

# State of Iowa OCIO -- RFP #0321-493-01

## RFP Scoring Methodology

RFP Technical Proposal Section	Scored Specification	Points Available
4.4.1	Describe the proposed solution, including product features/capabilities, alignment with the Agency's goals, system design, user experience, and other information supporting a determination that the proposed solution will meet the needs of the Agency for a Case Management System similar in nature to the background provided in Section 1.3 and the Mandatory Specifications in Section 4.3.	104
4.4.2	Describe the ease of use and ease of navigation designed into the proposed solution.	627
4.4.3	Describe your customization and extensibility capabilities.	627
4.4.4	Describe how the system can be updated to reflect changes in technology and/or the Agency's case management priorities.	418

.4.4.5	Describe the plan for hosting the proposed solution. Include details on whether the solution will be hosted locally or by Respondent.	313
4.4.6	If hosted by the Respondent, please describe your security measures to protect sensitive information.	1045
4.4.7	Describe your plan for deployment of the proposed solution. Include an estimated timeline for the deployment.	209
4.4.8	Describe your approach for migrating data from the existing case management system into the proposed solution.	627
4.4.9	Describe the ongoing support to be provided for the proposed solution for the duration of the Contract.	836

4.4.10	Provide contact information for at least three references for a completed Case Management System (as described in Section 1.3) where you served as the prime contractor for the engagement or similar services for a governmental entity (city, county, state agency, or federal agency) within the last four years.	418
4.4.11	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.	627
4.4.12	Provide a description of how you will respond to system malfunctions, security breaches, and diagnose and solve problems with the network, hardware, or software. Responses should include the plan to be provided to the State, which would include identifying the team responsible to resolve problems, a description of their actions, and the approach to that resolution.	1149
	<b>Total Possible Points for Technical Proposal</b>	<b>7000</b>

<b>RFP Attachment #1 Cost Proposal</b>	<b>Cost Criteria</b>	<b>Possible Cost Points</b>
<b>Total Possible Cost Proposal Points</b>	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.	<b>3000</b>