

Proposal Scorecard IT RFP Evaluation

Evaluator:

Bidder:

Maximum score to be awarded in each category is 5 points. Each category is assigned a weight. Bids will be evaluated based on their weighted score.

Bidder Proposal Portion of the Evaluation Process

Category	Criteria	Score	Comments
1. Services offered	Levels and packages offered. Are there bundled packages? Do they meet the needs of the organization? Flexible to standards? Bundled pricing and package pricing available?		
2. Technical Support	Request Process, Escelation, Hours of Support, Service Level Agreement, Enforcement of Service Standards		
3. Network and Server Monitoring	Level and detail of network monitoring. Response times especially after hours. Response levels to failures. On call Staff during after hours. Reporting progress to OneHealth Staff.		
4. Backup Solutions	Soundness of backup solution. Ability to access solution for quick file recovery. Nightly vs incremental backups. Offsiting of backups. Cost of backup packages or retention. Are backups tested at intervals. Assistance provided with testing?		

Proposal Scorecard

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5. Business Continuity and Disaster Recovery.	Solutions provided. Cost of solutions. Ability to assist with planning and testing of business continuity and disaster recovery. Willingness to work with OneHealth team to devise a plan and scenario testing.		
6. Security Solutions	Security solutions provided. Levels and packages offered. Feasibility. Are solutions realistic, up to date? HIPAA and PCI. Quartely and annual testing.		
7. Security Expertise	Experience of vendor in security with regards to HIPAA and PCI. Expertise of staff, such as certifications, forums, conferences.		
8. Organizations involvement in providing IT support to Health Care or similar industries.	Length of experience and knowledge of health care environment or similar in regards to urgency, security, and compassion.		
9. Reporting capabilities and standards.	How is information reported to Onehealth IT staff. How often? In what format? How often is reporting done, annual, quartely, etc.		
10. Describe the steps you anticipate will be needed to ensure a smooth transition if you are selected as the new agent of record.	Ability to facilitate a smooth transition without or with very small gaps in security coverage and backups.		

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Category	Criteria	Score	Comments
11. Number of employees dedicated to account management and support.	Known list of employees dedicated to One Community Health or for staff to contact depending on services.		
12. Please provide any additional information you believe is pertinent to the proposal.	Details specific the to bidder that differentiate their services.		

Total Weigh