacted] must support interactive sessions between machines that are located statewide, using a variety of media. This includes not only the ability to transfer data but also the ability to manage software applications that dynamically query and modify the [redacted] database.	M	Critical	
2	The [redacted] must allow [redacted] and instructors to define groups of [redacted] for the purpose of controlling access to the system during [redacted].	M	Critical	
3	The [redacted] must be platform independent among Windows compatible environments. There must be no functional differences between installations at different [redacted] sites as long as a compatible browser is used.	M	High	
4	The [redacted] must support security over both application functions and data while in transit and in storage.	M	Critical	
5	The [redacted] must support the ability to deliver tests using computer-based media.	M	Critical	
6	The [redacted] must support the ability to deliver tests using paper and pencil. Authorized users must be able to print tests for administration, collect and scan answer sheets, and then add the scores to test takers' profiles using an automated interface to the scanned score file.	M	Critical	

Functional Objectives Requirements Response Matrix  
Section VI, Exhibit A

7	The [redacted] must support the capability to measure and store data about the relative performance of different groups on a specific test item	M	High	
8	The [redacted] must support the capability to test different cohorts using different versions of tests	M	High	
9	The system must allow User [redacted] to exclude or delete [redacted] items from an existing, previously defined [redacted] either before or after a [redacted] has been administered.	M	Critical	
10	The [redacted] must support the capability to combine items from multiple learning domains to construct comprehensive [redacted]	M	High	
11	The [redacted] must provide the capability to manage active and historic test taker profiles.	M	Medium	
12	The [redacted] must be capable of importing and exporting data that are compatible with other SQL/Access databases maintained by POST (such as by providing an ODBC link).	M	High	
13	The [redacted] must provide audit trail and login features that permit the system administrator to monitor use of the system.	M	High	
14	The [redacted] must provide a security feature that locks the [redacted] desk top and controls the functions and capabilities offered to the [redacted] for the duration of the [redacted] administration session.	M	High	
15	The [redacted] should support the use of photographs, diagrams, or other graphical images, as appropriate, to support one or more [redacted] items.	D	High	
16	The [redacted] must support the capability to analyze differential item functioning (DIF), i.e., the capability to measure and store data about how well individuals with similar ability levels from different groups do on specific [redacted] items.	M	Medium	
17	The [redacted] must support the capability to "equate" different versions of [redacted] to allow evaluation of the performance of [redacted] who have taken different [redacted] or [redacted] versions	M	Medium	
18	The [redacted] should support the capability to assign different difficulty weights to [redacted] items	D	High	
19	The [redacted] must provide the capability to statistically compute and report common [redacted] item analysis statistics for every [redacted] item in every [redacted]	M	High	

Functional Objectives Requirements Response Matrix  
Section VI, Exhibit A

20	The [redacted] must support multiple Item Banks (independent sets of [redacted] items) each of which is specific to a user defined subject matter domain	M	Medium	
21	The [redacted] should include the capability to automatically record which [redacted] items have been used for which [redacted], and allow the user to automatically prevent these [redacted] items from being used in subsequent [redacted] until released by the user	D	Medium	
22	The [redacted] should support the capability to [redacted] items in addition to [redacted] items.	D	Medium	
23	The system should support the capability to combin [redacted] items from a user-assigned [redacted] item set (item bank) with [redacted] items from other user-assigned [redacted] item sets/item banks.	D	Medium	
24	The [redacted] must provide the capability to link [redacted] items to performance objectives, educational objectives, curriculum, and underlying [redacted] code sections or other criteria.	M	Critical	
25	The [redacted] should automate the process of submitting feedback about [redacted] items to [redacted] item authors	D	Low	
26	The [redacted] should support the capability to capture multiple scores from performance [redacted] such as physical exercises, hand-cuffing, firearms proficiency, and take downs.	D	Medium	
27	The [redacted] must provide standard reports that allow users to define custom labels, headers and footers for specific reports.	M	High	
28	The [redacted] should provide report writing features that allow users to define fields, labels, headers and footers for ad hoc reports.	D	Low	
29	The [redacted] should support automated data entry from scannable forms	D	Medium	
30	The [redacted] should be easy to learn	D	High	
31	The proposed solution must provide a means for the migration or conversion of existing [redacted] items and related data into the new system.	M	Medium	



## SECTION IX - PROPOSAL EVALUATION

**1 INTRODUCTION**

This section presents the process that the State will follow in evaluating proposals submitted by bidders in response to this RFP. The evaluation process is comprised of a thorough review of each proposal to validate the inclusion of mandatory components, followed by a scored evaluation based on criteria defined later in this section. The State has the discretion to decide what is a material deviation and determine if proposals that do not comply with the mandatory components stipulated in this RFP are non-responsive and excluded from further consideration.

