

## RFP ATTACHMENT 6.2. — SECTION C

## TECHNICAL RESPONSE &amp; EVALUATION GUIDE

**SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

**0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent**

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	<b>C.1.</b>	Provide a narrative that illustrates the Respondent's understanding of the State's requirements and/or needs or services.		<b>10</b>	
	<b>C.2.</b>	Provide a narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the State's requirements and/or needs or services.		<b>10</b>	
	<b>C.3.</b>	Provide a narrative that illustrates how the Respondent will manage the project, ensure completion of the scope of services, and accomplish the State's requirements and/or needs or services.		<b>10</b>	
	<b>C.4.</b>	On which platform(s) does the system currently operate? What, if any, applications are available for use on tablets and smartphones?		<b>1</b>	
	<b>C.5.</b>	How much bandwidth is required to access the program?		<b>1</b>	
	<b>C.6.</b>	Describe the security features that are in place and how the program is protected. How do you ensure only authorized users can access the system?		<b>1</b>	
	<b>C.7.</b>	Describe the methods used to ensure the authorized participant is the person actually completing the course.		<b>1</b>	
	<b>C.8.</b>	Describe how passwords are used to maintain the security of the program.		<b>1</b>	
	<b>C.9.</b>	Describe, in detail, how you deliver live/virtual classroom content. What platform is used for delivery? If a third-party platform is used, what are the requirements for users to access that?		<b>2</b>	
	<b>C.10.</b>	Is the system available from multiple locations, such as personal computers?		<b>1</b>	

## RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.11.	What technical support is available to end users and how is it logged? Are technical support logs and outcomes available and accessible to administrators and end users? How is technical support reached? Is technical support available 24/7/365?		1	
	C.12.	For each live course, what discussion or chat capabilities are there for learners to interact with one another? For archived or static courses, what forums are available for learners to interact with one another?		1	
	C.13.	What process is used for learners who would need to start/stop courses at different intervals? How is the progress saved? Explain how this process would work and explain how it is navigated by the learner. How does the system ensure that the same person that started the course finishes it? What notifications are available? How long is a saved course available before it must be re-started from the beginning?		2	
	C.14.	How are live classes captured and archived? How long are live classes available after their original release/streaming date?		1	
	C.15.	How are links used within a course to refer students to other content? If a client would like to add a link to his/her own applicable document or site, how would that be done?		1	
	C.16.	What are the system capabilities to include videos, animations, sound bites, and other multimedia elements into the courses?		2	
	C.17.	How do learners ask questions while in a live environment? What type of communication paths are established for learners to ask questions of instructors or subject matter experts during static or archived courses?		1	
	C.18.	Describe how your firm ensures that software is secure enough to release to users.		1	
	C.19.	What maintenance schedule is in place for updates? Does the schedule include downtime; if so how long, on average, is the downtime? Is the maintenance schedule flexible?		1	
	C.20.	How many deployments of the system are there currently? Are any at the State level? How many single users are on the current largest deployment?		2	
	C.21.	Is there a limit to how many users can access the program at one time? Is there a limit to the number		1	

## RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		of users who can access a given course at any one time?			
	<b>C.22.</b>	Explain how closed captioning for live courses is accomplished. Specify which languages the system is capable of providing.		1	
	<b>C.23.</b>	How does your company receive input from users on enhancements or recommendations for improvements?		1	
	<b>C.24.</b>	What are the hardware/software requirements to operate the program? What is required of the users and/or administrators to install the program(s) initially?		1	
	<b>C.25.</b>	How frequently has your platform been upgraded, enhanced, refreshed or improved in the past 5 years? List the type of upgrades, enhancements, refreshments or improvements that were rolled out in the past 5 years.		1	
	<b>C.26.</b>	How does your company inform users of upgrades, changes, or system improvements? How often are system upgrades performed?		1	
	<b>C.27.</b>	Describe, in detail, the process that is used to create custom courses for a client. Please provide examples of customized courses if available.		1	
	<b>C.28.</b>	Describe the steps users must complete to access the platform and successfully use it.		1	
	<b>C.29.</b>	Describe the training that is available for program administrators/managers or client course development experts. List the training components, the average time required to complete the administrative training, and the cost of the administrative/program management training per seat.		1	
	<b>C.30.</b>	What is the process to edit, enhance, update, and/or otherwise modify courses that are already developed and published to the platform?		1	
	<b>C.31.</b>	Upon course completion by the learner, how are tests evaluated/scored? Are successful course completions automatically reflected in the user's profile?		1	
	<b>C.32.</b>	What of your current course offerings meet or exceed The Association of Public-Safety Communications Officials (APCO) Project 33 Revised standards? Which ones are currently being reviewed? What course offerings are you planning to create that will meet or exceed APCO Project 33 Revised standards?		1	

