



*****AMENDMENT #1 TO RFP # 2017-500-01*****

Changes have been made to Section 7: Evaluation Criteria in the RFP as originally issued.

SECTION 7: EVALUATION CRITERIA

The purpose of this section is to provide a description of the evaluation process and the criteria that will be used in the selection of a Contractor. All Proposals received by the closing deadline will be evaluated according to the criteria herein. The evaluation committee will review and evaluate the proposals according to the following criteria based on **a maximum possible value of 1,000 900 points**. Proposals failing to meet the requirements of this RFP may be deemed non-responsive or subject to point deductions.

The evaluation process is structured to ensure the most effective solution for the State’s EBT/EFT systems. The State seeks a solution that:

1. Meets or exceeds the detailed EBT/EFT system requirements described in this RFP;
2. Offers innovative/effective methods for meeting the management of service/functional requirements;
3. Proposes skilled and experienced individuals for overall project functions;
4. Is supported by corporate strength to assure full, effective implementation, and maintenance;
5. Presents an effective, realistic work plan to implement the specifications of this RFP; and
6. Is financially affordable.

The State is seeking a system(s) that is technically sound, flexible, and will incorporate technological advancements. In that both the technical response and cost are considered important criteria for the selection of an EBT/EFT contractor, the responses to Section 5: *Technical Proposal* will be evaluated and scored along with the *Cost Proposal* in Section 6. The evaluation team will be composed of representatives from EBT/EFT user departments within the State. **In the overall scoring scheme that will be used by the State, the technical response will account for 70% 60% (700 600 possible points) of the total score and cost will account for 30% (300 possible points) of the overall total score.**

The point value assigned to each component of the **Technical Proposal and Cost Proposal** will be based on the following scoring scale.

Category		RFP Section	Point Value
Contractor Qualifying Information		20% of points for a possible 200 points	
A.	Vendor Certifications	5.1	0
B.	Contractor’s Qualifications and Organization	5.2	35
C.	Project Management	5.3	130

Alabama Department of Human Resources
 ELECTRONIC BENEFITS TRANSFER-ELECTRONIC FUNDS TRANSFER



D.	Governing Regulations	5.4	7
E.	Contractor's Responsibilities and Liabilities	5.5	14
F.	Contract Performance	5.6	14
Method of Providing Services		50%40% of points for a possible 500-400 points	
A.	Account Set-up and Maintenance	5.7	77
B.	EBT/EFT Card and Personal ID Number	5.8	28
C.	Training	5.9	21
D.	Settlement/Reconciliation	5.10	21
E.	Customer Service	5.11	14
F.	Transaction Processing	5.12	84
G.	Direct Deposit of Cash Benefits	5.13	7
H.	Retailer Management	5.14	28
I.	Adequate Cash Access	5.15	7
J.	EBT/EFT Administration Terminal	5.16	14
K.	EBT/EFT Reporting	5.17	70
L.	Transition	5.18	21
M.	Disaster Preparation and Contingency Planning	5.19	8
Cost Proposal		30% of points for a possible 300 points	
A.	Cost Proposal	6.0	300