

## **CRITERIA FOR EVALUATION**

**Please Note: The Evaluation Criteria is included in the RFP, however, it is not recommended that the point system be published in the RFP or given to any bidder until time of proposal opening.**

### **Evaluation Criteria**

The evaluation process will be done by a committee of diverse members selected by the NPSC. This committee will consist of staff with the appropriate expertise to conduct such proposal evaluations. Purchasing further recommends that the individuals be from various agencies/divisions.

The following areas of consideration will be used in making the selection:

#### **A. Corporate Overview**

Contractor Qualifications - The ability of the contractor to meet the requirements of the RFP;

#### **Professional Personnel**

The competency of professional personnel who will be assigned by the contractor to provide Telecommunications Relay Services during the contract. Qualifications of professional personnel will be evaluated by education and relevant experience.

#### **B. Technical Requirements**

Soundness of Approach - The proposed method for meeting the proposed RFP technical requirements;

#### **C. Cost**

Cost will be considered to the extent that the NPSC receives maximum value for the least cost;

#### **D. Oral Interviews**

The oral interviews may not be required.

### **Evaluation Process**

All proposals will be evaluated using the criteria (a through d) above. The evaluation will be based on the proposals received and oral interviews, if required. The items scored will be used to determine the award.

**RFP # PSC-TRS-2023-1**  
**Telecommunications Relay Services**  
**Opening Date: March 8, 2024 2:00 p.m. Central Time**

**Evaluation Criteria**

**Mandatory Requirements (In order of proposal submission)**

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. 'Request for Proposal for Contractual Services Form', signed manually in ink;
2. 'Form A – Contractor Proposal Point of Contact' form;
3. Completed Section II, 'Terms and Conditions';
4. Completed Section III, 'Contractor Duties';
5. Completed Section IV, 'Payment';
6. Section V – 'Technical Requirements';
7. Section VI – 'Corporate Overview';
8. Section VII – Cost Proposal Requirements. This section is satisfied by filing the Price Quotations as noted below:
  - a. Completed Attachment 1.1 – Price Quotation – Mandatory Services – Telecommunications Relay Service;
  - b. Completed Attachment 1.2 – Price Quotation – Optional Services – Captioned Telephone Service (CTS);
  - c. Completed Attachment 1.3 – Price Quotation – Optional Unsolicited Services (if applicable).

**Evaluation Criteria**

All responses to this Request for Proposal, which fulfill all mandatory requirements, will be evaluated. Each category will have a maximum possible point potential. Areas that will be addressed and scored during the evaluation include:

<b>Evaluation Criteria</b>	<b>Possible Points</b>
Part 1 — Corporate Overview	200
Part 2 — Technical Requirements	1,020
Part 3 — Cost Proposal Points	1,830
Total Points without Oral Interviews	3,050
Oral Interviews, (if required)	50
Total Points with Oral Interviews	3,100

**Part 4 – Cost Proposal Points**

Cost points should be calculated as follows:

1. Establish lowest cost submitted – lowest cost submitted receives the maximum points.
2. To assign points to other proposals, the following formula will be followed:  
**Lowest Cost Submitted ÷ Cost Submitted x Maximum Possible Cost Points = Cost Points to Award (see samples below)**

	<b>Formula</b>	<b>Example #1</b>	<b>Example #2</b>	<b>Example #3</b>
	Lowest Cost Submitted	\$100,000	\$100,000	\$100,000
÷	Cost Submitted	\$100,000	\$200,000	\$150,000
x	Maximum Possible Cost Points	1,830	1,830	1,830
=	Cost Points Awarded	1,830	915	1,220

## Final Evaluation Document

**RFP # PSC-TRS-2023-1**

**Telecommunications Relay Services**

**Opening Date: March 8, 2024 2:00 p.m. Central Time**

<b>EVALUATION CRITERIA</b>	<b>Possible Points</b>	<b>Hamilton</b>	<b>T-Mobile</b>
<b>Part 1.0 Corporate Overview</b>	<b>200</b>		
<b>Part 2.0 Technical Requirements</b>	<b>1,020</b>		
<b>Part 3.0 Cost Proposal</b>	<b>1,830</b>		
<b>Total Points</b>	<b>3,050</b>		
<b>Ranking</b>			