

EXHIBIT H
TECHNICAL EVALUATION CRITERIA

No identifying information should be visible in the Technical Proposals (including Executive Summary). All logos, company names, and other identifying information must be removed from the cover, headers, footers, and individual pages of the proposal. Standard promotional literature and brochures are not acceptable.

Prices must not be included in the Technical Proposal

Executive summary

The Executive summary must contain a clear and concise summary of the proposed service. An overview of the technical and operational information must be included. This summary should be limited to five (5) pages.

I. Technical factors

The technical factors must be concise in bullet format that address the offeror's technical capabilities and approach to engage the required objectives as outlined in Exhibit C, Scope of Work and factors below. It must be practical, straightforward, specific, concise and complete. It will address all three sub-sections, for example, staffing composition, security plan and management approach. All three technical sub factors are equal in weight. The Technical proposal must be limited to sixty (60) pages.

1. Staffing Composition: This technical factor will be evaluated based on the offerors response to the following sub-factors.

1.1 Educational level of your staff

- 1.1.1 What percent has high school diploma or equivalency? (1-100%)
- 1.1.2 What percent has some college? (1-100%)
- 1.1.3 What percent has Associate's degree or higher? (1-100%)

1.2 Staff's average number of years of Security Guard experience

- 1.2.1 What percent has 1 year or less of experience? (1-100%)
- 1.2.2 What percent has 1-3 years of experience? (1-100%)
- 1.2.3 What percent has 4-5 years of experience? (1-100%)
- 1.2.4 What percent has 6 years or more of experience? (1-100%)

1.3 Certifications

- 1.3.1 What percent of your staff have the state armed guard certification?
- 1.3.2 What percentage of your staff has additional certifications?
 - 1.3.2.1 List the additional certifications other than state armed guard.

1.4 Annual employee turnover rate

- 1.4.1 What is the annualized turnover rate of your staff? (example: 22%)
- 1.4.2 What is the annualized turnover rate of your supervisory staff?
- 1.4.3 Provide current initiatives in place to reduce turnover rate.

1.5 Job related training

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- 1.5.1 What is the average number of hours of job related training your staff participates in per year? (example: 12 hours per year)
- 1.5.2 What is the average number of hours of job related training your supervisory staff participates in per year?
- 1.5.3 Provide a detailed outline of the training programs your guard staff participates in.

1.6 Hiring and assigning practices

- 1.6.1 Explain hiring and assigning process.
- 1.6.2 Explain employee benefits.
- 1.6.3 Explain company policy on standards of conduct.
- 1.6.4 Explain any drug and alcohol testing and security clearance.
- 1.6.5 Explain physical standards and uniform requirements.

1.7 Explain your capability of meeting the guard force man hour requirements for each Exchange location, and your ability to sustain at least 20% during emergency situations.

2. Security Plan: This technical factor will be evaluated based on the offerors ability to provide a security plan of man-hours by personnel, station, posts, duties, by building, day of the week, force protection level, and guard level.

- a. Provide a security plan man-hour matrix of how your security force will guard the Exchange. Include special situations such as reactions to behaviors of others, vehicle problems of Exchange Associates, assistance requests by Exchange Associates, needs to restrain or detain an individual, release of an individual restrained or detained, fire drills, people with physics handicaps, etc. Explain how shortfalls due to illness, leave, breaks and meal periods, etc., would be handled.
- b. Provide detail as to why this plan would be abandoned and how the situation would be remedied.
- c. Explain how the vendor will maintain a knowledge base of Exchange security systems, technologies, policies, etc. (Without involvement of Exchange personnel)
- d. Explain your ability to react to the Exchanges' change in force protection levels and interim actions to provide the needed security levels.
- e. Explain your communication plan with the Exchange. (how, when, why)
- f. Explain your quality control plan.
- g. Describe the contractor supplied equipment. (Vehicles, firearms)

3. Management Approach

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- a. Provide resumes and bios that include the certifications and educational levels of your key personnel. Key Personnel should have a comprehensive understanding of security issues and concerns. Key Personnel should be those persons that would most likely have day to day contact with the Exchange participants and the Exchange point of contact (POC).
- b. Provide an organizational chart outlining staff member's position in the organization. The chart must include Supervisor's office location. Provide name, phone number and email address of one (1) POC for the Exchange's use during the contract period of performance and one (1) alternate.

4. Experience: This technical factor will be evaluated based on the offerors experience with past or current references similar to the Exchange. This experience will relate to armed officers performance, the officers ability to maintain Standard Operating Procedure (SOP), the offerors customer service, and change management implementation plan. See Exhibit J, Experience.

All proposals will be evaluated by a committee of Exchange associates as stand-alone proposals and not compared to each other. They will score the proposals in accordance with the evaluation criteria and the Statement of Work. The Client references will be reviewed as part of the technical criteria. After the review, evaluation and scoring, the committee will rank the technical proposals. The proposals will be scored in accordance with an Adjectival Rating methodology, wherein each letter specifies a different level and range of competency; **E** equals "EXCELLENT", **G** equals "GOOD", **S** equals "SATISFACTORY", and **U** equals "UNSATISFACTORY".

Rating Adjectives:

E – Excellent: Proposal demonstrates excellent understanding of the requirements and its approach significantly exceeds performance or capability standards. It has exceptional strengths that will significantly benefit the government.

G – Good: Proposal demonstrates a good understanding of the SOW, and its approach exceeds performance or capability standards. Have one or more strengths that will benefit the government.

S – Satisfactory: Proposal demonstrates acceptable understanding of the SOW and its approach meets performance or capability standards. Acceptable solution. Few or no strengths.

U – Unsatisfactory: Fails to meet performance or capability standards. Requirements can be met only with major changes in the proposal.

////////////////////////////////////LAST ITEM////////////////////////////////////