**2 RECEIPT OF PROPOSALS**

Complete proposals must be delivered as specified in Section I.H – Key Action Dates and if not submitted under sealed cover may be rejected and deemed non-responsive. Proposals must be in the quantity and format specified in Section VIII, Proposal Format.

**3 EVALUATION TEAM**

The State will establish an Evaluation Team. The State may engage qualified individuals, termed "Subject Matter Experts" (SMEs), during the evaluation process to assist the Evaluation Team in gaining a better understanding of technical, financial, legal, contractual, project, or program issues. The team will use consensus to determine pass/fail and to arrive at evaluation scores for each bidder. The SMEs are not part of the consensus process to arrive at an evaluation score.

**4 PROPOSAL EVALUATION**

The proposal review will include a comprehensive, detailed evaluation of each Bidder's unique solution. Each proposal will first be screened to determine if the Bidder has complied with appropriate Submittal Instructions and required components in Section VIII. Proposals that meet these "pass/fail" criteria will then be evaluated and scored by the Evaluation Team. Following the scoring of a proposal's evaluation criteria, cost components will be scored, and a final score will be determined for each proposal. The cost component is evaluated at the end of the process in order to maintain objectivity and avoid bias that could emerge as a result of exposure to cost information prior to the assessment of other components. The proposal evaluation criteria and process are described thoroughly in this section.

**4.1 Content Validation Check (pass/fail)**

The proposals must be delivered as specified in Section I.H - Key Action Dates and Section VIII – Proposal Format. The Evaluation Team will review the Bidder's proposal to ensure that it is in the format required by this RFP, that the proper number of proposal copies have been submitted, and that the required information is included.

**4.2 Bidder Qualifications Check (pass/fail)**

Section V of this RFP requires each Bidder to furnish references and to submit information about its financial responsibility. The Evaluation Team will review the Bidder's proposal to ensure that the following information is included:

## SECTION IX - PROPOSAL EVALUATION

1. Required references (pass/fail) - see Section V.Q.
  - a. Average Reference rating must be at least 15 points as scored with Exhibit V-C.
2. Evidence of Financial Responsibility (pass/fail) - See Section V.R.
3. Compliance with all applicable State Administrative Requirements (pass/fail) - See Sections V.B. thru V.S.

**4.3 Functional Requirements Response Review (pass/fail)**

The Evaluation Team will review the Bidder's proposal to determine whether the proposal contains responses for the Requirements contained in Exhibit A. The Bidder will be given a 'pass' if the required information is included in the proposal and a 'fail' if the required information is incomplete or missing. As discussed in Section VI, all mandatory functional objectives must be satisfied.

**5 SCORING COMPONENTS**

Proposals that comply with the mandatory "pass/fail" evaluation elements discussed above will then be assessed using a relative-percentage scoring model that results in an overall score. The scoring model that will be employed to assess Bidders' proposals is comprised of three components that were developed in adherence to the business objectives and the overall goals of the project. The maximum score possible for a single proposal is **100**, which corresponds to 100 percent. Scoring is based on review and consensus of the Evaluation Team. The score for each component is derived by comparing proposal content to pre-determined component criteria. The relative number of points achieved by each proposal is then calculated by taking the ratio of the points for each individual proposal to the best component score achieved by the competing bidders. Each component's ratio is then multiplied by its weight and summed with the other weighted component scores to reach the final score. The scoring components and weights that will comprise each Bidder's Total Score are listed in Table IX-1 below. Examples of how component scores are calculated are given throughout this section.

Table IX-1 Proposal Evaluation Scoring Components

SCORING COMPONENTS	WEIGHT
Product Support and Training	5%
Functional Requirements Assessment <sup>1</sup>	45%
Cost Assessment	50%
Total Points	100%

<sup>1</sup> Risk Assessment points will be subtracted from the score of each proposal based on the perceived degree of risk inherent in the Bidder's solution. Refer to Section IX.5.3, Risk Assessment (below), for more information

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## 5.1 Product Support and Training (20 points – 5%)

The Evaluation Team will review the Bidder's proposed product support and training including the documentation provided, necessary training, and the help desk support provided. The Evaluation Team will review and score these areas against the criteria shown in Table IX-2. A maximum of 20 points is available.

