

Attachment G RFP 3401 – Scoring Guide

Each proposer will be scored based on an evaluation of the proposal using the criteria listed below; how this proposal compares with the other proposals; and the potential for successful execution of the solicitation objectives. Proposers will be evaluated based on content included in the proposal. If the proposal is significantly deficient in one or more of the evaluation criteria, a low score may be given.

All proposals will be evaluated based on Program and Proposal Requirements as outlined in Sections II and III.

<p>Responsiveness: The proposer should demonstrate an understanding of the major objectives of the RFP. Proposers will be evaluated based on their ability to succinctly and effectively respond to the services requested and to demonstrate objectivity, responsiveness, experience, and cost-effectiveness. Points will be awarded for addressing all Proposal Requirements as outlined in Section III, including but not limited to:</p> <ul style="list-style-type: none"> • A description of the proposer and summary of key qualifications, including potential or perceived conflicts; • A comprehensive execution strategy of Attachment C; • Relevant personnel and reasonable staffing plan; • Competitive rates and sample proposal budget; and • Pertinent examples of similar services. 	<p>Maximum: 5 Points</p>
<p>Execution: The proposer should clearly articulate their execution strategy consistent with the requested tasks and activities outlined in Attachment C. Points will be awarded based on the following:</p> <ul style="list-style-type: none"> • A clear understanding of the requested services as demonstrated by a well-defined, thorough, and objective strategy; • Ability to quickly develop tactical and implement cost-effective approaches to the tasks requested with no adverse impact to existing initiative delivery; • Ability to provide a seamless process to our customers and partners; • Ability to maintain confidentiality of shared sensitive information; • Ability to deliver consistent quality input of data as the source to drive project management, decision making, reporting and budget adherence; • Comprehensive plan to coordinate and interact with all relevant parties; • Ability to implement, coordinate, monitor and track assigned tasks; and • Demonstrated ability to be a collaborative and transparent provider. 	<p>Maximum: 25 Points</p>

<p>Staffing: Points will be awarded based on the following:</p> <ul style="list-style-type: none"> • Individual and combined experience, qualifications, and expertise; • A well-developed staffing plan including a clear description of the roles and responsibilities of each staff member, and a staff back-up and cross-training approach; • Abilities of the primary contact are well aligned with the services requested; • Strong computer skills and experience with spreadsheets and project management systems such as: <ul style="list-style-type: none"> ○ MS Office – Outlook, Word, Excel, Access, PowerPoint ○ Web-based financial, project, and customer relationship management systems (ex. Oracle PeopleSoft, Salesforce, and others); • Demonstrated quick-learning staff who are able to set priorities independently and handle multiple projects simultaneously in a fast-paced environment while having a high degree of accuracy. • Strong data quality control and quality assurance skills and experience reviewing, identifying and adjusting inconsistencies and/or anomalies within data sets; • Ability to collect, collate, and triage required documentation; • Excellent organizational, communication, and customer service skills; and • Staff with excellent verbal and written communication skills using standard U.S. English spelling and vocabulary who are available Monday through Friday, 8am – 5pm Eastern Time (ET) 	<p>Maximum: 20 Points</p>
<p>Cost: Points shall be awarded based on Attachment E and Attachment F, including:</p> <ul style="list-style-type: none"> • General cost-effectiveness while providing high quality services; • Appropriate allocation of staff and resources; and • A responsive and clear Proposal Budget. 	<p>Maximum: 20 Points</p>
<p>Relevant Experience: The examples of similar work should demonstrate experience successful management of similar tasks and activities as outlined in Attachment C. Points will be awarded based on the following:</p> <ul style="list-style-type: none"> • Examples demonstrate experience working across diverse sectors; • Examples demonstrate operational excellence and industry expertise; • Examples are consistent with the proposed execution strategy; • Relevant abbreviated scope(s) of work and budget(s) included; • The project personnel involved in the example(s) are included in the proposed staffing plan; and • Resounding testimonials. 	<p>Maximum: 20 Points</p>
<p>Continuous Improvement: Additional points may be awarded for the following:</p> <ul style="list-style-type: none"> • Demonstrated ability to implement continuous process improvements and drive costs reductions. • Actionable industry insight, operational dexterity, and transformation capabilities. 	<p>Maximum: 10 Points</p>

* NYSERDA may consider the proposer’s performance in other NYSERDA contracts to help determine the proposer’s ability to fulfill a Shared Services Provider contract and any perceived conflicts of interest.