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Request for Proposals No. 2023–0001

VoIP (Voiceover Internet Protocols) Telephone Equipment and Related Services

RFP No. 2023–0001

RFP Title: VoIP (Voiceover Internet Protocols) Telephone Equipment and Related Services

Opening Date: Thursday, May 18, 2023, at 4:00:00 PM (CST)

Closing Date: Monday, June 19, 2023, at 4:00 PM (CST)

Proposal Submissions: All respondents shall submit one (1) executed, original proposal AND three (3) photocopies thereof. The original proposal and three (3) corresponding copies shall be neatly packaged together in a SEALED envelope. The full name of the respondent company, this RFP number and RFP title shall be prominently printed on the front cover of the envelope.

Proposal Deliveries: All proposals shall be delivered via commercial courier service OR hand delivered by the respondent company. If by commercial courier service, the respondent company shall cause the courier to issue a tracking number for the submission and require a signature at the time of delivery. If hand delivered on behalf of a respondent company, two (2) completed, original “PROOF OF SUBMISSION” forms shall accompany the submitted proposal.

Proposal Timeliness: All proposals shall be received by the requestor of these proposals no later than 4:00 PM (CST) on MONDAY, JUNE 19, 2023. Any response received or submitted after the closing date and time shall be deemed untimely and; therefore, ineligible for consideration.

ALL PROPOSALS SHALL BE DELIVERED TO THE FOLLOWING ADDRESS:

St. John the Baptist Parish District Attorney
Attn: Keith Green, Jr., Civil Division Chief
1342 LA. Hwy 44
Reserve, LA. 70084

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1.1 PURPOSE

St John the Baptist Parish District Attorney's Office, in accordance with LSA-R.S.38:2237, and the specifications and requirements contained herein is soliciting proposals for design and bid of a new Administrative Telephone System to replace existing antiquated system and to centralize services at the following locations: St. John the Baptist Parish District Attorney's Office at 1342 LA HWY-44 Reserve, LA. 700284, and St John the Baptist Parish District Attorney's Office at 2393 HWY- 18 Edgard, LA. 70049.

1.2 GOAL AND OBJECTIVES

The goal for this proposal is to replace the existing telephone system at the 1342 LA HWY-44, Reserve, LA. And 110 West 1st Street locations with the best turn-key solution that provides a reliable, secure scalable and enterprise-wide communications platform design to meet our public entity building needs today and into the future. The solution shall have independent services and infrastructure form the existing ISP and inter network infrastructure. The solution shall consider that there will be one (Annex building, 110 West 1st Street Reserve, LA. 70084) virtual subsite, such that each can work independently with separate directory and services but still allow for inter-site dialing. Porting existing numbers from the existing system to the new solution is highly preferred.

- Comprehensive solution from industry leading manufactures and vendors
- Reliable and scalable hosted solution
- Cost effective total turn-key solution including product, installation, training and maintenance
- Centralized administration and management of hardware and software
- Easy to use phones, applications, and features with superior voice quality.
- Transparent features and dialing between phones regardless of location.
- Mobility of users regardless of location
- Centralized scheduled, ad-hoc, and dial out conferencing services for internal and external users.
- Choice of regular voice mail, voice to email or unified messaging for all users.
- Standards-base integration with other telephony applications
- Interoperability with existing PBX and hosted phone system for ease of migration
- Integration with corporate email and instant messaging applications
- Ability to provide integration with public entity building business applications.

1.3 CURRENT SETUP

Currently there is one system supporting the District Attorney's Office at 1342 LA. Hwy-44, Reserve and 110 West 1st Street Reserve, La. 70084

- Mitel 53302 IP Phone
- Mid-Range
- Display-160x320
- Illumination-Backlit graphics FSTN
- Brightness adjust- Yes.
- Backlight off capability- Yes (screensaver)
- Auto dimming- Yes (programmable)
- Desk/ wall mount stand (included)

- Headset jack-Yes
- Speakerphone-Full-duplex
- Feature/line appearance LEDs-24
- Softkey LEDs-3
- Programmable feature keys-24
- Self-labeling feature keys-Yes
- Fixed-feature keys-12
- Soft Keys-3
- Message Waiting Indicator-Yes
- HAC-Yes
- Lan Ports-10/100/1000
- 802.3af PoE-Yes
- Codecs-G.711, G.729a, G722.1
- Encryption-128-bit AES1
- 802.1xsupport-Supported
- Protocol support-SIP and MiNet

The system services all departments and buildings by means of a hosted VOIP solution independently delivered by provided networking switches and UPS' to each building and each closet as needed. This system consist of Mitel VOIP Phones (5330 IP), as pictured below) and several individual fax lines, emergency lines and modems.

