Chatham County CAD/RMS RFP Project Evaluation and Scoring Process
March 4, 2020

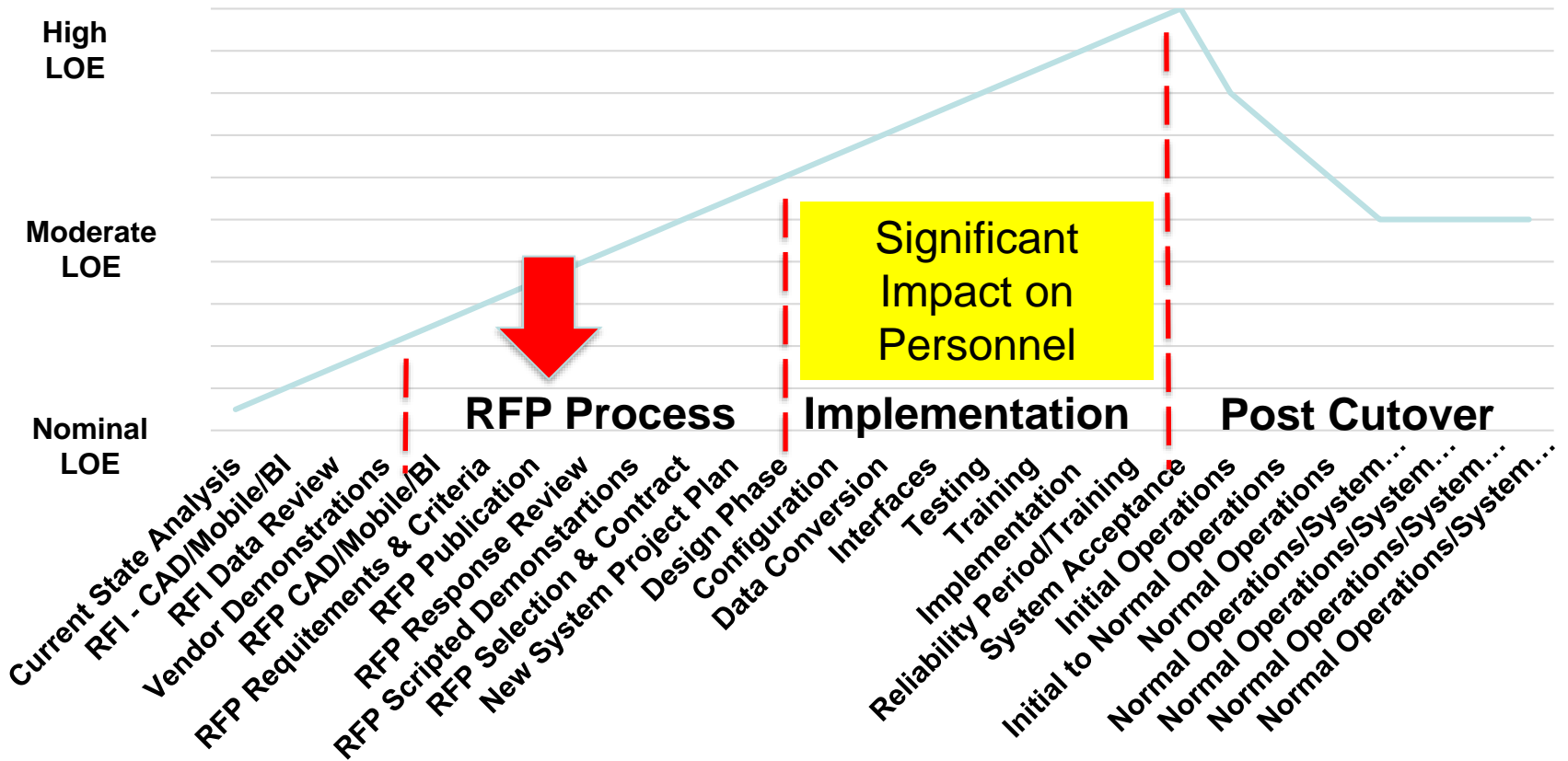# Understanding of Level of Effort to Successfully Complete the Project

Level of Effort (LOE) - Personnel Commitment

RFP Scoring Process

- Objectives:
  - Systems Approach - Assess and rank the proposed solutions for all public safety and IT departments as a single entity
  - Ensure the assessment of the proposed systems is completed in an objective and impartial manner
  - Provide relevant subject matter expertise and end-user input to the Evaluation and Scoring Committee for scoring purposes
  - Complete a comprehensive assessment of the proposed systems via a breakdown of all scoring categories
  - Ensure there is traceability for all major category scores to relevant sub-category grades
  - Develop a scoring process that reflects the proposed systems in their entirety
  - Create a matrix that demonstrates the strengths and weaknesses of all proposed systems

