


Category	 Type	Score Range	Score Weight/Rank	Highest Category Score	Notes
Company/ Staff Credentials & Experience	Experience	1-5	4	20	
ESRI Experience	Experience	1-5	2	10	
References	Experience	1-5	1	5	
Proposed Timeline	Design	1-5	1	5	
Design Flexibility	Design	1-5	2	10	
Monitoring and Proactivity	Design	1-5	3	15	
Problem Resolution Effectiveness	Design	1-5	4	20	
Data Integrity Assurance	Design	1-5	2	10	
Cost	Financial	1-5	2	10	

Category	5	4	3	2	1	0
Company/ Staff Credential & Experience	10+ similar projects; deep GIS cloud + gov't experience Positive client feedback and success stories	5-9 similar projects; GIS + some gov't experience Positive client feedback and success stories	3-4 relevant projects Some examples of positive client feedback and success stories	1-2 small or partial projects Few examples of positive client feedback and success stories	1 project; unrelated sector No relevant client feedback or successful implementation examples	No relevant project experience
ESRI Experience	ESRI Partner with extensive local government applications	ESRI Partner with some local government applications/ clients	ESRI Partner	Some ESRI Experience in local government	Some ESRI Experience	No ESRI Experience
References	3 or more references from similar projects all for local government clients	3 or more references from similar projects for some local government clients	3 or more references from similar projects where one was a local government client	2 or more references from similar projects where one was a local government client	2 or more references from similar projects no local government clients	No relevant references
Proposed Timeline	Short turn around time for project start and live date clear explanation of project steps and projected duration	Short turn around time from contract signing moderately quick turn around time for system live date clear explanation of project steps and projected duration	Project start date multiple months out from signing of contract average live date projection somewhat clear explanation of duration of project steps	Project start date multiple months out from signing of contract no clear live date projection no explanation of duration of project steps	Project start date more than 4 months from signing of contract no clear live date projection no clear projection of duration for project steps	No description of expected project timeline
Design Flexibility	Willing to tailor all components; adaptable to changing need	Customization offered within scope	Some tailoring; minor rigidity	Mostly fixed approach; few adjustments	Very rigid; not open to change	One-size-fits-all approach
Monitoring and Proactivity	Real-time monitoring, alerting, and performance dashboards Highly Proactive suggestions for improvement, automation, and issue prevention	Strong monitoring tools with regular status reports Proactive Suggestions for improvement, automation, and issue prevention	Basic reporting; periodic checks Moderately proactive suggestions for improvement, automation, and issue prevention	Occasional manual checks only Little to no suggestions for improvement or issue prevention	Vague monitoring commitments Reactive to system issues and no plans for innovation/ improvement	No monitoring plan provided
Problem Resolution Effectiveness	Dedicated account team, 24/7 access Highly effective ability to resolve issues quickly and permanently	Named contact, reliable support hours	General support contact with expected replies	Support only during business hours	Slow response times reported	No support process defined
Data Integrity Assurance	Extensive design for system of back ups/ redundancy and ease of access for recovery guaranteed minimum system downtime	Thorough design for system backups/ redundancy and ease of access for recovery moderate projected downtime guaranteed	Design somewhat described for system back ups/ redundancy and some explanation of access after recovery Moderate projected downtime guaranteed	Design somewhat described for system back ups/ redundancy and some explanation of access after recovery No guarantee of projected system downtime	Vague description of backups and process for recovery	No plan for backups or redundancy
Cost	Excellent value - lowest cost with full alignment to scope and requirements Full Transparency on pricing structure	Good value - lower than average cost, minor compromises on scope Full Transparency on pricing structure	Fair value - average cost and meets most requirements Moderate Explanation of Pricing Structure	Slightly higher cost with noticeable gaps or risks Some Explanation of Pricing Structure	High cost with minimal justification or added value, Little to no explanation of Pricing Structure	Unacceptably high cost or cost not provided No explanation of pricing structure