The wiring throughout the buildings consists of a single CAT5 wire dedicated for use for voice services in every room requiring VOIP voice services and minimum CAT3 for any analog services.

1.4 RFP SCHEDULE

The schedule for this project is as follows:

- RFP Issued: Thursday, May 18, 2023 at 4:00 PM (CST)
- Site Walk-through if needed for Offerors: Thursday, June 1, 2023 at 1:00 PM (CST)
- Offeror Questions Due: Wednesday, June 7, 2023 at 4:00 PM (CST)
- Responses to Offeror Questions: Friday, June 9, 2023 at 4:00 PM (CST)
- Proposals Due: By Monday, June 19, 2023 at 4:00 PM (CST)
- Selection of Offeror Proposal: Tuesday, June 27, 2023 at 4:00 PM (CST)

1.5 INTENTIONAL LEFT BLANK

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1.6 OFFEROR SITE TOUR

There will not be a formal proposal conference conducted for Offerors wanting a site survey of the main office facilities. A site visit is not required for the proposal, but the District Attorney's Office will allow proposing Offerors and opportunity to obtain first-hand exposure to the implementation environment on THURSDAY, JUNE 1, 2023 at 1:00 PM (CST). Tour requests shall be sent via email to kgreen@stjohnda.com by

TUESDAY, MAY 30, 2023 at 4:00 PM (CST). The meeting location will be the same as the mailing address stated in Section 1.5

1.7 OFFEROR QUESTIONS

RFP questions must be sent via email to the RFP Coordinator, Mr. Keith Green, at kgreen@stjohnda.com by WEDNESDAY, JUNE 7, 2023 at 4:00 PM (CST). All questions will be answered by FRIDAY, JUNE 9, 2023 at 4:00 PM (CST).

1.8 QUOTING AND PRICING

Offeror is requested to provide a detailed quote for their designed hosted solution.

- Include hardware and software installation, maintenance and support for 1,3, and 5-year options both as monthly service and one-time purchase.
- Software upgrades, patches or system revisions which are subsequently developed to correct problems or malfunctions shall be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of contract.
- Support shall be for 20x7 technical support and be able to have on-site support presence within (4) hours or less if urgent event occurs.
- Include the installation of all equipment and phones in the field and their configurations. Each phone's configuration and operation should mirror of the handset being removed of the previous system
- Clearly identify warranties and support durations for all equipment and services
- Include the training of all users on the new system and a recommended rollout plan
- Describe software licensing model for all components of the VoIP solution
- Any work to be subcontracted shall be clearly identified and the subcontractor shall be approved by District Attorney Office prior to contract issuance.
- All proposals shall be quoted as fixed price and be good for (90) days
- Proposals cost should be for a turn-key solution and broken down into Hardware, Implementation, Training and Maintenance costs

1.9 RFP EVALUATION PROCESS

- The evaluation will begin upon submission of the proposal
- The evaluation of the proposal will be conducted by the District Attorney's Source Selection Committee.
- The Source Selection Committee shall review each submitted proposal and score each proposal based on the following criteria: pricing,
- The District Attorney reserves the right without penalty, to add, remove, modify or withdraw this RFP at any time by notifying each potential proposer on record.

1.10 RFP RESPONSE FORMAT

Vendors must address all information specified by this RFP. All questions must be answered completely. The District Attorney reserves the right to verify any information contained in the vendor's RFP response, and to

request additional information after the RFP response has been received. Any supplemental information that you provide must be in writing and will become part of your proposal. Marketing brochures included as part of the main body of the bid response shall not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and a vendor's answers in the body of the proposal, the latter will prevail.

