

## SECTION 5: EVALUATION METHODOLOGY

The State of Oklahoma will conduct a comprehensive, fair, and impartial evaluation of bids received in response to this ITB. Technical and Cost Bids will be evaluated and scored separately. Bids will be evaluated using best value criteria. Best value criteria includes vendor responsibility, price, product acceptability and delivery lead time. The order in which best value criteria is listed does not establish any priority. Reviewers of the Technical Bid will not have access to the information contained in the Cost Bids. A separate group will review the corresponding Cost Bids after the technical evaluations are completed.

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“Best Value” criteria were established by the Oklahoma Central Purchasing Act [74:85.2(2)]. This act states in part:

"Best value criteria means bid or proposal evaluation criteria which include, but are not limited to, the following:

- a. the acquisition's operational cost a state agency would incur,
- b. the quality of the acquisition, or its technical competency,
- c. the reliability of the bidder's delivery and implementation schedules,
- d. the acquisition's facilitation of data transfer and systems integration,
- e. the acquisition's warranties and guarantees and the bidder's return policy,
- f. the bidder's financial stability,
- g. the acquisition's adherence to the state agency's planning documents and announced strategic program direction,
- h. the bidder's industry and program experience,
- i. and record of successful past performance,
- j. with acquisitions of similar scope and complexity,
- k. the anticipated acceptance by user groups,
- l. the acquisition's use of proven development methodology, and
- m. innovative use of current technologies that lead to quality results.

The state will establish an evaluation plan to conduct the evaluation. This evaluation will be conducted in the following five phases:

- o Phase 1: Evaluation of Mandatory Bid Submission Requirements;
- o Phase 2: Evaluation of Technical Bids;
- o Phase 3: Evaluation of Cost Bids;
- o Phase 4: Computation of Scores, Ranking of Bids, and Recommendation of Contractor Selection; and
- o Phase 5: State and Federal Approvals and Final Award.

The details of this evaluation methodology are described in the remainder of this section.

### 5.1 ACCEPTANCE OF BIDS

All bids properly submitted will be accepted by the state. However, the state reserves the right to seek clarification, request necessary amendments, reject any or all bids received, or cancel this ITB, if it is deemed to be in the best interests of the state.

The state also reserves the right to waive minor irregularities in bids, providing such action is in the best interest of the state. Where the state may waive minor irregularities, such waiver shall in no way modify the ITB requirements or excuse the bidder from full compliance with ITB specifications and other contract requirements if the bidder is awarded the contract.

### 5.2 DISPOSITION OF BIDS

All bids shall become the property of the State of Oklahoma and will be a matter of public record.

### 5.3 EVALUATION PARTICIPANTS

The OHCA will use a formal Evaluation Committee and Selection Committee to conduct the evaluation. The Evaluation Committee will be composed of program operations, contract management, medical professionals and technical staff within OHCA. Each evaluator on the team will be responsible for reviewing and assessing bidder qualifications, and for scoring Technical Bid criteria. A smaller subgroup will assist with the initial mandatory requirements review and later Cost Bid validation activities.

The Selection Committee will be composed of senior-level OHCA management. This committee will be responsible for calculation of final Technical Bid points, for the Cost Bid evaluation and for final recommendation for award. The Selection Committee will ensure that the evaluation plan is followed and that scoring decisions are sound and defensible. The Selection Committee will also resolve any compliance issues, perform the final ranking of bids, and determine whether a best and final bid process is initiated or a recommendation made to proceed with contract negotiations with the recommended contractor.

The state may designate other professional staff to serve as technical advisors during the evaluation process, these staff will not function as evaluators. The state reserves the right to alter the composition of the committees or to designate other staff to assist in the process and to use its procurement consultants to assist in evaluation support activities.

