

Region 7 Information Technology Services
Technical Evaluation Criteria

Weight

I. Technical Approach – based on these ten tasks in the PWS 40%
Each task rated from 1-4 (Poor, Adequate, Good, Superior) for a total of 4% on each.
Based on quality of information provided in description of how they will work to meet the task.

- Task 1 - Desktop Services – 5%
- Task 2 - Network and Security – 5%
- Task 3 – Telecommunications – 5%
- Task 4 - Business Applications and Database Administration – 5%
- Task 5 - Audio / Video Support – 3%
- Task 6 - Continuity of Operations Plan and Emergency Response Center – 3%
- Task 7 - Web Maintenance (Intranet and Internet) – 3%
- Task 8 - Asset Management – 3%
- Task 9 - Lotus Notes and Email Support Services – 5%
- Task 10 - Emergency Response Support – 3%

II. Staffing Plan – adequate to ensure all tasks of the PWS are met 25%

- Key Personnel
 - Manager – 10%
Experience with ITIL Processes and Best Practices
Supervisory Experience
Project Management Experience
 - Staff – 10%
Level of Staffing
Training and Certification (required, highly rated)
Experience (years of)
- Management Approach – 5%
Quality Assurance Plan to Ensure Adequate Performance

III. Past Performance 35%

Furnish performance information for the following three areas on the last three contracts. Furnish the last three contracts point of contact, phone number and address.

- Quality of Service - ability to prioritize and guarantee a certain level of performance – 10%
- Timeliness of Performance – 10%
- Quality Assurance – process to check if product or service being developed is meeting specified requirements – 10%
- Quality Control – procedure to ensure product or service adheres set of quality criteria or meets the requirements – 5%

Minimum 85% Technical Evaluation Panel score has to be met to qualify.