Cover Sheet

Each proposal must be accompanied by the attached cover sheet that is fully completed and signed by the individual duly authorized to bind the proposed entity.

Responder Profile and Demographics

Provide a statement giving a brief history of your company, how it is organized and how its available products and resources will be used to meet the District Attorney's requirements and help achieve the business objectives stated above. The responder shall submit the following information:

- a. The company's official name and address. The responder shall also indicate what type of entity it is (i.e. a corporation or a partnership).
- b. The name, address, telephone number and capacity with the company of the person who receives correspondence and who is the individual duly authorized to bind, make decisions on behalf of and/or or represent the proposed entity.
- c. The total number of years the proposed entity has been in business and offering computer technology equipment and services and, if applicable, the number of years under the present business name.
- d. The number of years that the proposed entity has been providing the specific solution that forms part of its current proposal.
- e. A description of the proposed entity's operations: facilities, business and objectives, and the number of employees.

1.11 FINANCIAL INFORMATION

Upon written request of the District Attorney, the proposed entity shall provide a complete set of audited financial statements for the past three (3) years. All financial statements should be prepared to generally accepted accounting principles. Each proposed entity should note that the District Attorney reserves the right to purchase credit reports and additional financial information, as it deems necessary. The proposed entity shall also provide a copy of its corporate annual report.

1.12 PROPOSAL SUBMISSION

All proposals shall be mailed/delivered to the following address:

St. John the Baptist Parish District Attorney
Attn: Mr. Keith Green, Jr.
Chief, Civil Division
1342 LA Highway 44

Please note that it is the vendor's responsibility to ensure that the proposal and all other required documents are received at the address named above by the closing date specified above. The District Attorney will be the sole judge of the qualifications of all prospective candidates, and reserves the right to reject all submittals without recourse. The District Attorney is aware that information contained in the proposals indicates the vendor's current operations. Therefore, use of this information shall be confined to this request and will be treated as confidential.

Vendors shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation phase. The District Attorney will in no way be responsible for these costs, regardless of the conduct or outcome of the prequalification process.

1.13 PROPOSAL EVALUATION

The evaluation process will comprise of the following:

- a. A preliminary examination to determine substantial commercial and technical responsiveness and relevant experience.
- b. A detailed technical evaluation to determine conformity to the requirements.
- c. A possible vendor presentation
- d. After completing the evaluation phase of the process, the District Attorney will enter into contract/financial negotiations with identified vendor(s). The final selection will be based on the satisfactory outcome of these negotiations.

1.14 PRELIMINARY EXAMINATION

The District Attorney will examine the proposals to determine whether they are complete, that the documents are properly signed and that they are compliant with the general RFP requirements.

1.15 DETAILED TECHNICAL EVALUATION

An evaluation of proposed products will generally include an assessment of the viability of those products in the proposed solution. These assessments will be based on an established installed base, market share and growth trends, for which vendors must provide supporting information. Evaluation will also include the fit and integration with related District Attorney's infrastructure, system environments and business applications. Technical merits and features will be reviewed against the requirements identified in the vendor and technical requirements sections of this document.

1.16 REFERENCES

The vendor should provide details of customers for reference. References should be for customers with objectives and requirements similar to those of the District Attorney. References should include information about the contract (specific products in use, date of contract execution, "go live" and completion date and any services provided), as well as contact information for the client's project manager or other senior staff members familiar with the project. The District Attorney reserves the right to contact these references and discuss the client's level of satisfaction with the vendor and its products.

1.17 CONFIDENTIALITY

All information about the District Attorney provided during the RFP process shall remain under non-disclosure and cannot be released without the express permission of the District Attorney. The vendor may not make any public announcements or news releases pertaining to the vendor's intent to enter into an agreement without the DA Office's prior written permission.