Table IX-2 Proposal Product Support and Training Scoring Components

SCORING CRITERIA	POINTS
<b>Documentation.</b> None provided = 0 points; a Manual is provided = 1 point; context-sensitive on-line help = 2 points; documentation on a website = 1 point (a total of 4 points here)	4
<b>Required training by vendor (or POST later)</b> (No training required = 10 points; 1 day total training = 8 points; 2 days total training = 6 points; 3 days total training = 4 points; 4 days total training = 2 point; 5 or more days of training = 0 points. (Maximum 10 points here)	10
<b>Help desk support</b> No help desk offered = 0 points; Response time less than 2 hours = 1 point Response time less than 4 hours = 1 point Person-to-person phone response = 1 point Email response = 1 point 5X8 Availability = 1 point 7X24 Availability = 1 point (6 points maximum available here)	6
<b>Total Points Available</b>	<b>20</b>

Each Bidder's Product Support and Training component score will be calculated based on the ratio of the Bidder's points to the highest point total from other responsive proposals and multiplied by the component's weight (5%). The formula for scoring the Product Support and Training Component of each proposal is shown below:

$$\left( \frac{\text{Bidder's Total Points} \times 5}{\text{Highest Total Points Achieved by any Bidder}} \right)$$

For example: IF Bidder A total = 12, Bidder B total = 11, and Bidder C total = 13

THEN

$$\text{Bidder A's score} = \frac{12 \times 5}{13} = 4.62 \quad \text{Bidder B's score} = \frac{11 \times 5}{13} = 4.23$$

$$\text{Bidder C's score} = \frac{13 \times 5}{13} = 5.0$$

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**5.2 Functional Requirements Assessment**

**(Maximum Score = 1560 Points - 45%)**

The Evaluation Team will review and evaluate the Bidder's responses in Section VI, System Requirements and the Functional Objectives Requirements Response Matrix in Exhibit A. During the evaluation, points will be awarded to each proposal based on how well the proposed solution satisfies each of the 31 functional objectives.

To award points, the evaluation team will first rate each response using the scale shown in Table IX.3

**Table IX-3 Proposal Functional Objectives Rating Scale**

<b>Rating</b>	<b>Description</b>	<b>Criteria</b>
<b>0</b>	Not Met	Does not meet objective
<b>1</b>	Work Around	Requires a significant, on-going, labor intensive work-around (beyond product scope)
<b>2</b>	Awkward	Complicated, labor-intensive solution
<b>4</b>	Acceptable	Provides the basic (minimal) functionality needed
<b>5</b>	Enhanced	Provides significantly enhanced functionality compared to basic

The rating for each functional objective will then be used as a factor to award points for each objective, using the weights provided in Table IX.4 below.

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Table IX.4 Functional Objective Weights and Maximum Points

Objective Num.	Importance	Weight	Max Points
1	Critical	20	100
2	Critical	20	100
3	High	10	50
4	Critical	20	100
5	Critical	20	100
6	Critical	20	100
7	High	10	50
8	High	10	50
9	Critical	20	100
10	High	10	50
11	Medium	5	25
12	High	10	50
13	High	10	50
14	High	10	50
15	High	10	50
16	Medium	5	25
17	Medium	5	25
18	High	10	50
19	High	10	50
20	Medium	5	25
21	Medium	5	25
22	Medium	5	25
23	Medium	5	25
24	Critical	20	100
25	Low	1	5
26	Medium	5	25
27	High	10	50
28	Low	1	5
29	Medium	5	25
30	High	10	50
31	Medium	5	25
<b>Max points available</b>			<b>1560</b>

Refer to Table IX.5 for an example of the rating process for the Functional objectives.

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**Table IX- 5 Example of the Application of the Functional Objective Rating Scale**

Functional Objective	Objective Weight (Priority)	Bidder A		Bidder B		Bidder C	
		Rating	Score	Rating	Score	Rating	Score
Objective #22	5	4	20	2	10	4	20
Objective #23	5	2	10	4	20	4	20
Objective #24	20	4	80	2	40	4	80
Objective #25	1	4	4	5	5	2	2
<b>Total Score</b>			114		75		122

The Bidder with the highest functional objectives score would represent the proposal that appears to be the best technical solution for the state. In the example above, Bidder C, with 122 points, would have the best solution, while Bidder B, with 75 points would appear to have the poorest solution.

