Vendor Name: _____

RFP No. 962-4966

Laserfiche RFP Rating Sheet

Rater No: _____

Rating Criteria	Place an X in the box that represents your rating for each criterion and include your comments			
	Criterion not addressed	Criterion Addressed		
		Does not satisfy	Adequately satisfies	Fully satisfies
A. Response:				
1. Did the vendor respond to all items?				
Comments:				
2. Were the vendor's responses on-point?				
Comments:				
B. Project Description:				
3. Do the service descriptions address all the areas identified in the RFP and will the proposed services satisfy user needs?				
Comments:				
4. Does the vendor demonstrate knowledge or awareness of the problems associated with providing the services proposed: Hours of operation; Multiple departments; multiple worksites; number of users; multiple servers; multiple data repositories; volume of storage; number of files; variety of documents; growth; accommodate new needs and workflow changes.				
Comments:				
5. Does the vendor's proposal demonstrate their experience in providing the services desired in a California County?				
Comments:				
6. Vendor Staffing Does the vendor's proposal describe how many technical support personnel and their classifications? Does the vendor's proposal describe the education and experience the vendor's technical personnel have with Laserfiche?				
Comments:				
7. Training Is the vendor's training plan sufficient for all aspects of providing training for Information Technology staff and for general production staff? Is training convenient to County users? Is training and training materials included in the total cost of vendor's proposal?				
Comments:				

Rating Criteria	Place an X in the box that represents your rating for each criterion and include your comments			
	Criterion not addressed	Criterion Addressed		
		Does not satisfy	Adequately satisfies	Fully satisfies
8. Continuing Education Does the vendor provide continuing education? Is the frequency and quality of this training sufficient for County users? Dies the vendor provide participation by County staff in laser fiche conferences, seminars, and/or workshops? Are costs included in the overall annual fees?				
Comments:				
9. Resources – Remote Does the vendor's proposal provide remote service and assistance for County users? Can the vendor remotely update, install, fix, software? Does the vendor have a "help-desk" for County technical staff and for production staff? Are hours of operation sufficient for County operations? If number of calls is limited, is number sufficient for County operations?				
Comments:				
10. Resources - On-Site Does the vendor's proposal provide on-site assistance and service for County users?				
Comments:				
11. Response Time Does the vendor's proposal stipulate response times to calls? Are response times practical for County operations?				
Comments:				
12. Documentation Does the vendor's proposal describe the user and system documentation that will be provided as part of maintenance, support, and training? Does the vendor's proposal provide for administrative and user manuals?				
Comments:				
13. Vendor Recommendations Vendor recommendations will enhance the project without significant financial burden to users and/or are elective and will not compromise services if declined.				
Comments:				

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Rater No: _____

Rating Criteria	Place an X in the box that represents your rating for each criterion and include your comments			
	Criterion not addressed	Criterion Addressed		
		Does not satisfy	Adequately satisfies	Fully satisfies
C. Management/Organization				
14. Is the organizational plan and management structure adequate and appropriate for overseeing the proposed services?				
Comments:				
15. Changeover of Maintenance - Project Plan Is the plan clearly defined, appropriate to users, and feasible within our resources?				
Comments:				
D. Cost Proposal:				
16. Did the vendor completely fill out the Cost Proposal Section?				
Comments:				
17. Was the cost proposal clear?				
Comments:				
18. Vendor provision above and beyond RFP are advantageous to user departments? Disadvantages and associated costs.				
Explain:				

Overall Recommendation (with comments):

Reviewer:	
Print Name:	
Date Reviewed:	