RFP Scoring Process

- Functionality and Features   25 points
- Technical/IT   21 points
- Company Experience   9 points
- Project Management   8 points
- References   5 points
- MWBE   15 points
- Cost   17 points

     Total   100 points

Phase 1 RFP Scoring Process

Functionality and Features	25 points
Technical/IT	21 points
Company Experience	9 points
Project Management	8 points
References	5 points
MWBE	15 points
Total	83 points

Sub-Total   **83 points**

The first vote is completed without the pricing to ensure costs do not negatively impact objectivity

Cost   17 points

Total   **100 points**

The first 100-point vote will determine the two/three companies that will process to Phase II – Scripted Demonstrations

RFP Scoring Process

- Phase 1 vote is based on information provided by the companies

- Phase 2 vote is based on observing the proposed system in action performing scenarios determined by the Project Team and based on answers to specific questions

- Specific categories will be re-scored based on the scripted demonstrations

Phase 2

Functionality & Features   **25 points**

Technical/IT   **21 points**

Phase 2 RFP Scoring Process

- Best and Final Offer (BAFO) – County Purchasing and Contracting Department will provide the companies a BAFO period

- The objective of the BAFO is to have the final two/three companies compete against each other in order to obtain the best pricing possible

- BAFO participation is 100% voluntary – Companies can keep their original cost proposals and do not have to respond

- Costs are re-scored if either or both companies respond to the BAFO

Phase 2

Functionality & Features   **25 points**

Technical/IT   **21 points**

BAFO Cost   **17 points**

Grading Scale

- Objective is transparency and traceability

- Each grade must have supporting statements that articulate reasons for the grades

- Every scoring item starts with a 3 (Average) – Must be able to explain why X is better or worse than a 3

- Process identifies trends and patterns

5	Excellent – Exceeds Good criteria
4	Good – Exceeds Average criteria
3	Average – Meets minimum mandatory criteria
2	Below Average – Sub-standard criteria
1	Poor - Will negatively impact public safety operations

RFP Project Scoring Process

- Utilize numerical scores in scoring tables
- Breakdown scoring categories into subgroups
- As many subgroups as required may be used
- Scoring tables identify company/solution trends
- Below is an IT infrastructure example:

Company	Architecture	Uptime	Performance	Stability	COOP	Disaster Recovery	Other
Company X	4	5	4	4	5	4	4
Company Y	5	5	5	5	4	5	4
Company Z	3	4	3	3	5	4	3

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CAD System Breakdown

	Company	Functionality & Features	IT	Project Management	References	Cost
Company X						
Company Y						
Company Z						

Functionality and Features - 25 points

	CAD	**GIS/Map**	**Mobile/ AVL**	**LRMS**	**FRMS**	**BI/ Analytics**
Company X	**5**	**5**	**5**	4	**5**	**5**
Company Y	5	5	4	4	4	**3**
Company Z	4	4	4	3	**5**	3

- Big picture view – Identification of positive and negative patterns
- Roll-up of sub-category scores
- All the proposed systems can complete the mission (e.g., no failures – 1 or 2 grades)
- Which system is the best solution all public safety?

CAD System Breakdown

	Police CAD	Fire CAD	EMS CAD	Multi-Agency	CAD/Map	CAD/AVL	CAD/MDC
Company X							
Company Y							
Company Z							

CAD System Breakdown

	Screen Layout	Clarity	User Friendly	Critical Information	Move Thru System	Use of Color	Other
Company X	4	5	4	4	5	4	4
Company Y	5	5	5	5	4	5	4
Company Z	3	4	3	3	5	4	3

CAD System Breakdown

	Incident Entry	Dispatch	Status Monitor	Mapping	Alarm Billing	9-1-1 Interface	System Admin
Company X	4	5	4	4	5	4	4
Company Y	5	5	5	5	4	5	4
Company Z	3	4	3	3	5	4	3

CAD System Breakdown

	Address Validation	Common/ Alias Names	Response Plans	Dispatch Incident Status & Disposition Codes	Roster	False Alarm Module	CAD Modules
Company X	5	4	4	5	4	4	4
Company Y	5	5	5	5	5	4	5
Company Z	5	4	4	3	4	3	3

