EVALUATION AND BASIS FOR AWARD

PPPL will evaluate proposals submitted in response to this Request for Proposal (RFP) and plans to award an agreement to the Offeror whose proposal represents the **Best Value offer(s)** to PPPL on the basis of **the Software as a Solution (SaaS)**, specifically – a) Business Capabilities; b) Technical Capabilities; c) Support Capabilities; and d) Functional Capabilities, as explained below.

1. BASIS FOR AWARD

Award will be made to the qualified, responsive, and responsible Offeror whose evaluated proposal provides the best value to PPPL. Evaluation factors other than cost or price, when combined, are significantly more important than cost or price. Best value will be determined by a tradeoff analysis of comparative differences in the value of technical merit with differences in cost / price. PPPL is more concerned with obtaining superior technical and management features than with making an award at the lowest overall cost / price.

2. SOURCE SELECTION DECISION

Offerors' initial proposal should contain the Offeror's best terms from a price, quality, and technical standpoint. Upon receipt of proposals, PPPL may contact Offerors with a request for clarifications, if required. Once clarifications are received, proposals shall be screened for responsiveness. Proposals determined to be responsive shall be evaluated using the methodology described in this document.

Prior to final evaluation, competitive range Offerors will be required to make oral presentations of their proposals either remotely (video) or onsite at PPPL/Princeton University offices. Offeror participants should include all persons on the engagement team including the Engagement/Project/Program Manager and/or Director/Partner, but no more than five (5) persons who are knowledgeable of the RFP and the response submitted by the Offeror's organization and who are qualified to answer questions relating to the proposal.

The purpose of the oral presentation will be to:

a) Provide a summary of the respective Offeror's proposal for the benefit of PPPL;
b) Demonstrate the Offeror's solution capabilities to meet or exceed PPPL's requirements; and
c) Permit Review Team members to ask questions pertaining to the Offeror's proposal.

Offerors will be provided no more than 2 days each for functional capabilities and 1 day each for technical oral presentations, to be inclusive of a summary of the proposal contents and a question and answer session.

PPPL intends to make an award without further discussions; it reserves the right to conduct further discussions, if discussions are in its best interest of PPPL.

3. EVALUATION OF PROPOSALS, FACTORS AND CRITERIA

In evaluating an Offeror's proposal, a numerical scoring system shall be utilized. Each Offeror shall receive a final technical score based on the evaluation criteria and scoring system for each of the evaluation factors. PPPL will then compare the Offerors' criteria scores and evaluated prices as it conducts its Best Value Trade Off Analysis.

3.1 OFFEROR RESPONSIVENESS (NOT RATED)

Immediately after receipt, the proposal packages will be screened for "Offeror Responsiveness," ensuring that the mandatory requirements are satisfied. A proposal will be considered "responsive" if the proposal is in compliance with all the requirements as outlined in the RFP.

PPPL reserves the right to consider any proposal "non-responsive" and reject it, in total or in part, with or without prior discussion with the Offeror, if the proposal:

a) is not submitted in the format specified in the RFP or does not include all the information requested by PPPL;
b) is not in accordance with the instructions contained in the RFP;
c) contains irregularities of any kind; or
d) is submitted by an Offeror who does not meet the minimum qualifications.

Mandatory requirements are as follows:

Offeror Responsiveness	**Evaluation**
Offeror provided a complete proposal in the required format with all the required documentation (including all signatures), as defined in the Request for Proposal (RFP) Instructions for Proposal Preparation and as stated above.	□ YES □ NO
Offeror outlined a minimum of (10) ten years' experience in providing Software as a Service (SaaS) for Financial, Budgeting, and Procurement capabilities for governmental clients.	□ YES □ NO
Offeror provided evidence of a satisfactory performance of Service Levels in supporting their solution in organization of like size and complexity of PPPL.	□ YES □ NO

3.2 WEIGHTED EVALUATION CRITERIA

Only proposals that are determined to be "responsive" and meet the mandatory requirements will be distributed for evaluation. The following criteria will be used for evaluation purposes for the software provider:

Evaluation Factors	**Description**	**Relative Importance**
Factor 1: Business Capabilities	Subfactor 1 – Alignment to PPPL's Functional Requirements Subfactor 2 – Alignment to PPPL's Technology Requirements Subfactor 3 – Risk Plan Subfactor 4 – Offeror Product & Strategy Subfactor 5 – Offeror References, Key Personnel Qualifications and Implementation Capabilities	50 points

