

Attachment F Technical Reply Instructions and Evaluation Criteria

The Respondent is instructed to prepare and submit its Technical Reply according to the criteria and instructions provided in this attachment. The Respondent should submit only one PDF document, with fully searchable text and image features throughout the document. Responses to this attachment should be labeled "Technical Reply". The Respondent shall only submit one Technical Reply.

The Department encourages Respondents to submit simple and economically produced Replies describing the Respondent's ability to meet the requirements of this ITN in a straightforward, concise manner. In drafting a Reply, Respondents should aim for quality, completeness, and clarity of content.

Technical Reply	Available Points
1. Experience	245
2. Proposed Solution	245
3. Staffing	150
Total Available Points for Technical Reply	640

1. Experience – 245 Available Points

Provide a narrative on the Respondent's relevant experience providing Custodial Services applicable to the Scope of Work (SOW) for which the Respondent is submitting a Reply, including years of operation of the Respondent's organization.

In addition, the Respondent is encouraged to address similar Custodial Services that the Respondent's organization has been contracted (excluding subcontracts) to provide at office space occupied by private entities and governmental entities, including the approximate size of the facilities that Custodial Services were provided, and the frequency and time period that the Custodial Services were provided.

For example:

- St. Petersburg Main Library, 3745 9th Ave. N., St. Petersburg, FL 33713, Approx. 39,585 Sq. Ft., five days a week, May 2017 – June 2020.

Evaluators will apply the following criteria when scoring this section:

Evaluation Criteria	Points
Respondent does not demonstrate that it has relevant experience in providing the services sought within the Scope of Work.	0
Respondent demonstrates that it has minimal relevant experience in providing the services sought within the Scope of Work.	82
Respondent demonstrates that it has intermediate relevant experience in providing the services sought within the Scope of Work.	164
Respondent demonstrates that it has extensive relevant experience in providing the services sought within the Scope of Work.	245

2. Proposed Solution – 245 Available Points

Describe the Respondent's proposed solution for fulfilling the requirements listed within the following sections of the SOW:

- Contractor's Duties
- Safety Requirements

- Service Requirements

Within its Reply, the Respondent is encouraged to describe its proposed approach to all of the items within the aforementioned sections, as well as the following items:

- Custodial processes and products which will prevent and reduce the spread of communicable disease, including COVID-19
- Respondent’s approach to providing daytime and nighttime Custodial Services
- Respondent’s safe use of potentially hazardous cleaning supplies
- Whether the Respondent has been charged or cited by federal, state, or local officials for regulatory violations over the past five years
- Whether the Respondent has had a contract terminated for failure to provide Custodial Services in an adequate of safe manner over the past five years

Evaluators will apply the following criteria when scoring the Contractor’s proposed solution for fulfilling the aforementioned sections of the SOW:

Evaluation Criteria	Points
Respondent’s proposed solution does not demonstrate an ability to provide the services for which the Respondent is submitting a Reply.	0
Respondent’s proposed solution demonstrates a minimal ability to provide the services for which the Respondent is submitting a Reply.	82
Respondent’s proposed solution demonstrates an intermediate ability to provide the services for which the Respondent is submitting a Reply.	164
Respondent’s proposed solution demonstrates an exceptional ability to provide the services for which the Respondent is submitting a Reply.	245

3. Staffing – 150 Available Points

Describe the Respondent’s proposed solution for fulfilling the items required within the following sections of the SOW:

- Porters
- Staffing Levels
- Supervision

Within its Reply, the Respondent is encouraged to describe its proposed approach to all the items within the aforementioned sections, as well as the following items:

- Employee hiring, including qualifications and background check
- Employee training, including any shadowing or cross training process
- Employee supervision, including inspection of work, remote supervision, and theft prevention
- Employee standard of conduct and disciplinary policies
- Uniform and clothing policies
- Contractor’s process for determining and ensuring an adequate staffing level
- Contractor’s ability to quickly provide additional Custodial Services based on Customer need
- Contractor’s approach to communicating with Customers

Evaluators will apply the following criteria when scoring this section:

Evaluation Criteria	Points
Respondent's proposed solution does not demonstrate an ability to provide staffing services for which the Respondent is submitting a Reply.	0
Respondent's proposed solution demonstrates a minimal ability to provide staffing services for which the Respondent is submitting a Reply.	50
Respondent's proposed solution demonstrates an intermediate ability to provide staffing services for which the Respondent is submitting a Reply.	100
Respondent's proposed solution demonstrates an exceptional ability to provide staffing services for which the Respondent is submitting a Reply.	150