**Deleted:** The bid evaluation will include a number of participants. The Oklahoma Health Care Authority (OHCA) will establish an Evaluation Committee to assist the state in selecting a contractor, in completing all of the activities within each phase of the evaluation, and in making a final recommendation for selection to the appropriate state procurement officials. The Evaluation Committee will be responsible for reviewing the cost and technical bids and providing a recommendation on selection to the Chief Executive Officer of OHCA.¶

¶ The Evaluation Committees will be responsible for completing all of the activities within each phase of the evaluation. Specifically, they will be responsible for evaluating the Technical and Cost Bids, including the final scoring of all bids, resolving compliance issues, preparing the final report which recommends a contractor for selection. In order to bring an array of expertise to the evaluation/ process, the Evaluation Committees will be comprised of representatives from the following organizational entities:

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<#>OHCA – Oklahoma Health Care Authority¶  
<#>DHS – Department of Human Services, and¶  
<#>DCS – Department of Central Services.¶

## 5.4 PHASE 1: EVALUATION OF MANDATORY REQUIREMENTS

The purpose of this phase is to determine if each Technical Bid is sufficiently responsive to the ITB to permit its complete evaluation. The mandatory requirements are intended to ensure that the instructions contained in this ITB have been followed, and that all contracting certifications are provided and signed by a representative of the bidding entity with the authorization to bind the firm.

Those bids determined to be sufficiently responsive will be evaluated. Failure to comply with the instructions or failure to submit a complete bid may cause a bid to be deemed non-responsive and, accordingly, it may be rejected by the state. The state does, however, reserve the right to waive minor irregularities.

The first step in this review phase will be to confirm timely receipt of all required materials. The next level of review will ensure that minimum bid contents comply with the Mandatory Bid Submission Requirements Checklist. These bid submission requirements will be examined for presence and compliance with ITB instructions. Minor irregularities in the mandatory requirements will be identified and referred to the Selection Committee for resolution. The Selection Committee can reject any Technical Bid that fails a mandatory requirement, or in which inconsistencies or inaccuracies are found.

The Selection Committee may request, in writing, that corrections be made to Technical Bid material, and a limited time period for their receipt may be defined to ensure timely evaluation of the full Technical Bid or to allow for its rejection for noncompliance. A correction requested from one bidder does not establish a right or opportunity for any other bidder to submit questions or clarifications. Corrections will be limited to only those requested by the Selection Committee.

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A separate mandatory requirements evaluation document (checklist) will be completed for each Technical Bid reviewed. When the mandatory requirements checklist has been completed for each bid received, the results will be reviewed with the Selection Committee for concurrence.

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## 5.5 PHASE 2: EVALUATION OF TECHNICAL BIDS

Only those bids passing the mandatory requirements from Phase 1 will be referred for full technical review and point scoring by the Evaluation Committee. Those bids failing the review or rejected for correction by the Selection Committee will be returned to the respondent with notice as to the failure.

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### 5.5.1 OVERVIEW

The evaluation of Technical Bids will involve point scoring of proposed approaches and solutions within five (5) general areas. The technical evaluation include the following five (5) categories:

- o MMIS Technical and Functional Capabilities

- o Project Management Plan
- o Corporate Stability and Resources
- o Firm Past Performance and Qualifications
- o Staff Qualifications and Experience

The evaluation of the technical bids addresses the state’s desire to acquire enhanced MMIS technical and functional capabilities from a contractor who has a strong management plan that will ensure the timely and successful implementation of the new MMIS. The Corporate Stability, Firm Past Performance and Qualifications, and Staff Qualifications and Experience sections will further allow the state to recognize the overall strengths of the bidder's proposed solution. Evaluators will also seek consistent outstanding performance, and the capability to deliver the resources needed to ensure the success of the Oklahoma MMIS implementation and operation.

The following paragraphs summarize how the evaluations will be conducted, how input from other evaluation tools may be used, and how the process will proceed.

**5.5.2 MMIS REQUIREMENTS LIST**

All bidders are required to complete the MMIS Requirements List, from Appendix F of this ITB, to indicate where their bid addresses each of the general, technical, functional and operational requirements of the ITB. The Evaluation Committee will use the MMIS Requirements List as one of the primary tools for evaluation.

