

6. EVALUATION CRITERIA

The Government will award one (1) cooperative agreement to the proposer who represents the best overall offer. The Government will determine the best overall offer on the basis of the factors described below:

6.1 Offer

The Government will evaluate proposals for acceptability on a pass or fail basis. The Government will consider an offer to be acceptable if -- **and only if** -- it responds to the criteria described below, the Submission of Applications described in Section 2, the Statement of Work described in Section 4, and the Application Preparation Instructions delineated in Section 5. **The Government intends to award this cooperative agreement without discussions.**

6.2 Offeror Capability/Evaluation Factors

The Government will evaluate the capability of proposers who submit acceptable proposals. In the investigation of a proposer's past performance, the Government will contact former customers and Government agencies, and other private and public sources of information. The Government will evaluate proposer's capability on the basis of:

- I. **Experience (1/3).** Assess proposer's work experience directly relevant to the scope of work specified in Section 4. Work experience will be evaluated according to the following: (a) years of experience; (b) diversity of relevant experience; (c) degree of relevance to the Statement of Work described in Section C of this solicitation.
- II. **Proposed Program Execution (1/3).** Assess proposer's planned execution of the program and Scope of Work as described in Section 4. Proposed Program Execution includes the proposer's: (a) proposed approach to initiate and maintain the program; (b) proposed personnel; (c) proposed percentage of administrative cost.
- III. **Customer Satisfaction (1/3).** Customer satisfaction is an assessment of past performance based on a measurement of the degree to which a proposer has: (a) satisfied its customers; (b) complied with Federal, State, and local laws and regulations; (c) the quality and timeliness of the offeror's work; (d) the reasonableness of its prices, costs and claims; (e) the reasonableness of its business behavior - its willingness to cooperate and helpfulness in solving problems; (f) its concern for the customer's interest, and (g) its integrity.

6.3 Relative Importance of Evaluation Factors

The three evaluation factor areas will be weighted equally, each counting one-third (1/3) of the total possible value of the proposal.