

ATTACHMENT I PROPOSAL EVALUATION FORM

All proposals will be reviewed for responsiveness and then evaluated using the criteria set out herein.

Offeror Name: _____
Evaluator Initials: _____
Date of Review: _____
RFP Number: **2023-0200-5226 Statewide Transcription Services**

EVALUATION CRITERIA AND SCORING

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS PROPOSAL IS **1000**

The state expects to award the contract to the Offeror whose proposal is responsive and is the most advantageous to the state, as determined by the state in its sole discretion. As allowed in 2AAC 12.500, the state reserves the right to request supplementary information to assure the state that the prospective contractor has a satisfactory record of performance, is qualified legally to contract with the state, and has supplied all necessary information in connection with the inquiry concerning responsibility.

Points	Percent	Section	Attachment	Evaluation Criterion
Pass/Fail	N/A	5.02	A	Administrative Requirements
100	10%	5.03	B	Prior Experience
150	15%	5.04	C	Company Qualifications
150	15%	5.05	D	Data Security & Confidentiality
100	10%	5.06	E	Client References
400	40%	5.07	F	Cost Proposal
100	10%	5.08	n/a	Alaskan Offeror Preference

5.03 PRIOR EXPERIENCE (Attachment B) — 10 Percent

Maximum Point Value for this Section - 100 Points

1000 Points x 10 Percent = 100 Points

Proposals will be evaluated against the questions set out below.

- 1) Has the offeror been in business for a minimum of three years in the past ten years?

NOTES:

- 2) Has the Offeror performed transcription services similar to the complexity of the work listed in the Scope of Work, such as providing transcription services with complex general, medical and legal terminology on a state, regional or national basis?

NOTES:

- 3) Does the Offeror have an identifiable single point of Contact?

NOTES:

- 4) Has the offeror demonstrated their hours and submission methods?

NOTES:

- 5) Does the Offeror perform Full-Time service support during normal business hours for Alaska, working day Monday through Friday, 8:00AM – 5:00PM?

NOTES:

EVALUATOR'S POINT TOTAL FOR 5.03: _____

5.04 COMPANY QUALIFICATIONS (Attachment C) —15 Percent

Maximum Point Value for this Section - 150 Points

1000 Points x 15 Percent = 150 Points

Proposals will be evaluated against the questions set out below.

Offeror Profile:

- 1) How well did the Offeror describe the ownership structure?
NOTES:

- 2) Was the number of employees and the company website clearly identified?
NOTES:

- 3) How well does the Offeror describe the sales contact team information?
NOTES:

- 4) How well does the Offeror describe their experience with, and methodology for developing required reports as described in RFP Section 3.04 (Project Reporting)?
NOTES:

Customer Service:

- 1) Did the offeror identify the hours of operation?
NOTES:

- 2) How well did the Offeror describe the method they will use to manage multiple accounts?
NOTES:

- 3) How well did the Offeror identify their policies and procedures for responding to customer complaints and service issues?
NOTES:

- 4) How well did the Offeror explain how they assess customer satisfaction?
NOTES:

- 5) How well did the Offeror explain their company's quality assurance measures?
NOTES:

Technology:

- 1) How well did the Offeror describe their methods for order submissions, including online systems that purchasing entities would use to place orders and receive results?
NOTES:
- 2) How well did the Offeror describe their ability and process to support orders submitted from purchasing entities located in different regions throughout Alaska?
NOTES:
- 3) How well did the offeror describe their file format requirements?
NOTES:

EVALUATOR'S POINT TOTAL FOR 5.04: _____

5.05 DATA SECURITY & CONFIDENTIALITY (Attachment D) —15 Percent

Maximum Point Value for this Section - 150 Points

1000 Points x 15 Percent = 150 Points

Proposals will be evaluated against the questions set out below.

- 1) How well did the Offeror explain what measures they take to protect sensitive customer information and comply with all federal requirements including, but not limited to Health Insurance Portability Accountability Act (HIPAA) and Personal Identifiable Information (PII)?
NOTES:

- 2) How well did the Offeror describe their methods for handling and reporting security events?
NOTES:

- 3) How well did the Offeror describe what policies and procedures they follow to maintain confidentiality of all transcription files?
NOTES:

EVALUATOR'S POINT TOTAL FOR 5.05: _____

5.06 CLIENT REFERENCES (Attachment E) — 10 Percent

Maximum Point Value for this Section - 100 Points

1000 Points x 10 Percent = 100 Points

Proposals will be evaluated against the questions set out below.

- 1) Has the Offeror provided five (5) Past Performance references that are clear and applicable?

NOTES:

- 2) Were the overall average scores favorable and acceptable on the Past Performance Information Scores?

NOTES:

- 3) Did the Offeror provide the list of the Contract Team and Key Personnel?

NOTES:

- 4) Did the Offeror submit the resumes of the top two (2) key personnel who will be managing the contract per RFP Section 5.06 ?

NOTES:

EVALUATOR'S POINT TOTAL FOR 5.06: _____

EVALUATOR'S COMBINED POINT TOTAL FOR ALL EVALUATED SECTIONS:

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NOTE: Cost Percentages and Alaska Offeror Percentages will be added into the final scores by the Contracting Officer facilitating this solicitation after the Proposal Evaluation Committee (PEC) has ended and all scores have been gathered, calculated, and logged.

Contract Cost — 40 PERCENT
Maximum Point Value for this Section — 400 Points
1000 Points x 40 PERCENT = 400 Points

Overall, a minimum of **40** percent of the total evaluation points will be assigned to cost. The cost amount used for evaluation may be affected by one or more of the preferences referenced under **SECTION 6.11**.

Converting Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out in **SECTION 6.15**.

Alaska Offeror Preference — 10 Percent
Point Value for this Section — 100 Points
1000 Points x 10 Percent = 100 Points

If an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10 percent of the total available points. This amount will be added to the overall evaluation score of each Alaskan offeror.