CAD System Roll-Up Score

- Global view of all CAD categories supports the score

Company	CAD	GIS	Mobile/AVL	LRMS	FRMS	BI
Company X	4	5	4	4	5	4
Company Y	5	5	5	5	4	4
Company Z	3	4	3	3	5	3

RFP Project Scoring Process

- Every category and topic can have its own scoring table

Company	Sub Category	Sub Category	Sub Category	Sub Category	Sub Category	Sub Category	Sub Category
Company X							
Company Y							
Company Z							

Information Technology Infrastructure & Performance

	Proposed Architect	CAD Uptime	RMS Uptime	Perform Metrics	Failover COOP	Network Compat	Disaster Recovery	Data Center Footprint
Company X								
Company Y								
Company Z								

Information Technology
Interfaces & Data Conversion

	9-1-1 ICD	Radio PTT ICD	Legacy System ICDs	Interface LOE for System Upgrades	CAD Data Conv Plan	Data Conv Utilization	Data Warehouse Solution
Company X							
Company Y							
Company Z							

Company History

	Years in Business	Products	Customer Base Tier 1-3	Regional/ State Depts.	Company Stability	Recent contracts	Default History
Company X							
Company Y							
Company Z							

Law Enforcement RMS

	Master Name File	Address Validation	Field Based Report	Global Edits	Crime Analysis	Solvability Factors	Alerts and Flags	CAD Integration
Company X								
Company Y								
Company Z								

Fire/EMS RMS

	NFIRS	PCR	Master Indexes	CAD/EMD	Reports	Modules	Address Validation	Other
Company X								
Company Y								
Company Z								

Project Management

	Project Management Plan	Proposal Organization	WBS	Cutover Plan	LOE/ Schedule	PM Status Reports Documents	Training Plan
Company X							
Company Y							
Company Z							

Scoring Criteria Plan

Breakdown of Scoring Categories

Functionality and Features	25 points
Technical/IT	21 points
Company Experience	9 points
Project Management	8 points
References	5 points

Important – Breakdown points for each category after developing scoring criteria.

Group Exercise – Reference Check

Reference Check Process

- Survey Monkey - Example
- Follow-up questions if needed
- Requirement – Same questions to each reference
- Reference information is not always clear and accurate
  - Attempt to engage various personnel
  - Leadership
  - Project Manager
  - Operations – Police, Fire and EMS
  - Communications Center
  - IT
  - GIS
  - Financial
- Cannot hold a company accountable for a non-response
- Rating 1 – 5 (1 = Poor, 3 = Acceptable and 5 = Excellent)
- Point Breakdown is easy due to 5 points

Group Exercise – Reference Check

How satisfied are you with Overall experience with the company?

1 – 5 response

How satisfied are you with the company's expertise concerning?

1. CAD/RMS system infrastructure and network
2. CAD/RMS system software
3. Police/RMS CAD operations
4. Fire CAD/RMS system operations
5. Etc.

Group Exercise – Reference Check

How satisfied are you with the company's Project Management?

1. Development and execution of an overall Project Plan and schedule
2. Communication with agency through all phases of the project
3. Clear instructions regarding agency's role and responsibilities
4. Ability to complete tasks, assignments and deliverables in a quality manner on time

How satisfied are you with the company's support during each phase of the project?

1. Installation
2. Design and configuration
3. Training
4. Implementation/cutover
5. Maintenance and support

Group Exercise – Reference Check

How satisfied are you with the company's pricing?

1. Initial cost

2. Recurring costs

Would you recommend this vendor for a large CAD/RMS Project?

1. Strong recommendation

2. Moderate recommendation

3. No opinion either way

4. Recommend not using this company

Group Exercise – Company Experience

Company Experience - 9 points

What sub-categories should be included to evaluate Company Experience?

- ○ Years in Business
- ○ Products
- ○ Customer Base
- ○ Tier 1-3
- ○ Regional/State departments
- ○ Company Stability
- ○ Recent contracts
- ○ Default History

- Look at RFP – Company Information (Chapter 1)

- How should the 9 points be divided?

Group Exercise – Project Management

Project Management - 8 points

What sub-categories should be included to evaluate Project Management?
- Project Management Plan
- Proposal Organization
- Work Breakdown Structure (WBS)
- Cutover Plan
- LOE/Schedule
- Project Status Reports
- Document Management
- Training Plan

- Look at RFP – Company Information (Chapter 1)
- How should the 8 points be divided?

Break-Out Groups

Functionality and Features   25 points

Technical/IT   21 points

Identify categories/sub-categories first then point breakdown.

Q & A
Discussion

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