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RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	<b>C.33.</b>	What courses do you currently offer for 911 emergency communications?		1	
	<b>C.34.</b>	How are feedback evaluation tools created for a course? Are they standard or specific to the course? How are they disseminated and collected? How are they used in the development of future courses? Who has access to the feedback?		1	
	<b>C.35.</b>	Are study guides provided with each course? If so, how are they accessed by the student? Are they able to be saved, e-mailed, and/or printed?		1	
	<b>C.36.</b>	Is there a limit to how many courses can be accessed by each user per month/quarter/year?		1	
	<b>C.37.</b>	Who has access to certification exam results? Describe your ability to provide stand-alone testing without being a course content subscriber?		1	
	<b>C.38.</b>	Does your company offer any on-line or in-person demonstrations of the product(s) in a live environment (not canned or previously recorded demonstration)?		1	
	<b>C.39.</b>	Describe your company's experience providing 911 training as well as training to government entities, whether state or local. Describe experience with statewide deployments.		1	
	<b>C.40.</b>	Is there a user group of your company's customers or a forum for providing recommendations and improvements to the products?		1	
	<b>C.41.</b>	Describe your records system and its basic functions, to include how records are kept, how long records are kept, accessibility to retrieve records, and storage and time limitations.		1	
	<b>C.42.</b>	Describe how you configure access, to include: State-level access to all records, ECD-level access for respective records, and PSAP-level access for respective records. In addition, describe how individuals are able to access their respective records and how access to records by course is accomplished.		1	
	<b>C.43.</b>	Describe the access control functionality, to include administrative levels, tracking, and monitoring capabilities.		1	
	<b>C.44.</b>	Describe in detail the online registration and notification systems. This response should include notification options, notices on expiring certifications, and notification and registration links for new courses.		1	

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RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.45.	Describe the report generation function. In particular, what standardized reports are included and how are ad hoc reports are developed.		1	
	C.46.	Describe your online course evaluation system.		1	
	C.47.	Is there an ability to have the program administrator define the scoring criteria and pass/fail thresholds?		1	
	C.48.	How does your program report to the user course completion and score? Is there a feature to print, e-mail and/or save documents that reflect this?		1	
	C.49.	Describe the average development period for a new course as well as the average modification period for existing courses.		1	
	C.50.	Describe the features available to track multiple user-defined dimensions by job function and whether the features are configurable.		1	
	C.51.	Describe your ability to deliver two varying types of courses: interactive, including courses that may be televised or will be streaming live, and those that are written material only. How are you able to allow for start/stop features in both the written and interactive platforms? Describe how testing is conducted in both environments.		1	
	C.52	Provide documentation on subject matter experts you currently have for 911 emergency communications and operations. Indicate which are on staff, which are subcontractor subject matter experts regarding 911 emergency communications and operations, and how you determine that a person is a subject matter expert for 911 emergency communications and operations.		5	
	C.53	Provide documentation on subject matter experts you currently have for online training course/video creation and production. Indicate which are on staff, which are subcontractor subject matter experts regarding online training course/video creation and production, and how do you determine that a person is a subject matter expert for online training course/video creation and production.		5	
<i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>				<b>Total Raw Weighted Score:</b>	
				(sum of Raw Weighted Scores above)	
<b>Total Raw Weighted Score</b>		<b>X 45</b>	<b>= SCORE:</b>		
<b>Maximum Possible Raw Weighted Score</b> (i.e., 5 x the sum of item weights above)		(maximum possible score)			

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<i>State Use – Evaluator Identification:</i>					
<i>State Use – Solicitation Coordinator Signature, Printed Name &amp; Date:</i>					