

RFP

April 2026

Evaluation Criteria

Primary Evaluation Criteria

1. Technical Qualifications and System Capability

Government and Nonprofit Compliance Experience

- Demonstrated experience developing and maintaining HIPAA and compliant systems
- Previous work with government agencies or nonprofits
- Documentation of successful compliance audits and certifications
- Understanding of sensitive data handling requirements

Complex System Architecture Expertise

- Proven ability to build systems with sophisticated conditional logic and business rules
- Experience with multi-stage workflow management and approval processes
- Capability to handle complex eligibility determinations and automated calculations
- Integration experience with external systems and third-party assessments

2. Multi-Stakeholder System Experience

Diverse User Base Management

- Portfolio demonstrating systems serving multiple distinct user groups simultaneously
- Experience designing interfaces for users with varying technology comfort levels
- Successful implementation of role-based access with granular permission controls
- Track record of serving multilingual communities (English/Spanish preferred)

Service Provider Portal Experience

- Previous development of portals for individuals or facilities
- Understanding of the unique needs of this system
- Experience with systems that manage personnel records

3. Project Understanding and Approach

Scope Comprehension

- Clear demonstration of understanding the full application lifecycle complexity
- Appropriate identification of technical challenges and proposed solutions
- Understanding of the volume and timing pressures

Implementation Strategy

- Realistic and detailed project timeline with clear milestones
- Appropriate resource allocation and team structure
- Risk identification and mitigation strategies
- User acceptance testing and go-live support planning

Secondary Evaluation Criteria

4. Experience and References

Similar Project Portfolio

- Minimum three comparable projects involving:
 - Program application and eligibility systems
 - Income verification and documentation management
 - Government or nonprofit service delivery systems
- Quality and relevance of past work samples

Reference Verification

- Positive feedback from references on similar projects
- Demonstrated ability to meet deadlines and stay within budget
- Evidence of ongoing client relationships and system maintenance

5. Firm Stability and Support Capacity

Organizational Strength

- Financial stability and business continuity planning
- Appropriate team size and technical expertise for project scope
- Local or regional presence preferred for ongoing support

Post-Launch Support Structure

- Detailed technical support offerings and response time commitments
- Training program scope and delivery methods
- Ongoing maintenance and update procedures

6. Cost Effectiveness

Value Proposition

- Competitive total cost of ownership including development, implementation, and ongoing costs
- Clear cost breakdown demonstrating understanding of project scope
- Reasonable pricing relative to proposed functionality and support levels