

DEPARTMENT OF FINANCIAL SERVICES

Attachment D

**Evaluator Score Sheet
2122-01 ITN RM**

INSTRUCTIONS

Each evaluator should read all Responses before attempting to assign scores to any one Response. Evaluators must score each Respondent being evaluated on a separate score sheet.

Throughout the evaluation process, the confidentiality and security of the Responses and the scoring process must be maintained.

Response Evaluation – The evaluation team will independently score Volume Two: Technical Response. The evaluation team will not review or evaluate any other volumes of the Response.

RESPONSE EVALUATION CRITERIA

The evaluation of the Responses will involve scoring the following 2 categories:

- Category 1 – Experience and Ability
- Category 2 – Proposed Approach

Criteria have been developed for each category and are presented on the score sheet. A score should be assigned to each criterion as follows:

Assessment	Maximum Points - 20	Maximum Points - 15
Excellent	18-20	13-15
Good	14-17	10-12
Adequate	10-13	7-9
Poor	6-9	4-6
Unacceptable	0-5	0-3

Scoring should reflect the evaluator’s independent evaluation of the Respondent’s overall response based on each criterion and should consider the Respondent’s ability to meet each function, characteristic, performance level, or specification described in the solicitation. A Respondent who exceeds the function, characteristic, performance level, or specification described in the solicitation should receive a higher score than a Respondent who merely meets the function, characteristic, performance level, or specification.

Once the evaluator has completed a score sheet for each Response, the evaluator will submit the completed score sheets to the Procurement Officer.

EVALUATOR SCORE SHEET

Respondent's Name:			
CATEGORY 1 - Experience and Ability			
Criteria for Evaluation	Maximum Points	ITN/Statement of Work Section	Points Received
1. How well did the Response demonstrate that the Respondent has adequate experience to provide the statewide claims and investigation services sought in this ITN?	20	ITN Section 3.3.2, A., 1. through 3.	
2. How well did the Respondent demonstrate its proven ability to effectively administer, manage, and support the services sought in this ITN?	20	ITN Section 3.3.2, A., 1. through 3.	
3. To what extent do the Respondent's current and/or past contracts demonstrate experience in providing the services sought in this ITN?	20	ITN Section 3.3.2, A., 1. through 3.	
CATEGORY 2 - Proposed Approach			
4. How well did the Respondent's Continuity of Operations Plan (COOP) demonstrate the Respondent's ability to provide the services during an emergency or other non-typical event?	15	ITN Section 3.3.2, B., 1.	
5. How well does the Response demonstrate the Respondent's ability to perform the services required for Administrative Set-Up, as described in the Statement of Work (SOW)?	20	ITN Section 3.3.2, B., 4. and Attachment 2, Statement of Work, 5.1 (See also related portion of Section 5.2.14, Table 2)	

<p>6. How well does the Response demonstrate the Respondent's ability to perform the services for Type I: Special Investigation/Field Contact - Workers' Compensation Claims?</p>	<p>15</p>	<p>ITN Section 3.3.2, B., 5. and Attachment 2, Statement of Work, 5.2.1., A. (See also related portion of Section 5.2.14, Table 2)</p>	
<p>7. How well does the Response demonstrate the Respondent's ability to perform the services for Type I: Special Investigation/Field Contact - State Liability and Property Claims?</p>	<p>15</p>	<p>ITN Section 3.3.2, B., 6.and Attachment 2, Statement of Work, 5.2.1., B. (See also related portion of Section 5.2.14, Table 2)</p>	
<p>8. How well does the Response demonstrate the Respondent's ability to perform the services for Type II: External Full Handling and Processing of a Claim - Workers' Compensation?</p>	<p>15</p>	<p>ITN Section 3.3.2, B., 7. and Attachment 2, Statement of Work 5.2.2, A. (See also related portion of Section 5.2.14, Table 2)</p>	
<p>9. How well does the Response demonstrate the Respondent's ability to perform the services for Type II: External Full Handling and Processing of a Claim - State Liability and Property Claims?</p>	<p>15</p>	<p>ITN Section 3.3.2, B., 8. and Attachment 2, Statement of Work, 5.2.2, B. (See also related portion of Section 5.2.14, Table 2)</p>	
<p>10. How well does the Response demonstrate the Respondent's ability to perform the services for Type III: Investigation of Possible Insurance Fraud for Workers' Compensation and State Liability and Property Claims?</p>	<p>15</p>	<p>ITN Section 3.3.2., B., 9. and Attachment 2, Statement of Work, 5.2.3 (See also related portion of Section 5.2.14, Table 2)</p>	

11. How well does the Response demonstrate the Respondent's ability to perform the services for Type IV: Surveillance?	15	ITN Section 3.3.2, B., 10. and Attachment 2, Statement of Work, 5.2.4 (See also related portion of Section 5.2.14, Table 2)	
12. How well does the Response demonstrate the Respondent's ability to perform the services for Type V: Appraisals?	15	ITN Section 3.3.2, B., 11. and Attachment 2, Statement of Work, 5.2.5 (See also related portion of Section 5.2.14, Table 2)	
13. How well does the Response demonstrate the Respondent's ability to perform the services for Type VI: Temporary Catastrophe Adjusters?	15	ITN Section 3.3.2, B., 12. and Attachment 2, Statement of Work 5.2.6 (See also related portion of Section 5.2.14, Table 2)	
14. How well does the Response demonstrate the Respondent's ability to comply with the Reporting requirements specified in the SOW?	15	ITN Section 3.3.2, B., 13. and Attachment 2, Statement of Work 5.2.7 (See also related portion of Section 5.2.14, Table 2)	
15. How well does the Response demonstrate the Respondent's proposed approach for developing, finalizing, and maintaining an Internal Quality Assurance Plan?	15	ITN Section 3.3.2, B., 14. and Attachment 2, Statement of Work 5.2.8 (See also related portion of Section 5.2.14, Table 2)	

16. How well does the Response demonstrate the Respondent's proposed approach to complying with the Information Technology (IT) Requirements specified in the SOW?	20	ITN Section 3.3.2, B., 15. and Attachment 2, Statement of Work 5.2.9 (See also related portion of Section 5.2.14, Table 2)	
17. How well does the Response demonstrate the Respondent's ability to provide and adhere to the staffing requirements specified in the SOW?	20	ITN Section 3.3.2, B., 16. and Attachment 2, Statement of Work 5.2.10 (See also related portion of Section 5.2.14, Table 2)	
18. How well does the Response demonstrate the Respondent's ability to adhere to the SSAE 18 (SOC 1 & 2) Type II Audit and Contractor's Self-Assessment Tool requirements specified in the SOW?	15	ITN Section 3.3.2, B., 17. and Attachment 2, Statement of Work 5.2.11 (See also related portion of Section 5.2.14, Table 2)	
TOTAL POINTS RECEIVED FOR TECHNICAL RESPONSE - CATEGORY 1 & CATEGORY 2 (300 Points Possible)			

Evaluator Name: _____ **Date:** _____

Evaluator Signature: _____