Factor 2: Technical Capabilities	Subfactor 1 - General Architecture Platform Subfactor 2 - Integration (integration to bolt-ons, existing solutions, workflow, external services, etc.) Subfactor 3 – Security & Audit Subfactor 4 – Infrastructure Subfactor 5 – Data Management, Reporting & Analytics	30 points
Factor 3: Support Capabilities	Subfactor 1 - Configuration Management Patch / Upgrade Subfactor 2 - Service Levels High Availability (HA) / Disaster Recovery (DR) Performance & Scalability Subfactor 3 – Application Technology Services (post-production services) Subfactor 4 – Training & User Group Collaboration Subfactor 5 – Call Center/Problem Ticket	20 points
Factor 4: Functional Capabilities	Subfactor 1 - Functional Fit Against PPPL Use Cases, Demo Scenarios and Requirements Subfactor 2 - Ease of Use Subfactor 3 - Security Subfactor 4 – Reporting & Analytics Subfactor 5 – Mobile	100 points
	Total	**200 points**

3.3 Software Evaluation Criteria

3.3.1 FACTOR 1: BUSINESS CAPABILITIES (MAXIMUM 50 POINTS)

In evaluating each Offeror's solutions overall capability to satisfy the requirements of this RFP, the review team will consider Alignment to PPPL's (1) Functional Requirements; (2) Technology Requirements; (3) Risk Plan; (4) Offeror Product & Strategy; (5) Offeror's References, Key Personnel Qualifications and Implementation Capabilities. Evaluation will be based on the information conveyed in the Offeror's proposal. To determine if an Offeror possess the business capabilities to perform the work described in this RFP, the Review Team will consider the following criteria:

Subfactor 1: - Alignment to PPPL's Functional Requirements (Maximum 20 points)
The Offeror's proposal must clearly convey an overall understanding of the scope and functional requirements for this effort. The Offeror must demonstrate the ability to manage and trace the original business benefits, both objective and subjective, back to PPPL's Strategic Drivers. This includes the ability to realign and/or adjust the expected benefits and a comprehensive knowledge and understanding of the various processes and procedures required to meet the capabilities as specified.

Documentation provided by the Offeror must include completing **Attachment 1 – PPPL Functional Requirements.**

Subfactor 1: Understanding of Requirements (Maximum 20 points)	
Points	**Description**
20 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Proposal conveys a deep and insightful understanding and comprehensive knowledge of the scope and functional requirements.
10 points	Meets Expectations – Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
5 points	Partially Meets Expectations – Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations – Offeror is not capable of satisfying stated requirements.

Subfactor 2: TECHNICAL REQUIREMENTS (Maximum 15 points)
The Offeror's proposal must clearly convey an overall understanding of the scope of the technical requirements for this effort. The Offeror must demonstrate the ability to conform to established federal technical standards and requirements. This includes the ability to realign and/or adjust the expected benefits and a comprehensive knowledge and understanding of the various technical processes and procedures required to meet the capabilities as specified.

Documentation provided by the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support Requirements.**

Subfactor 2: Technical Requirements (Maximum 15 points)	
Points	**Description**
15 points	Exceeds Expectations - Offeror's capabilities exceed all requirements and the excess technical capability would be beneficial to PPPL. No significant weaknesses or deficiencies. The proposal and required documentation clearly convey a comprehensive approach to deliver a solution and meet applicable requirements of being FedRAMP compliant.
8 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.

4 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 3: Risk Plan (Maximum 5 points)
The Offeror must convey they have a sound plan to mitigate risk and that they possess the ability to both prevent a risk from occurring and reduce the impact of the risk should it occur. The Offeror must demonstrate the capability to successfully manage and oversee the mitigation and ensure a quality product is implemented and supported within the established scope statement.

Documentation provided by Offeror must include a detailed Risk Mitigation strategy.