1.18 VENDOR REQUIREMENTS

Operational requirements:

- a. The vendor must be flexible in modifying their project plan timeframe to meet the District Attorney's project demands. The project must be completed within the published timeframe.
- b. The District Attorney recognizes that this project involves significant technical capability for successful completion. Any information provided by the District Attorney with regard to this project is strictly confidential and shall not be disclosed to third parties.
- c. Any information provided by the District Attorney or any vendor prior to the release of this RFP, verbally or in writing, is considered preliminary and is not binding for the District Attorney or the vendor.
- d. No interpretation of the meaning of the specifications or other bidding documents, or correction of any apparent ambiguity, inconsistency, or error therein will be made orally to any vendor. Every request for such interpretation or correction must be in writing, addressed to a District Attorney's agent. In case the District Attorney finds it expedient to supplement, modify, or interpret any portion of the bidding documents prior to the proposal due date, such procedure will be accomplished by the issuance of written addenda to the RFP which will be e-mailed, mailed, faxed, or delivered to all prospective vendors at the respective address furnished for such purpose.
- e. All addenda must be acknowledged in writing and included within the proposal documents submitted by the vendor.
- f. This RFP, any subsequent addenda, and any written responses to questions take precedence over any information previously provided.
- g. The solution integration and interoperation may necessitate some changes on the District Attorney's existing information technology systems. In such case, the proposed changes have to be reviewed and approved by the appropriate District Attorney's staff.
- h. Clarification and Interpretation of RFP: The words "must", "will", "should", or "shall", in this RFP indicate mandatory requirements. Taking exception to any mandatory requirement may be grounds for rejection of the proposal.
- i. A proposal, which is in any way incomplete, irregular, or conditional, will not be accepted unless approved in advance by the District Attorney.

- j. The District Attorney expects the new solution to be delivered within three weeks from the date the invoiced for the new solution is paid in full. The invoice will reflect exact purchase requirements.
- k. THE VENDOR MUST ENSURE INTEGRATED OPERABILITY BETWEEN THE NEWLY INSTALLED SOLUTION AND THE DISTRICT ATTORNEY’S EXISTING INFORMATION RESOURCES FOR A 60-DAY PERIOD FOLLOWING THE NEW SOLUTION INSTALLATION BEFORE THE DISTRICT ATTORNEY SHALL PROVIDE THE PROJECT SIGN-OFF. ONCE THE SIGN-OFF IS MADE, THE REMAINING 25% OF THE AWARD WILL BE REMITTED TO THE VENDOR, MINUS PENALTIES. Note: Installation is not required.
- l. The vendor must address the technical requirements delineated herein and professional services objectives identified in Section 3 - Solution. After the award of the contract, the awarded vendor (contractor) is responsible for any necessary item not brought to the attention of the District Attorney before the award in order to complete the project.
- m. It is not the intent of this specification to describe all technical requirements essential to operation, installation, and management of the solution, nor to set forth those requirements adequately covered by applicable codes, industry standards, and accepted trade practices. It is the vendor’s responsibility to implement and deliver a fully functioning, complete, optimized system that meets the criteria of all objectives, technical and functional requirements.

1.19 REQUIRED SUBMITTALS

The District Attorney requires that responses to this solicitation contain the following information:

- a. RFP 2023 – 0001 Cover Sheet. The form attached to this RFP must be completed, signed and submitted by the individual duly authorized to bind the proposed entity, and placed as the first document to the RFP response.
- b. Non-Solicitation and Unemployment Affidavit. The form attached to this RFP as must be signed by the individual duly authorized to bind the entity, and whose signature must notarized.
- c. Pricing Summary Sheet. This responder created document must provide the information detailed in Section 6 of this RFP.
- d. Entity Documentation. Each responder must submit proof of:
 - i. The entity’s proper filing with the appropriate state agency (i.e. Articles of Organization with the Louisiana Secretary of State, etc);
 - ii. Appropriate authorization for the individual duly authorized to bind the proposed entity, as acknowledged in Section 9 of this RFP (i.e. “Certificate of Authority” for an LLC, etc); and
 - iii. The required general liability insurance coverages detailed in Section 7, with exception to the “additional insured” requirement.
- e. References. The responder must provide at least three (3) references from a period not to exceed five (5) years preceding the date the proposal is submitted, in compliance with Section 9 of this RFP.
- f. Required Documentation. The responder must submit all primary and supporting documentation required by this RFP, whether specifically identified in this Section 11.