**5.5.3 SCORING APPROACH**

The technical bids and the cost bids will each be scored separately based on the evaluation of the bid contents. The technical bid scoring may reflect the results of subsequent activities, including reference checks, presentations, or interviews.

**5.5.3.1 Evaluation Tools**

The evaluation of any item may incorporate input from sources other than the response submitted by the bidder. Those other sources could include assessments made by evaluators based on a system demonstration, findings recorded from key personnel and firm reference checks, and comments made by the bidder staff during formal interviews or oral presentations. The state may elect to use any or all of these evaluation tools to clarify the submitted bid material. Bidders will receive a minimum of ~~five (5)~~ business days prior written notice of the state's intent to schedule a demonstration or interview. If such methods are used, it is **anticipated** that they will be scheduled during the month of ~~June~~, 2000.

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**5.5.3.2 Point-Scored Responses**

The bid responses that will be scored address all aspects of the products and services to be provided by the selected contractor. In addition to the MMIS technical and functional capabilities, they may include general, technical, functional, staffing or other requirements for which varying approaches, and levels of capacity.

The score will reflect the evaluation committee's assessment of bidder capabilities or responsiveness to Oklahoma requirements and may reflect input from other evaluation tools described in subsection 5.5.3.1.

The Evaluation Committee will have the opportunity to re-score responses in a correction/clarification process after the demonstrations, presentations, or interviews, if held. The Evaluation Committee will meet as a group to discuss their initial findings and conclusions before final scoring.

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### 5.5.3.3 Final Scoring - Technical Bids

Final point scores for each scored item will be forwarded to the Selection Committee, who will calculate the final technical score for each bidder.

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## 5.6 PHASE 3: EVALUATION OF COST BIDS

Each bidder that met all the mandatory requirements and whose technical bid was evaluated will proceed to Phase 3. The Cost Bid for each of these bidders will be evaluated by the Selection Committee, to determine its compliance with the instructions to bidders given in Section 4 and on the pricing schedules contained in Appendix H of this ITB. Cost Bids which fail to pass preliminary screening criteria may be rejected.

Each Cost Bid will be examined to determine whether the calculations shown on the various pricing schedules are accurate. Any Cost Bid that is incomplete or in which there are significant inconsistencies or inaccuracies on pricing schedules or on the declaration form may be rejected by the state. No deviations, qualifications, or counter-offers to ITB requirements and requested formats will be accepted. The state reserves the right to reject all bids.

The Total Evaluated Price on Pricing Schedule A will be used for purposes of evaluation and point award.

## 5.7 PHASE 4: COMPUTATION OF SCORES, RANKING OF BIDS, AND RECOMMENDATION OF CONTRACTOR

The final point scores from each responsive Technical and Cost Bid shall be tallied and combined to result in the final ranking of all bidders. The Selection Committee will summarize its findings regarding the final ranking and selection decision, prepare an evaluation report and rank the bids from highest total combined points to lowest. The members of the Selection Committee review this final ranking and the pertinent materials from the Evaluation Committee in making their recommendation to the OHCA Board for selection. The highest ranking, responsive bidder will be recommended for contract award. The OHCA Board will review the recommendation of the Selection Committee and make the final selection for contract award. This selection must also be approved by the State of Oklahoma Department of Central Services, Central Purchasing Division before an award can be made.

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## **5.8 PHASE 5: STATE AND FEDERAL APPROVALS AND FINAL CONTRACT AWARD**

Contract approval is contingent upon both state and federal approvals. Every effort will be made by the state, both before and after selection, to facilitate rapid approval so that the project may begin according to its scheduled start date. The state will send the Contractor Selection Report and a draft of the contract to the HCFA Regional Office for federal approval. Following state approval by each of the parties identified in subsection 5.7 above, and federal approval, the contractor will be notified that it may begin work.

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