**APPLICANT NAME:** Unified Communications System Replacement Project

**REVIEWER ID:**

### SUMMARY SCORES:

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I. PROPOSAL NARRATIVE – VENDOR OVERVIEW 9 points

This criterion reflects the extent to which the applicant has been in business for a long time (>5 years, preferably > 10 years), has a large current client base, assigns appropriate staff to this project, and has experience working within LA County.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 9)
II. **PROPOSAL NARRATIVE – EXPERIENCE WITH DEPLOYED SYSTEMS**

12 points

This criterion reflects the extent to which the applicant has much experience with projects that have a similar size and scope and has deployed systems for similar size organization as First 5 LA.

**Note: Any notes and/or questions should be included on a separate piece of paper**

Score: (maximum score = 12)
III. **PROPOSAL NARRATIVE – APPROACH TO REQUIREMENTS**  9 points

This criterion reflects the extent to which the applicant’s proposal demonstrates a well thought through method of reviewing, re-validating and finalizing the requirements for the system.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 9)
IV. PROPOSAL NARRATIVE – SYSTEM DEVELOPMENT 11 points

This criterion reflects the extent to which the applicant’s proposal identifies a well thought out process of working with First 5 LA to customize, test and deploy the new system to meet our requirements. Ideally, we want a system that has easy to use administrative function that can be handled by First 5 LA staff rather than depend on the vendor.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 11)
V. PROPOSAL NARRATIVE – EASE OF SYSTEM ADMINISTRATION 10 points

This criterion reflects the extent to which the applicant’s proposal addresses First 5 LA’s need for users of the phone to be self-administered with little need to contact ITD or the vendor. Such functions as password change, configuration of the phone for various functions, and accessing the phone messages from anywhere. The vendor should describe the different levels of administration access.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 10)
VI. PROPOSAL NARRATIVE – Transition  6 points

This criterion reflects the extent to which the applicant’s proposal demonstrates a solid plan to transition staff from the old system to the new system. The vendor should clearly describe a process for validating the completeness and the transition to ensure the right user is associated with the right number.

Note: Any notes and/or questions should be included on a separate piece of paper

Score:  (maximum score = 6)
VII. PROPOSAL NARRATIVE – Training and on-going Support  9 points

This criterion reflects the extent to which the applicant’s proposal describes good training and technical assistance practices that will ensure that all First 5 LA staff will be trained well and supported by a live person when they need to contact the applicant for assistance. Proper system documentation should be available to assist users with phone functions.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 9)
VIII. PROPOSAL NARRATIVE – Timeline 8 points

This criterion reflects the extent to which the applicant’s proposal demonstrates that the applicant can allot an adequate amount of time to each task as outlined in the Scope of Work.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 8)
IX. **PROPOSAL NARRATIVE – HOSTING AND DATA RECOVERY** 5 points

This criterion reflects the extent to which the applicant’s proposal demonstrates the detailed configuration of the system, the hosting site, and backup and recovery of the system in case of an upset.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 5)
X. PROPOSED BUDGET  

Applicants submitting proposals must develop budgets that are in line with common business practices. The applicant’s budget and budget narrative should reflect the following:

a. A reasonable price per task, based on the reviewers’ experience;

b. A composite hourly rate for all personnel that does not exceed $150/hour (see detail in Contracting Considerations, number 9);

c. Itemized list of every component and associated price;

d. An awareness of the realities of fixed-price budgeting reflected in an appropriate financial accommodation of risk, particularly related to protracted revisions and delayed start dates;

e. A total annual support budget. It is expected that applicants’ budgets will be clearly justified in the budget narrative and will be appropriate to the work proposed.

Note: Any notes and/or questions should be included on a separate piece of paper

Score: (maximum score = 5)