Subfactor 3: Risk Plan (Maximum 5 points)	
Points	**Description**
5 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. The proposal clearly conveys a sound and thorough risk plan and demonstrates achievability of the planned work scope; the Offeror demonstrates the ability to successfully manage and oversee the risk through mitigation and ensure the highest quality product is delivered on time and within the established scope statement.
3 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 point	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 4: Offeror Product & Strategy (Maximum 5 points)
The Review Team will review the Offeror's growth and product strategy, for each piece of software proposed, in areas that future business and technical requirements may prove beneficial to PPPL. The Offeror proposal must provide three (3) year product roadmaps for the capabilities that comprise the Offeror's solution being proposed for PPPL

Documentation provided by the Offeror must include product strategic roadmap strategy to continue to grow and support federal organizations. Documentation provided by the Offeror must include completing **Attachment 8 – PPPL - Implementation and Support Requirements and Attachment 10 - PPPL Software Solutions Response Form.**

Subfactor 4: Offeror Product & Strategy (Maximum 5 points)	
Points	**Description**
5 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. The Offeror's products have been utilized with PPPL like entities.
3 points	Meets Expectations – Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 point	Partially Meets Expectations – Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations – Offeror is not capable of satisfying stated requirements.

Subfactor 5: Offeror's References, Key Personnel Qualifications and Implementation Capabilities (Maximum 5 points)

The Review Team will review the Offerors (1) references, (2) key personnel qualifications (3) implementation capabilities, to work on this subcontract to ensure personnel have the training, credentials, qualifications, knowledge, skills, abilities, and experience necessary to perform assigned tasks.

Documentation provided by the Offeror must include at a minimum of three (3) Offeror's references (with contact information), description of past implementations and resumes of all proposed service team members, including details of training received in the past two years as well as training program opportunities that will allow team members to retain and enhance skills. Documentation provided by the Offeror must include completing **Attachment 9 - PPPL - Supplier Qualifications and References Workbook.**

Subfactor 5: Offeror's References, Key Personnel Qualifications and Implementation Capabilities (Maximum 5 points)	
Points	**Description**
5 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. The proposal includes at a minimum of three (3) Offeror's references, a team of experienced professionals with relevant training and certifications. The Offeror's team have specific experience with PPPL like entities.
3 points	Meets Expectations – Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 points	Partially Meets Expectations – Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations – Offeror is not capable of satisfying stated requirements.

3.3.2 FACTOR 2: TECHNICAL CAPABILITIES (MAXIMUM 30 POINTS)

In evaluating each Offeror's solutions technical capability to satisfy the requirements of this RFP, the review team will consider (1) Alignment to PPPL's General Architecture Platform; (2) Integration (integration to bolt-ons, existing solutions, workflow, external services, etc.) (3) Security & Audit; (4) Infrastructure; and (5) Data Management, Reporting & Analytics. Evaluation will be based on the information conveyed in the Offeror's proposal. To determine if an Offeror possess the technical capabilities capable to perform the work described in this RFP, the Review Team will consider the following criteria:

Subfactor 1: General Architecture Platform (Maximum 6 points)

The Review Team will review each Offeror's organizational experience based on its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability of the software implementation using readily available open source and commercial tools, toolsets and other technologies. The ability to implement the software using accelerators to reduce the time to deployment that will be required at PPPL.

Documentation provided by the Offeror must include how the Offeror's technology will support an organization of similar size, scale and complexity of PPPL. In addition, the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support Requirements**.

Subfactor 1: General Architecture Platform (Maximum 6 points)	
Points	**Description**
6 points	Exceeds Expectations - Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's technical platform has been utilized by governmental clients; and meets applicable requirements of being FedRAMP compliant that would be required at PPPL.
4 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 2: Integration (integration to bolt-ons, existing solutions, workflow, external services, etc.) (Maximum 6 points)

The Review Team will review each Offeror's solution's integration capabilities experience on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability for the software to integrate with other packaged or custom-built software via web services, Application Programming Interfaces (APIs) or other PPPL acceptable integration methods.

Documentation provided by the Offeror must detail Offeror's integration capabilities that support organizations of similar size, scale, and complexity of PPPL. In addition, the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support**

Requirements.

Subfactor 2: Integration (integration to bolt-ons, existing solutions, workflow, external services, etc.) (Maximum 6 points)	
Points	**Description**
6 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's integration capabilities have been utilized by governmental clients; and meet applicable requirements of being FedRAMP compliant that would be required at PPPL.
4 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 3: Security & Audit (Maximum 6 points)
The Review Team will review each Offeror's security solutions and audit capabilities on the basis of its security and audit requirements relevant to the work described in this RFP. In this evaluation, the Review Team will focus on the ability for the software to meet applicable requirements of being FedRAMP compliant; or audited and certified by a third party and meet the functional and data security requirements of PPPL.