1.20 GENERAL SUBMITTAL REQUIREMENTS

All submittals must be transmitted as provided for in Section 9 of this RFP. In addition, each submittal must:

- a. Contain one (1) original package that includes the original signature(s) of the individual duly authorized to bind the proposed entity, where applicable, and a certified copy of required proof of insurance coverages.
- b. Four (4) photocopies of the original package.
- c. Be submitted and received by the District Attorney **on or before Monday, June 19, 2023 at 4:00 PM (CST)**. Any proposal submitted and/or received after the deadline will not be considered by the District Attorney.
- d. Clearly state the responding company's name, full address, name of the contact person and that individual's phone number, fax number and e-mail address.

1.21 RESPONDER'S REPRESENTATION/WARRANTY

Any responding vendor, by submitting a proposal, specifically represents and warrants that it has and shall possess, and that its employees, agents and subcontractors have and shall possess, the required education, knowledge, experience and character necessary to qualify them individually for the particular duties they perform. The District Attorney shall reserve the right to inspect and/or evaluate any potential awardee's facility, physical equipment, staff and all matters that may bear upon the ability to successfully perform the scope of work.

The District Attorney may conduct interviews of responder(s)/vendor, as needed, to evaluate qualifications. Should the District Attorney reasonably find that any responder(s)/vendor does not have the capacity to perform the work, The District Attorney may reject the responder(s)'/vendor's proposal.

1.22 GENERAL TERMS AND CONDITIONS OF THE AWARDED CONTRACT

Execution of a written contract will be required by any company selected to perform the work that is the subject of this RFP. The final, executed contract will incorporate this RFP document, any addenda to this RFP issued by the District Attorney, and those portions of the selected vendor's proposal designated as accepted by the District Attorney.

The contract, and any documents referred to or incorporated therein and/or attached thereto shall be complementary, and what is called for by any one shall be as binding as if called for by all. If, with respect to any subject, the terms and conditions set forth in such documents and attachments are consistent with the terms and conditions of the contract, then their provisions and requirements shall be deemed cumulative and the selected vendor shall comply with each provision and requirement. However, to the extent that any provision in such documents is, or may be, inconsistent with a provision therein, on the same subject or a part of a subject, then the selected vendor shall comply with the provision which is most favorable to the District Attorney, as determined by the District Attorney.

Any terms and conditions of a responding vendor that are in conflict with the College's terms and conditions, inclusive of any specific contractual requirements, must be identified within the selected vendor's response.

The District Attorney, at its sole discretion, may negotiate the inclusion, exclusion, or alteration of any language, terms, pricing or conditions prior to the issuance of a signed contract or, if applicable, throughout the term of the contract.

1.23 INSURANCE AND INDEMNIFICATION REQUIREMENTS

The selected vendor agrees to comply with the District Attorney insurance and indemnification requirements as detailed in Sections 7 and 11 of this RFP. An insurance certificate that meets all requirements must be submitted by the selected vendor prior to any work being performed or submitted invoice being paid.

1.24 EVALUATION AND AWARD OF PROPOSALS

While each proposal shall be considered objectively, the District Attorney reserves the right to accept or reject any proposal and to waive any formalities, informalities and/or technicalities in this RFP and the coordinated process at its own discretion.

The District Attorney will not be bound by oral explanations or instructions given by the District Attorney's employee or agent at any time during the competitive proposal process or after award. Only modifications to specifications issued in writing by way of an addendum shall be valid.

The District Attorney shall have the right to award this RFP, or any part thereof, in any manner that it deems to be in its best interest.

RFP No. 2023 – 0001 Cover Sheet

This page, signed by an authorized officer of your Company, must accompany your proposal as the cover page.

I, the undersigned, having carefully examined the Request for Proposals, propose to furnish services in accordance therewith as set forth in the attached proposal.

I hereby certify that this proposal is genuine and not a sham or collusive proposal, or made in the interests or on behalf of any person not therein named; and I have not directly or indirectly induced or solicited any Contractor or supplier on the above work to put in a sham proposal or any person or corporation to refrain from submitting a proposal; and that I have not in any manner sought by collusion to secure to myself an advantage over any other contractor(s) or person(s).

