

Guidelines for Evaluation of Voice System Proposals

As a member of the Evaluation Committee, you will be asked to review and rate proposals received in response to a formal Request for Proposals (RFP) issued by the Alameda Court. Those proposals will from vendors that have passed an initial screening by the Procurement and Technical staff of the Alameda Court.

This document provides a guide for the review and rating of each vendor proposal.

Members of the selection committee will rate each proposal in two areas: Vendor and Product.

Vendor – In reviewing the proposals, keep in mind that the vendors are not necessarily the manufacturers of the products. Usually they are authorized dealers who sell products from a number of manufacturers. Selecting a vendor that will be a good partner for the Court over time is a critical success factor, no matter which products are chosen. There are a number of important points to consider in deciding if a particular vendor will provide consistent, flexible, high-quality support to the Court for the product(s) they have proposed.

- Proposal – Is the Vendor’s proposal complete, comprehensible, and did they follow the instructions given for the RFP process?
- Size and Scale of Vendor Organization – Is the vendor too small to have the required resources or too large to be flexible and responsive to the needs of a customer of the size and geographic footprint of the Alameda Court?
- Stability of Vendor Organization – How long has the vendor been in business doing what they propose to do? Have they recently experienced or do they expect to have major changes in ownership or affiliation?
- Experience – Does the vendor organization, and the specific people who will be assigned to the project, have experience with the products proposed and with other customers with similar needs?
- Project Staffing – Who is to be assigned to the project? Are they the actual people who will do the work or placeholders in the response? Do they appear to be appropriately experienced and qualified?
- Project Planning and Management – Does the RFP response provide a good sense of how the vendor will approach planning and implementing this project? Do they have a clear planning and management process that will work for the particular situation of the Alameda Court?
- On-Going Support – What are the capabilities, processes, and systems the vendor has in place for providing post-installation support? Does the proposal indicate how responsive the vendor will be to the particular needs of the Alameda Court?

- Eco-Responsibility – Does the vendor have a serious commitment to environmental responsibility that is reflected in their products and business practices?

Product – The product proposal from vendors include responses to specific questions from sections of the RFP, diagrams, case studies, and product marketing materials. In evaluating the utility and appropriateness of the proposed products reviewers should consider all of those materials.

- Proposal – Does the Vendor’s proposal include complete responses that describe and illustrate the systems being proposed?
- Manufacturer – Are the manufacturers of the proposed products reputable companies and does the vendor have a solid relationship with the manufacturer? Is the manufacturer positioned to survive and prosper over the next 5-10 years?
- Technology – Are the systems proposed current, mainstream technology that are neither “bleeding edge” experimental nor outdated and coming to end of life? Do the proposed systems have a track record of satisfied users and do they integrate into the existing IT infrastructure of the Alameda Court?
- Systems Architecture – Do the proposed systems meet the Court’s needs for reliability, security, and emergency operations? Is the proposed architecture complex with numerous separate elements that must be integrated to create the complete product solution, or is it a simpler, integrated set of products?
- Features – Do the systems as proposed meet the current feature needs of the Court and will they have the capability of evolving to meet future needs? Does the product proposal indicate that the vendor understands the business needs of the Court and can configure the systems for maximum benefit?
- Manageability – Does the proposal provide indications of how simple or complex management needs will be and what tools are provided for system management and administration?
- Reporting – Does the system as proposed include tools for providing useful real-time and historical business activity data for management of operations?
- Eco-Responsibility – Does the system manufacturer have a serious commitment to environmental responsibility that is reflected in their products and business practices?