

NON-PRICE FACTOR & OVERALL WEIGHT	SUB-FACTOR	Possible Points for each Sub-Factor
TECHNICAL APPROACH Overall weight will be 40% of the number of points earned for this portion of the proposal.	Task 1 – Hotline & Help Desk	Rating scale and possible points for technical approach: Exceptional (100 points) Very good (90 points) Acceptable (80 points) Marginal (70 point) Unsatisfactory (0 points)
	Task 2 – Work Orders (Projects)	
	Task 3 – User Set-ups	
	Task 4 – Equipment Checkout & Demo Equipment Set-ups	
	Task 5 – Hardware Maintenance/Repair/Disposal (Excess)	
	Task 6 – Inventory Management/Shipping and Receiving	
	Task 7 – Computer Training	
	Task 8 – Continuity of Operations Plan (COOP)	
HUMAN RESOURCE APPROACH 35% will be split between Key Personnel/Staffing Plan & Management approach. weight will be 20% of the number of points earned for the Key Personnel proposal and the staffing plan. Overall weight will be 15% of the points earned for the Management Approach.	Key Personnel Position Description or Resume <ul style="list-style-type: none"> • Experience and/or training with ITIL processes and Best Practices • Supervisory experience • Project Management Experience 	Key Personnel & Staffing Plan Exceptional (100 points) Very good (90 points) Acceptable (80 points) Marginal (70 points) Unsatisfactory (0 points)
	Staffing Plan <ul style="list-style-type: none"> • Classifications proposed • Training level and experience proposed for each classification. 	
	Management Approach <ul style="list-style-type: none"> • Company philosophy (Vision, mission statement, history, etc.) • Employee relations (Benefits, performance review processes, • Quality assurance plan to ensure adequate performance. 	
PAST PERFORMANCE 25% of the points earned for the Past Performance survey results.	Contractor shall submit in accordance with Clause L.7 Past Performance Information (EPAAR 1552.215-75) (Oct 2000)	100 points if rated OUTSTANDING for at least 3 contracts. 90 points if rated EXCELLENT or higher for at least 3 contracts. 80 points if rated GOOD or higher for at least 3 contracts. 70 points if rated FAIR or higher for at least 3 contracts. 0 points if rated POOR OR UNSATISFACTORY

Total possible score is 100. (Weight will be multiplied by the points earned to determine score for each area.)

- 40 points can be earned under Technical Approach
- 35 points can be earned under Human Resource Approach
- 25 points can be earned under Past Performance

The proposals receiving a score of 85 or higher will be asked to submit a price bid.