Documentation provided by the Offeror must include how the Offeror's security capabilities will support an organization of similar size, scale and complexity of PPPL. In addition, the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support Requirements.**

Subfactor 3: Security & Audit (Maximum 6 points)	
Points	**Description**
6 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's security capabilities have been utilized by governmental clients; and meet applicable requirements of being FedRAMP compliant that would be required at PPPL.
4 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 4: Infrastructure (Maximum 6 points)
The Review Team will review each Offeror's Infrastructure solutions capabilities on the basis of

its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability for the infrastructure to meet applicable requirements of being FedRAMP compliant; or audited and certified by a third party and meet the infrastructure requirements of PPPL.

Documentation provided by the Offeror must include published description of network and internet topology. This includes describing/providing documented capacity-planning approach for the support of PPPLs users transaction volumes, populations, geographic locations and future growth potential. The Offeror shall, provide high-level architecture diagrams, which contain information on protocols, connections, data flow, HA/DR, server roles and storage environments capabilities that support an organization of similar size, scale and complexity of PPPL. In addition, the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support Requirements.**

Subfactor 4: Infrastructure (Maximum 6 points)	
Points	**Description**
6 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's infrastructure capabilities have been utilized by governmental clients; and meet applicable requirements of being FedRAMP compliant that would be required at PPPL.
4 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 5: Data Management, Reporting & Analytics (Maximum 6 points)
The Review Team will review each Offeror's solution's Data Management, Reporting & Analytics capabilities on the basis of its breadth, and depth, of approach and methodology relevant to the work described in this RFP. In this evaluation, the Review Team will focus on the solution's ability to manage data, reporting and analytics requirements of PPPL.

Documentation provided by the Offeror must describe the approach to storing persistent data, including their approach to synchronization of local data with an authoritative master. The Offeror will describe the methodology used to identify gaps in the data and how to minimize the data gap through automated processes and appropriate algorithms to prevent human intervention that will support an organization of similar size and scale of PPPL. In addition, the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support Requirements.**

Subfactor 5: Data Management, Reporting & Analytics (Maximum 6 points)	
Points	**Description**

6 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's Data Management, Reporting & Analytics capabilities has been utilized by governmental clients; and meet applicable requirements of being FedRAMP compliant that would be required at PPPL.
4 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

3.3.3 FACTOR 3: SUPPORT CAPABILITIES (MAXIMUM 20 POINTS)

In evaluating each Offeror's Support Capabilities that satisfy the requirements of this RFP, the review team will consider (1) Alignment to PPPL's Configuration Management Patch / Upgrade (2) Service Levels HA / DR Performance & Scalability (3) Application Technology Services (post-production services) (4) Training & User Group Collaboration and (5) Call Center/Problem Ticket. Evaluation will be based on the information conveyed in the Offeror's proposal. To determine if an Offeror capability perform the work described in this RFP, the Review Team will consider the following criteria:

Subfactor 1: Configuration Management Patch / Upgrade (Maximum 4 points)

The Review Team will review each Offeror's organizational experience on the basis of its capabilities and configuration management in detail relevant to the work described in this RFP. In this evaluation, the Review Team will focus on the ability to utilize standardized processes to deploy software patches and upgrades. This includes standardized deployment schedules and emergency deployments that are required at PPPL.

Documentation provided by the Offeror must include how the Offeror's configuration management, patch and upgrade capabilities will support an organization of similar size, and scale of PPPL. In addition, the Offeror must include completing **Attachment 8 – PPPL - Implementation and Support Requirements and Attachment 2 - PPPL Detailed Technical and Support Requirements**.

Subfactor 1: Configuration Management Patch / Upgrade (Maximum 4 points)	
Points	**Description**
4 points	Exceeds Expectations - Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's configuration management, patch and upgrade process has been utilized by governmental clients; and meets applicable requirements that are required at PPPL.
2 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 point	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.

0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 2: Service Levels HA / DR Performance & Scalability (Maximum 4 points)

The Review Team will review each Offeror's service level solution HA / DR performance & scalability capabilities experience on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability for the Offeror to provide timely, effective and standard support processes for the software solution. This includes support for PPPL and the customers using the software.

