

User Group Evaluating / Scoring

Request for Proposal



Government Support Services
website: gss.omb.delaware.gov

updated March 2014

Who Does What?

- RFP's issued for central contracts
 - **Contract Officer:**
 - Review submissions for responsiveness and notify user group of any non-responsive proposals
 - Determine if any offerors are on federal excluded parties listing
 - Provide User Group members with a copy of each responsive offeror's proposal and an evaluation /scoring form
 - Score the cost component of the RFP
 - **User Group (Evaluation Committee):**
 - Each member completes an evaluation / scoring form for each responsive proposal. Each score to be supported with a brief written explanation.
 - Scoring form matches evaluation criteria in RFP
 - Evaluators to work individually
 - Score all criteria except cost
 - Check the business references for each offeror

Confidentiality

- The need for confidentiality is paramount!
- Proposals received, evaluations sheets, communications between the Contract Officer and the user group are not to be disclosed outside of the user group
- A confidentiality breach may, at a minimum, result in the need to cancel the procurement.
 - A breach could also expose the State to litigation

Determining Responsibility and Responsiveness

- **Responsiveness**

- Does the proposal contain all of the basic requirements identified in the ITB or RFP
 - Correct number of copies of proposal in required format
 - Required forms (RPP attachments / exhibits)
 - Submission of or compliance with any other criteria established in the RFP

- **Responsibility**

- DE Code identifies the following as considerations for responsibility of the offeror:
 - Offeror's resources (financial, physical, personnel, or other)
 - Offeror's record of performance and integrity (references)
 - Whether the offeror is qualified legally to contract with the State
 - Whether the offeror supplied all necessary information (responsiveness)
 - Any other criteria established in the RFP

Example of Basic Scoring Criteria Included in a Request For Proposal

Item	Criteria	Points
1	Demonstrated experience in successfully providing services and equipment of a similar type on a similar scale	35
2	Methodology proposed in meeting the requirements set forth in the scope of services	25
3	Proposed timeline in meeting the requirements set forth in the scope of services	25
4	Appropriateness of costs as they relate to the proposed delivery of service and equipment	25
TOTAL		110

More Defined Scoring Criteria

Item	Criteria	Points
1	Experience & qualifications of the offeror's proposed team members for this procurement	25
2	Offeror's proposed methodology to meet the overall scope of work	25
3	Offeror's ability to offer a solution compatible with the technical environment identified in RFP Section 2.5	30
4	Offeror's implementation plan as identified in RFP Section 3.20	30
5	Offeror's project plan, approach, and ability to meet milestones as identified in RFP Section 4.1	30
6	Offeror's communicated methodology in addressing organizational change management	15
7	Proposed Cost	40
TOTAL		195

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Partial Example of a Scoring Form



Item	Criteria	Points Available	Evaluator Score
1	Demonstrated experience in successfully providing services and equipment of a similar type on a similar scale → Evaluator Comment: Insufficient detail on service.	35	17
2	Methodology proposed in meeting the requirements set forth in the scope of services Evaluator Comment: well defined approach	25	25
3	Proposed timeline in meeting the requirements set forth in the scope of services Evaluator Comment: Time allotted for training is excessive	25	21

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Important Points

- **Evaluate and score based only on the content of the proposal and the evaluation criteria**
 - Do not “read into” or dismiss proposal content based on any personal knowledge or perception of the offeror.
 - If an offeror fails to sufficiently address a component of the scope of work the scoring should reflect the degree of shortcoming.
 - If proposal content creates conflict with the terms, conditions, requirements outlined in the RFP this should be reflected in scoring.
 - Comments explaining the numerical score given should be short and to the point.
 - Yes, the user group is a team but for evaluations each team member works individually. Do NOT compare scores or notes with other evaluators.
 - The Contract Officer may provide past performance information. If provided, each evaluator may consider the impact on the proposal score.

Remember It's Public Information

- All evaluation forms should be objective and professional
 - Evaluation forms are public documents and subject to being made available through the FOIA process
 - Evaluator names are redacted from any documents made available through the FOIA process but if a bidder should pursue legal avenues evaluator names could be subject to disclosure.
- E-mails related to a procurement and any notes that might be taken during the evaluation process are also subject to disclosure through the FOIA and /or legal process.

Final Steps

- Contract Officer pulls the results together:
 - Tallies user group scores and includes cost scoring
 - Solicits best and final offers from offerors
 - Provides User Group with scoring summary and award recommendation
- User Group
 - Reviews / approves award recommendation
- Contract Officer brings the process to closure :
 - Negotiates terms and conditions where applicable
 - Issues award notifications
 - Creates a permanent record