



**ATTACHMENT K
EVALUATION SCORING RUBRIC**

CITY OF PHOENIX

In accordance with Administrative Regulation 3.10, Qualifications Based Selection contracts will be awarded to the most highly qualified and responsible offerors, taking into consideration the evaluation criteria set forth in the request for qualifications. The evaluation criteria are listed below along with the possible points assigned to each. The evaluation criteria sections will be evaluated in the following format:

Criteria 1: Method of Approach and Service Implementation	300 Points
Criteria 2: Experience and Qualifications	200 Points
Criteria 3: Number of Languages Offered and Staffing Summary	200 Points
Criteria 4: Evaluation of Proficiency	200 Points
Criteria 5: Fee Schedule	100 Points
TOTAL AVAILABLE POINTS:	1,000 Points

Rating Definitions for Criteria 1 - 4	% of Max Points
Exceeds Expectations = The Offeror's response fully addresses the requirement(s) of the RFQu but also provides superior experience, a creative/innovative approach, or an exceptional solution.	100% Points
Above Expectations = The Offeror's response meets all requirement(s) outlined in the RFQu but goes beyond what is required in some aspects.	80% Points
Meets Expectations = The response meets the requirement(s) outlined in the RFQu.	60% Points
Below Expectations = The response minimally addresses the requirement(s) of the RFQu, but one or more major considerations of the requirement(s) is not addressed, or the experience and/or solution is so limited that it results in a low degree of confidence in the response or proposed solution.	40% Points
Unacceptable = The response fails to address the requirement(s) of the RFQu or fails to provide any experience related to the requirement(s) of the RFQu or elements of the proposal are unacceptable.	0 Points
Rating Definitions for Criteria 5	Max Points
Lowest price divided by Offeror's price multiplied by total number of points assigned to price.	100 points