In order to induce the District Attorney to consider this proposal, the Company irrevocably waives any existing rights which it may have, by contract or otherwise, to require another person or corporation to refrain from submitting a proposal to or performing work or providing supplies to the St. John the Baptist Parish District Attorney's Office, and Company further promises that it will not in the future directly or indirectly induce or solicit any person or corporation to refrain from submitting a bid or proposal to or from performing work or providing supplies to the St. John the Baptist Parish District Attorney's Office.

Please type or print legibly information below.

Proposer hereby acknowledges receipt of the RFP and agrees to Terms and Conditions set forth in this RFP.

PROPOSER INFORMATION

Firm Name: _____

Address: _____ City/State/Zip: _____

Phone No.: _____ Fax No.: _____

AUTHORIZATION TO PROPOSE (must be signed):

By: _____
Signature Offer Date Printed Name

Primary Contact Person (If other than above):

Name: _____ Phone No: _____ Fax No: _____

Title: _____ E-mail Address: _____

If this proposal is being submitted on behalf of an agent/broker, please complete section below:

Submitted on behalf of: _____

Phone No: _____ Fax No: _____

E-mail Address: _____

**ST. JOHN THE BAPTIST PARISH DISTRICT ATTORNEY
NON-SOLICITATION AND UNEMPLOYMENT AFFIDAVIT**

(Pursuant to La. R.S. 38:2224 and La. R.S. 23:1726(B))

STATE OF _____

PARISH/COUNTY OF _____

Before me, the undersigned authority, came and appeared:

the duly authorized representative of _____ who, being first duly

sworn, deposed and state that I, personally and as an authorized representative of the above identified legal entity, executes this continuing affidavit stating that neither the above named Contractor, nor a person acting on its behalf, either directly or indirectly, employed, paid, nor promised any gift, consideration or commission to any person or legal entity to procure or assist in procuring this public contract, other than persons regularly employed by Contractor whose services were in the regular course of their duties for Contractor in connection with the Managed Information Technology Services.

The above named Contractor, if awarded, continually affirms that no part of the contract price received by Contractor was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the affiant whose services were in the regular course of their duties for Contractor.

The above named Contractor hereby attests and certifies that it does not have any unpaid assessment or penalty levied against it regarding unemployment compensation and currently does and will continue to properly classify each employee.

<p>_____ Signature of Authorized Signatory</p> <p>_____ Printed Name of Signatory</p> <p>_____ Title of Authorized Signatory</p> <p>_____ Project Name/Number</p>	<p>SUBSCRIBED AND SWORN BEFORE ME ON THIS</p> <p>_____ DAY OF _____ 2019.</p> <p>_____ Notary Signature</p> <p>Printed Notary Name: _____</p> <p>Notary/Bar Roll Number: _____</p> <p>My Commission is for/expires on: _____</p>
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SELECTION/SCORING CRITERIA

St. John the Baptist Parish District Attorney's Office may select any or all of the proposals that best contribute to the overall functioning of the District Attorney. All proposals will be evaluated by applying a set of evaluation criteria and awarding points to each proposal.

The following criteria and corresponding point system will be utilized to evaluate all respondents. The award will be made to the firm which scores the highest number of points and whose costs are deemed reasonable for similar work.

CRITERIA	MAXIMUM POINTS
<u>Qualifications and Experience</u>	0-20 pts
<ul style="list-style-type: none">• Qualifications of key staff to perform work• Ability to provide desired specifications• Experience in performing like or comparable work	
<u>Past Performance</u>	0-20 pts
<ul style="list-style-type: none">• Quality of work and special capabilities to accomplish work• Coordination and cooperation with Parish and others• Ability to meet deadlines and budgets	
<u>Technical Capabilities</u>	0-20 pts
<ul style="list-style-type: none">• Key personnel and support staff• Equipment availability and dedication• Delivery methods and reliability of system during emergencies• Number and size of <i>similar</i> projects currently under contract	
<u>Current Work Load</u>	0-10 pts
<ul style="list-style-type: none">• Capacity to successfully manage District Attorney's requests• Number and size of projects currently under contract	
<u>Pricing</u>	0-30 pts
<ul style="list-style-type: none">• Price will be evaluated for the best overall value to the District Attorney	
TOTAL MAXIMUM POINTS	100