Each Bidder's Functional Objectives component score will be calculated based on the ratio of the Bidder's points to the highest point total from other responsive proposals and multiplied by the component's weight (45%). However, before computing the ratio, each bidders point total will be adjusted for the degree of risk that their solutions poses - See section IX.5.4, below.

The formula for scoring the Functional Objectives Component of each proposal is shown below.

$$\left( \frac{\text{Bidder's Total Points} \times 45}{\text{Highest Total Points Achieved by any Bidder}} \right)$$

For example: IF Bidder A's total = 1310; Bidder B's total = 1233, and Bidder C's total = 1199

THEN

$$\text{Bidder A's score} = \frac{1310 \times 45}{1310} = 45.00 \quad \text{Bidder B score} = \frac{1233 \times 45}{1310} = 42.35$$

$$\text{Bidder C's score} = \frac{1199 \times 45}{1310} = 41.19$$

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**5.3 Risk Assessment**

*(Best Score = 0 points, Maximum Deduction = 1248 points)*

The State has found that a certain degree of risk is associated with the acquisition of customized software. In general, proven commercial off-the-shelf (COTS) solutions are very low risk because the required functionality has been successfully demonstrated in prior installations.

The Risk Assessment element of the scoring model for this RFP is unique, in that Risk assessment points are not added to a Bidder's score, but subtracted. The ability of the Bidder to provide required and desirable objectives as described by the Bidder's response to the Functional requirements in Appendix A will form the basis of this evaluation. Each Bidder will accumulate risk points based on the evaluation of the risk of their responses to mandatory and desired requirements indicated in Exhibit A, Functional Objectives Requirements Response Matrix. Up to 1248 points can be subtracted from each Bidder's Functional Objectives score based upon response code entries to each of the mandatory and desired requirements in Appendix A, depending on the perceived risk inherent in the proposed solution.

The degree of risk inherent in each Bidder's proposed solution will be scored using a five point scale, with one (1) representing those requirements that pose a low risk, and five (5) representing those that pose a high risk. This scale was created in an effort to quantify the potential development effort required by a Bidder to meet TMAS requirements with its COTS solution. Table IX.6 below describes the response codes that will be used to assess risk with their respective definitions and point values.

**Table IX-6 Risk Assessment Scoring Methodology for Mandatory Components**

Response Code	Definition	Point Value
E – Existing	Requirement will be met by existing software that is installed and operational at other sites and can be demonstrated.	0
R – Third Party Tool or Service	Requirement will be met by the use of integrated software tools, such as a report writer, query language or spreadsheet package.	1
U – Under Development	Requirement will be met by software that is currently under development, in Beta test, or not yet released.	2
A – Minor Alteration	Requirement or service will be met by proposed minor alteration to existing core software code or processes; or by developing a separate module to interface with the existing COTS, where the source code of the existing COTS is not changed.	3
C – Major Customization	Requirement will be met by major modifications to existing core software code or processes.	4

The relative importance of each requirement will be factored into the evaluation, with one (1) representing low priority requirements (those requirements that are weighted less heavily); five (5) representing medium priority requirements, ten (10) representing

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high priority requirements, and twenty (20) representing critical requirements (those requirements that are weighted most heavily). Consequently, the Bidder's response to each requirement will be multiplied by (or weighted) by the relative importance of each requirement. Total points subtracted from a Bidder's score for the Risk Assessment cannot exceed 1248 points. Refer to Table IX-7 for an example of the scoring process for assessing risk.

**Table IX- 7 Example of Risk Assessment Evaluation**

Functional Objective	Objective Weight (Priority)	Bidder A			Bidder B			Bidder C		
		Response	Risk Points	Score	Response	Risk Points	Score	Response	Risk Points	Score
Objective #22	5	C	4	20	A	3	15	A	3	15
Objective #23	5	U	2	10	E	0	0	U	2	10
Objective #24	20	E	0	0	R	1	20	R	1	20
Objective #25	1	A	3	3	U	2	2	C	4	4
Total Risk Assessment				33			37			49

The Bidder with the highest score represents the solution that appears to pose the highest degree of risk. In the example above, Bidder A would have 33 points deducted from its Functional Objectives Assessment score; Bidder B would have 37 points deducted, and Bidder C would have a 49-point reduction

**5.4 Cost Assessment (Maximum Score = 50%)**

**NOTE:** Sealed cost information will not be opened until the Evaluation Team has completed the previous steps in the evaluation process.