Documentation provided by the Offeror must include how the Offeror's Service Levels / DR Performance & Scalability capabilities will support an organization of similar size and scale n of PPPL. In addition, the Offeror must include completing **Attachment 2 – PPPL Detailed Technical and Support Requirements.**

Subfactor 2: Service Levels High Availability (HA) / Disaster Recovery (DR) Performance & Scalability (Maximum 4 points)	
Points	**Description**
4 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's service levels HA / DR performance & scalability capabilities have been utilized by governmental clients; and meet applicable requirements of being FedRAMP compliant that are required at PPPL.
2 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 point	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 3: Application Technology Services (post-production services) (Maximum 4 points)

The Review Team will review each Offeror application technology services (post-production services) solution on the basis of its relevant to the services described in this RFP. In this evaluation, the Review Team will focus on the ability to support and maintain the implemented software while working in a collaborative manner with the PPPL functional and technical teams.

Documentation provided by the Offeror must include how the Offeror's application technology services (post-production services) capabilities will support an organization of similar size and scale of PPPL. In addition, the Offeror must complete **Attachment 2 – PPPL Detailed Technical and Support Requirements and Attachment 8 – PPPL - Implementation and Support Requirements.**

Subfactor 3: Application Technology Services (post-production services) (Maximum 4 points)	
Points	**Description**
4 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's application technology services (post-production services) capabilities have been utilized by governmental clients; and meet applicable requirements that are required at PPPL.
2 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 point	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 4: Training & User Group Collaboration (Maximum 4 points)
The Review Team will review each Offeror's training & user group collaboration capabilities on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability on training and availability of user groups.

Documentation provided by the Offeror must describe how the Offeror plans to: partner with PPPL and/or system integrator to partner, lead, support end-user training programs. The Offeror must describe their plan on how to provide a value-added User Group Community that provides PPPL the opportunity to interact with other customers, while providing a collaborative platform guiding the future direction of the Offeror's offerings. The ability to partner with PPPL and/or system integrator to partner, lead, and support end-user training programs. This includes describing/providing documentation of the various training & user group capabilities that will support an organization of similar size and scale, of PPPL. In addition, the Supplier must complete **Attachment 8 – PPPL - Implementation and Support Requirements.**

Subfactor 4: Training & User Group Collaboration (Maximum 4 points)	
Points	**Description**
4 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's training & user group collaboration capabilities have been utilized by governmental clients; and meet applicable requirements that are required at PPPL.
2 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.

1 point	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 5: Call Center/Problem Ticket (Maximum 4 points)
The Review Team will review each Offeror's solution's Call Center/Problem Ticket capabilities on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the solution's ability to Call Center/Problem Ticket requirements of PPPL.

Documentation provided by the Offeror must describe a standardized and highly managed manner in which software and business process issues are handled by their call center. This includes the ability to meet PPPL defined Service Level Agreements (SLAs) for services that will support an organization of similar size and scale of PPPL. In addition, the Offeror must complete **Attachment 2 – PPPL Detailed Technical and Support Requirements and Attachment 8 – PPPL - Implementation and Support Requirements.**

Subfactor 5: Call Center/Problem Ticket (Maximum 4 points)	
Points	**Description**
4 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's Data Management, Reporting & Analytics capabilities has been utilized by governmental clients; and meet applicable requirements of being FedRAMP compliant that would be required at PPPL.
2 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
1 point	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

3.3.4 FACTOR 4: FUNCTIONAL CAPABILITIES (MAXIMUM 100 POINTS)

In evaluating each Offeror's solutions Support Capability to satisfy the requirements of this RFP, the review team will consider (1) Alignment to PPPL's Functional Fit Against PPPL Use Cases, Demonstration Scenarios and Requirements; (2) Ease of Use; (3) Security; (4) Reporting & Analytics; and (5) Mobile. Evaluation will be based on the capabilities to demonstrate and information conveyed in the Offeror's proposal. To determine if an Offeror capability perform the work described in this RFP, the Review Team will consider the following criteria:

Subfactor 1: Functional Fit Against PPPL Uses Cases, Demo Scenarios and Requirements (Maximum 40 points)
The Review Team will review each Offeror's solution's functional fit of the proposed software with regards to the number of demo scenarios and requirements met by the solution without

customizations described in this RFP. In this evaluation, the Review Team will focus on the ability to demonstrate the solution's capabilities required at PPPL.

Demonstrations provided by the Offeror must at a minimum show how the solution can support the uses cases and demonstration scripts outlined in **Attachment 7 –PPPL Use Cases.**
In addition, support an organization of similar size and scale of PPPL.

