

# Agency Guidelines for Preparing a Solutions-Based Solicitation

## Statement of Work

### Organizational Background

- Organizational History
- Mission
- Agency Budget
- Organizational Structure
- Number of Employees

### Define the current business environment.

- Current Processes and Procedures Directly or Indirectly Related to This Project
- Current Legal or Business Mandates
- Any Procedural or Process Documentation Directly or Indirectly Related to This Project
- Include Budget range and source of funds.

### Define the current technical environment

- All Hardware and Software Currently Used to Address the Requirements of This Project
- Any Currently Owned or Operated Hardware or Software That Could or Should be Utilized to Solve The Problem

### Define the business problem(s) to be solved.

- Be careful not to define a desired solution.
- Be careful not to define the problem in terms of a solution.
- Define the problem, not the solution.

### Business Proposals – Included with the technical proposal

- Risk Analysis – What internal or external factors could significantly impact the probability of completing this project on time and within budget?
- Risk Mitigation – What actions can be taken to mitigate the identified risks?
- Risk Sharing – Are there opportunities for mutually beneficial risk sharing?
- Implementation Plan
- Staffing Implementation Plan
- Bill of Materials without itemized or total cost
- Optional Solutions – alternate solutions for the same functional offering along with the cost delta and an explanation of the sections of the proposal the alternate solution replaces.

### Define the proposal format expected from the offerors

- Submittal Letter
- Executive Overview
- Technical Overview
- Detailed Technical Explanation of Proposed Solution with specifications
- Any Available Options
- Business Proposal
- Offeror's Qualifications

Cost Information to be included under separate cover should include:

Total Cost of Ownership – What is the anticipated cost of purchasing, owning, operating, maintaining, and supporting the proposed solution for the total potential term of the contract? Provide a detailed accounting. Include a Bill of Materials with itemized cost information.

Performance Incentives (if applicable) – Are there opportunities for performance-based incentives?

Financial Options - Are there alternative financing options available to the State?

Include requirements for Offeror's Qualifications

Offeror should include the following information for the offeror and any subcontractor that will contribute more than 10% of the performance requirements of the contract:

Include a brief history of the offeror's experience in providing solutions of similar size and scope.

Financials – Agency must determine financial viability of each offeror.

Audited

Public Corporations, Private Corporations, Private Companies, and LLCs

Offeror must provide evidence of financial viability regardless of corporate structure

Corporate References

Customer Lists – A complete customer list is requested.

Failed Projects, Suspensions, Debarments, Litigation (past and present).

**Prior to establishing the evaluation criteria the agency must determine:**

What role demonstrations will play in the evaluation process?

What type of evaluation process will be followed: Standard evaluation committee, Evaluation committee with subject matter consultants, or subject matter evaluation?

**Agency Risk Analysis**

Agency should conduct an agency risk analysis and identify risk mitigation strategies. Some agency risks might be shifted to contractor during proposal preparation or negotiation.

**Evaluation Criteria** – There are a few standard criteria:

**Functional Capabilities:** How well does the proposed solution meet the needs of the State as identified herein.

**Technical and Performance Capabilities:** How well do the technical and performance capabilities of the proposed solution meet the needs of the State.

**Business Plan:** - The impact of the proposed systems on the business and financial operations of the Agency.

### **Cost**

**Installation and Support:** The degree to which the proposed installation and support capabilities meet the needs of the State.

**Implementation Plan:** Is the plan complete, reasonable, and does it meet the objectives outlined in the offeror's proposal?

**Qualifications:** References (corporate and/or personal), resumes, financial statements, and evidence of ability to conduct business in the State.

**Risk:** The probability of a successful implementation of the proposed solution.

**Demonstrations:** - Completeness, robustness, and ease of use of the proposed system.

There are three methods of including demonstrations in the evaluation process:

- 1) The apparent successful vendor is asked to demonstrate its product so that the State may verify the claims made in the vendor's proposal. This is a pass/fail evaluation.
- 2) All vendors submitting proposals are asked to demonstrate their products, and each evaluator scores each demonstration.
- 3) A short list of vendors are asked to demonstrate their products. This is accomplished through a two-part evaluation process. Two sets of evaluation criteria are included in the RFP. Each proposal received is evaluated against the first set of criteria which does **not** include the demonstration. The vendors receiving the top three scores are asked to demonstrate their products. If there are less than three vendors offering proposals, then all vendors will be asked to demonstrate their products. Each of these vendors is evaluated against the second set of evaluation criteria. The second set of criteria should include all the first-part evaluation criteria plus the demonstration.

**Presentation of Proposals** – Will Offerors be invited to make oral presentations of their proposals? These presentations can not be evaluated.

**Negotiations** – The nature of this type of solution will probably require the negotiation of a contract prior to award.