**Total Solution Cost**

Cost information will only be evaluated for responsive bids. If a Bidder's proposal has been determined to be non-responsive during the earlier steps, cost information will not be opened. The cost assessment will incorporate costs defined in Section VII, Costing Proposal. The evaluation will assess the total cost of the proposed solution, including the sum of software costs, training costs, and maintenance costs for the contract.

As with other components, each Bidder's cost component score will be calculated based on the ratio of the Bidder's cost to the lowest cost from the other responsive proposals, multiplied by the component weight, i.e. 50. The formula for scoring the cost component of each proposal is as follows:

$$\left( \frac{\text{Lowest Total Cost Bid} \times 50}{\text{Bidder Total Cost}} \right)$$

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To help illustrate this process, Refer to Table IX-8, Total Solution Cost Evaluation and Scoring Methodology Example, for an example of the cost score calculation process. Cost figures in the examples explain the calculations and have no other significance.

**Table IX-8 Total Solution Costing Evaluation and Scoring Methodology Example**

Bidder	Total Cost	Calculation	Cost Points Awarded
A	\$168,000	$\frac{\$150,000 \times 50}{\$168,000}$	44.64
B	\$150,000	$\frac{\$150,000 \times 50}{\$150,000}$	50.00
C	\$178,000	$\frac{\$150,000 \times 50}{\$178,000}$	42.14

#### 5.5 Selection of Contractor

The Evaluation Team will determine which Bidder's proposal has the highest combined score for all evaluation components.

#### 5.6 Summary of Overall Evaluation Scoring Process

In order to further illustrate the manner by which proposals will be assessed, Table IX-9, Summary of Overall Evaluation Scoring Process, presents a summary of the overall evaluation process and demonstrates how the Evaluation Team will score each Bidder's proposal.

Table IX.10, Total Score Example, gives an example with 3 Bidders and illustrates how the scoring model combines scores from each component. Bidder B would be the winner in this example.

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**Table IX- 9 Summary of Overall Evaluation Scoring Process**

EVALUATION COMPONENTS	MAXIMUM SCORE	BIDDER'S SCORE
<b>CONTENT VALIDATION</b>		
<ul style="list-style-type: none"> <li>- Proposal submitted in proper format?</li> <li>- Required number of proposal copies included?</li> <li>- Required information included?</li> </ul>	N/A	Yes/No
If yes to all questions, continue, otherwise stop at this point.		
<b>FUNCTIONAL OBJECTIVES NARRATIVE RESPONSE</b>		
<ul style="list-style-type: none"> <li>- Narrative Responses provided for each Objective in Section VI?</li> </ul>	N/A	Yes/No
If yes to all questions, continue, otherwise stop at this point.		
<b>FUNCTIONAL REQUIREMENTS RESPONSE</b>		
<ul style="list-style-type: none"> <li>- Responses provided for requirements outlined in Appendix A?</li> </ul>	N/A	Yes/No
If yes to all objectives, continue, otherwise stop at this point.		
<b>PRODUCT SUPPORT AND TRAINING</b>		
	5%	5 Points Max.
<b>FUNCTIONAL OBJECTIVES ASSESSMENT</b>		
	45%*	
<b>31 Functional Objectives Assessment/Risk Assessment Score*</b>		45 Points Max
<b>COST ASSESSMENT</b>		
	50%	
Total Cost		50 Points Max.
<b>TOTAL</b>		
	<b>100%</b>	<b>100 Points Max.</b>
* The score will reflect any deductions for risk assessment.		

RFP [REDACTED]  
 [REDACTED] MANAGEMENT AND ASSESSMENT SYSTEM

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TABLE IX-10 TOTAL SCORE EXAMPLE

COMPONENT	Wt	BIDDER A		BIDDER B		BIDDER C		
		Raw Pts	Wt'd Ratio	Raw Pts	Wt'd Ratio	Raw Pts	Wt'd Ratio	
COMPONENT 1 SUPPORT/TRAINING	5		12	4.62	11	4.23	13	5.0
COMPONENT 2 FUNCT. OBJECTS.	55	RAW PTS	1343		1477		1395	
		RISK PTS	33		244		196	
		TOTAL PTS	1310	45.00	1233	42.35	1199	41.19
Component 3 Costs	40	COST	168,000	44.64	150,000	50.00	178,000	42.14
<b>TOTAL SCORE</b>				<b>94.26</b>		<b>96.58</b>		<b>88.33</b>