Subfactor 1: Functional Fit Against PPPL Uses Cases, Demo Scenarios and Requirements (Maximum 40 points)	
Points	**Description**
40 points	Exceeds Expectations - Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's demonstration of the solution's capabilities has been utilized by governmental clients; and meet applicable requirements that are required at PPPL.
20 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
10 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 2: Ease of Use (Maximum 20 points)
The Review Team will review each Offeror's solution's ability to provide an intuitive and pleasant user experience, while reducing the need of user training and software customizations on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability for the Offeror's to demonstrate an intuitive and pleasant user experience, while reducing the need of user training and software customizations for the implemented software solution.

Demonstration provided by the Offeror must include how the Offeror's solution is intuitive and easy to use for the different types of individual roles (e.g. individual entering/approving a requisition; to an Accounts Payable or Accounting Clerk; or System Administrator) that will support an organization of similar size, scale and complexity of PPPL. In addition, the Offeror must complete **Attachment 2 – PPPL Detailed Technical and Support Requirements**

Subfactor 2: Ease of Use (Maximum 20 points)	
Points	**Description**
20 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's demonstrated an intuitive and pleasant user experience, while reducing the need of user training and software customizations that have been utilized by governmental clients; and meet applicable requirements that would be required at PPPL.

10 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
5 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 3: Security (post-production services) (Maximum 10 points)
The Review Team will review each Offeror's solution's application security on the basis of its breadth, depth, and relevance to the requirements described in this RFP. In this evaluation, the Review Team will focus on the Offeror's ability to support and maintain the solution's security requirements of PPPL.

Documentation provided by the Offeror must include how the Offeror's application security capabilities will support an organization of similar size, scale and complexity of PPPL. In addition, the Offeror must complete **Attachment 2 – PPPL Detailed Technical and Support Requirements**

Subfactor 3: Security (Maximum 10 points)	
Points	**Description**
10 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's application security capabilities have been utilized by governmental clients; and meet applicable requirements that would be required at PPPL.
7 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 4: Reporting & Analytics (Maximum 20 points)
The Review Team will review each Offeror's reporting and analytic capabilities, on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the ability to support end-user access/modify reports in a self-service capacity and the availability of end-user analytics to meet applicable requirements of PPPL.

Demonstrations provided by the Offeror must include how the Offeror's solution's reporting and analytics capabilities described in **Attachment 5 – PPPL Reporting Requirements** that will support an organization of similar size, scale, and complexity of PPPL. In addition, the Offeror must complete **Attachment 2 – PPPL Detailed Technical and Support Requirements.**

Subfactor 4: Reporting & Analytics (Maximum 20 points)	
Points	**Description**
20 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's reporting and analytics capabilities have been utilized by governmental clients; and meet applicable requirements that are required at PPPL.
10 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
5 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

Subfactor 5: Mobile (Maximum 10 points)
The Review Team will review each Offeror's solution's mobility capabilities on the basis of its breadth, depth, and relevance to the work described in this RFP. In this evaluation, the Review Team will focus on the solution's ability to meet mobility requirements of PPPL.

Demonstrations provided by the Offeror must include how the Offeror's mobility capabilities will support an organization of similar size and scale of PPPL.

Subfactor 5: Mobile (Maximum 10 points)	
Points	**Description**
10 points	Exceeds Expectations – Offeror's capabilities exceed all requirements and the excess capability would be beneficial to PPPL. No significant weaknesses or deficiencies. Offeror's solution's mobility capabilities have been utilized by governmental clients; and meet applicable requirements that would be required at PPPL.
5 points	Meets Expectations - Offeror is capable of satisfying all stated requirements. Any weaknesses or deficiencies are potentially correctable.
2 points	Partially Meets Expectations - Offeror is capable of satisfying some stated requirements. Any weaknesses or deficiencies are not easily correctable.
0 points	Below Expectations - Offeror is not capable of satisfying stated requirements.

3.3.5 ESTIMATED PRICE FOR ONETIME EXPENSES AND ONGOING OPERATIONAL EXPENSES (NOT RATED)

Supplier's price proposal shall include an estimated price for providing Software as a Service (SaaS) for onetime expenses, as well as ongoing operational expenses for the first five (5) years of production usage utilizing **"Attachment 12 - PPPL - Supplier RFP Pricing Response".** Estimated price, including

proposed labor hour rates (if applicable) will be evaluated to determine fair and reasonableness. Pricing will be provided to the Review Team after the functional and technical evaluation is completed. Best value will be determined by a tradeoff analysis of comparative differences in the value of technical merit with differences in cost / price. PPPL is more concerned with obtaining superior technical and management features than with making an award at the lowest overall cost / price.