

BID REVIEW EVALUATION

REQUEST FOR BIDS FOR TABLETS FOR VIRTUAL SENIOR CENTER

Aging Ahead

CONTRACT PERIOD JULY 1, 2024 - JUNE 30, 2025

AWARD EFFECTIVE DATE: OCTOBER 1, 2024

BID CHECKLIST

Failure to include any of the following items will result in the proposal being considered non-responsive.

- Completed Section A: Critical Qualifying Factors
- Completed Section E: Pricing
- Signed agreements & assurances.
- Copy of current insurance or certification of Vendor ability to provide upon contract.
- Demonstration of device capability to meet requirements of the Americans with Disabilities Act and language translation/interpretation.

BID REVIEW EVALUATION

Name of Organization

Name of Reviewer

Date of Review

Total Score

SUMMARY

Maximum Points Possible		Points Awarded
20	Critical Qualifying Factors	
18	Reporting & Specifications	
20	Services Provided by Vendor	
6	References	
30	Pricing	
6	Lowest Bid	
100	TOTAL POINTS AWARDED	

BID REVIEW EVALUATION

Please comment on the scores in this section:

Attachment 1 – Section A Critical Qualifying Factors; 20 points possible Yes = 2; No = 0	Yes	No
<p>*Failure to answer these questions results in disqualification. Comments provided can be used to support scoring; bidder may be awarded less than 2pts if appropriate for a “yes” answer, or if comments do not fully support 2pts.</p>		
1. Vendor will designate point of contact for <i>Aging Ahead</i> account.		
2. Vendor can submit proof of required insurance coverage at limits noted within the bid packet.		
3. Vendor can adhere to record retention policy outlined in the bid packet.		
4. Vendor practices and devices are FCC compliant.		
5. Vendor point of contact is available daily to assist Agency staff and participants using devices.		
6. Vendor can organize and conduct training for agency staff and participants using devices.		
7. Vendor is a minority agency.		
8. Vendor’s customer support center can readily respond to problems with device, data usage, internet connectivity, and other issues experienced by participants using the device.		
9. Vendor has online portal to allow the Agency to access usage reports by client, distinguishing which programs participants attend, at no additional cost.		

Please comment on the scores in this section.

BID REVIEW EVALUATION

Attachment 1 – Reporting & Specifications 18 points possible Yes = 1; No = 0 Comments provided should be used to support scoring; bidder may only be awarded 1 pt (.5 pts not accepted).	Yes	No
1. An online portal shall be available to agency staff that provides, at a minimum: <ol style="list-style-type: none"> a. Total number of participants using the device. b. A list of participants not using the device. c. Most recent date the device was used. d. Most recent date Agency programs were accessed. e. Data usage by participants. f. A list of Agency programs accessed by participants, with dates, including Agency Zoom calls. g. A list of participant names and device-specific email addresses. h. Emergency contact/family member contact information. i. Tracking for preconfigured websites. j. Number of calls to customer care, by participant. k. Frequency of usage of other device features, by participant (i.e. games). 		
2. Device shall include a data plan with at least 2GB of data per device, as well as WiFi capabilities.		
3. Device shall be ADA compliant.		
4. Device shall include translation/interpretation services.		
5. Vendor maintains Electronic Inventory System of devices assigned to Agency. Vendor provides training at no charge for agency staff in use of Electronic Inventory System.		
6. Device shall include charging cord or station and stylus.		
7. Device shall include video calling and Zoom accessibility.		
8. Device shall include method for creating mass email list to all participants.		
9. Vendor maintains customer care center for participants using device, ideally open 24 hours/day, seven days/week.		
10. Vendor provides assistance to participants on how to safely use device. Explain your answer below.		
11. Vendor provides internet and cyber security training to participants using the device. Explain your answer below.		

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12. Device has capability to limit spam/scam calls.		
13. Device has photo sharing capabilities.		
14. Device has internet browsing capabilities that may be restricted to safe sites.		
15. Device includes games, news, weather (other device features).		
16. Device is designed to be safely used by older adults.		
17. Device includes medication reminders.		
18. Device includes calendar with reminders; both Agency and participant can add events to calendar.		

Please comment on the scores in this section.

BID REVIEW EVALUATION

Attachment 1 – Section C 20 points possible	Points Range	Points Awarded
1. Services Provided by Vendor <i>Variable scoring based on answer provided.</i>	<u>0-20</u>	
TOTAL		

Please comment on the scores in this section.

Attachment 1– Section D 6 points possible	Points Range	Points Awarded
1. References <i>Variable scoring based on information provided & reference check</i>	<u>0-6</u>	
TOTAL		

Please comment on the scores in this section.

BID REVIEW EVALUATION

Attachment 1– Section E Pricing 36 points possible	Points Range	Points Awarded
1. Pricing structure <i>Variable scoring based on information provided.</i>	0-6	
2. Percentage Markup/profit <i>Variable scoring based on information provided.</i>	0-6	
3. Cost of device vs. selling price <i>Variable scoring based on information provided.</i>	0-6	
4. Prices increases determined <i>Variable scoring based on information provided.</i>	0-6	
5. Volume discounts <i>Variable scoring based on information provided.</i>	0-6	
6. Lowest Bid <i>Requires comparison among vendors. Only lowest cost receives points.</i>	6	
TOTAL		

Please comment on the scores in this section.