

State of Iowa OCIO -- RFP #0722-661-01
RFP Scoring Methodology

RFP Technical Proposal Section	Scored Specification	Points Available
4.4.1	Describe the proposed solution, including features/capabilities, alignment with the Agency's goals, design, user experience, and other information supporting a determination that the proposed solution will meet the needs of the Agency as described in the background provided in Section 1.3 and the Mandatory Specifications in Section 4.3.	296
4.4.2	Describe your customization and extensibility capabilities.	296
4.4.3	Describe the features of the proposed solution's mobile application that enhance user-friendliness. Provide screenshots from the view of administrator, teacher/provider, and parent.	319
4.4.4	Provide the following information regarding your experience:	137
4.4.5	Provide contact information for three (3) references from current government customers using the proposed solution. Contact information should include name, position/title, organization name, telephone number, and email address for each reference.	68
4.4.6	Provide a project plan for the deployment of the proposed solution.	319

4.4.7	Describe your testing methodology prior to moving your proposed solution to production. Include details about your work plan, standards, procedures, tracking and resolution of problems, etc., that will be used to gain the Agency's acceptance of the proposed solution.	251
4.4.8	Describe your methodology for assessing the Agency's needs and subsequently configuring the proposed solution to address them.	387
4.4.9	Describe the ease of use and ease of navigation designed into the proposed solution.	319
4.4.10	Describe how your proposed solution is customizable to best suit the needs of the Agency, school district personnel, and reporting party/end-users.	410
4.4.11	Describe how the proposed solution identifies and blocks false reporting. Include details on preventing false reports from: --Tips submitted from IP addresses and voice over IP from outside the United States --Spam text messages and voice calls --Tips from spoofed phone numbers and IP addresses	593
4.4.12	Describe how the system maintains functionality in the event of a failure.	296
4.4.13	Describe the solution's disaster recovery plan.	251
4.4.14	Describe the solution's architecture.	68

4.4.15	Provide a network diagram of the solution.	68
4.4.16	Describe any reports included with the proposed solution that allow the Agency to monitor and administrate school safety activities.	319
4.4.17	Describe the usage analytics available in the proposed solution, including any server log analytics to report useful online website use statistics and patterns.	160
4.4.18	Describe the proposed solution's capability to export data as common file types including, but not limited to, Excel, .csv, .pdf, Word, etc.	23
4.4.19	Describe the plan for hosting the proposed solution. Describe what operational standards or frameworks for managing Information Security/Cyber security you follow (e.g., NIST CSF 1.1, NIST 800-37 Rev. 2, ISO IEC 27001, ISO 27036).	479
4.4.20	Provide any service-level agreements ("SLAs") used for solution performance and operation.	160
4.4.21	Describe the ongoing support to be provided for the proposed solution for the duration of the Contract.	524
4.4.22	Describe the proposed user training to be provided with the proposed solution, including online resources, printed manuals, etc. Include the plan for post-implementation ongoing support, maintenance, and upgrades.	501

4.4.23	Provide a description of how you will respond to system malfunctions, security breaches, and diagnose and solve problems with the network, hardware, or software.	547
4.4.24	Provide a training plan for initial implementation that includes time, materials, and modes of training.	114
4.4.25	Describe how user issues will be elevated from the Agency support team to the Contractor for resolution, as needed.	342
4.4.26	Describe your firm's customer issue response and resolution time.	205
4.4.27	Describe the process for ongoing customization of the application, including Agency notification of new features, testing of new features, and production deployment cycles.	547
	Total Possible Points for Technical Proposal	8000
RFP Attachment #1 Cost Proposal	Cost Criteria	Possible Cost Points
Total Possible Cost Proposal Points	The qualified Respondent with the lowest all-inclusive total cost will be awarded the maximum points. All other Respondents will receive a Cost Proposal score proportional to the lowest cost proposal.	2000