

RFP 2023-003 Austin TRC Evaluation Rubric		
Section Description	Question Criteria	Points
Part I: Fiscal and Administrative Capacity		
Agency verifies that they meet Offeror Minimum Qualifications in C – Scope of Work and provides background information.	Agency Information (Questions 1-6): Agency provides information about agency background and capacity.	No points awarded, but Offeror must complete all questions.
Part II: Scored Proposal		
<p align="center">Successful applicants will answer all parts of all questions. If a question or part of a question does not apply, applicants should answer N/A rather than leave a field blank. When criteria indicate that "preference is given" that indicates items that are preferred, but not required, and earn additional points.</p> <p align="center">Attachments may be appropriate to respond to questions where indicated. All attachments should be directly responsive to the prompt. Attachments that are not requested within Form 2 - RFP Proposal will not be considered during application review. The purpose of attachments is to support the narrative response included in Form 2 - RFP Proposal.</p>		
Section 1: Experience and Cultural Competence	Agency Experience & Performance (Questions 7-10): Offerors must demonstrate that they have experience or ability to provide services to victims of a wide range of crimes as listed in the proposal question 7. Documentation of past performances providing the service or similar may be attached if necessary.	2
	Question 8 Offerors must demonstrate they have the ability to serve as a community resource by making presentations and providing training to law enforcement, community-based agencies, and other care providers on the identification and effects of violent crime. Additional points will be allocated to agencies that clear and concise in their proposal	3
	Service delivery principle (Questions 9,15-16): Offerors must demonstrate that they currently operate their organization or are capable of operating in a way that aligns with the Principles of Service Delivery identified in C – Scope of Work. Successful applicants will incorporate Trauma-Informed Practices into all levels of service. Also, a demonstration of ability to serve the greatest number of victims based on geographic location should be precisely stated	5
	Cultural Competence: Offerors should demonstrate how the Agency operates at all levels with an applied Equity lens with regard to staffing policy, and programs. Successful applicants will be able to describe experience serving crime victims who typically are unable to access traditional services. This should include programming services in clients who primarily languages other than English	5



	points total	15
Section 2: Program Design	Program Work Statement: Offerors must describe capacity to coordinate, implement, and operate effective service delivery in alignment with the requirements outlined in C – Scope of Work.	
	Program Goals and Objectives (Question 11a): Successful offerors will provide a complete and organized overview of program’s goals, objectives, and definition of program success aligned with the Scope of Work. The summary should provide a clear idea of the program’s intended impact.	5
	Program Clients Served (Question 11b): Offerors will identify the intended clients to be served and any subpopulations who will be prioritized in service provision. Preference will be given through additional points to programs that will serve the people who are mostly impacted by trauma.	5
	Assessment (Question 11): Offerors will describe a process for assessing clients for both eligibility and program compatibility to receive services. Competitive Offerors will describe the local data, national best practices, and emerging research utilized in the tool’s creation. Successful Offerors will describe clear criteria and share a final or draft assessment tool, or concrete plans for developing a tool.	10
	Outreach (Question 24): Successful Offerors will describe an outreach strategy for reaching underserved most impacted populations experiencing trauma and providing them with knowledge of and access to program services.	5
	Program Services & Delivery, Program Accessibility, & Evidence-Based Practices (Question 11, 12, & 13): Offerors must describe the full scope of the proposed homelessness prevention program services, including supportive services, program activities and financial assistance, and collaborative structures, if applicable. Offerors will explain how they address both policy and practical barriers to services and ensure accessibility, and offerors will clearly identify how the program operations will resolve a participant’s immediate concern and longtime therapeutic/support needs. Successful Offerors will detail how programs incorporate evidence-based practices, including citations of relevant research, and standards of practice, as appropriate, grounded in the expectations and goals outlined within the Scope of Work.	20
	Service Coordination & Planning with Other Agencies (Question 11): Offerors must describe how the proposed services will coordinate with other agencies to connect individuals and households to stabilization resources and services not provided by the offeror. Successful applicants will name specific partners, what services they provide, and identify if the collaboration is enshrined through an MOU for services, or a general referral.	5
	Points total	50
Section 3: Data Informed Program Management	Performance Measures (Questions 17-19): Offerors must answer all required parts of question and enter N/A in areas that do not apply to this proposal. Successful applicants will clearly describe how data for each measure will be calculated, and how they have used past experience and/or other data to estimate annual goal(s).	10
		points total



<p>Section 4: Cost Effectiveness Organization capacity and cost effectiveness is demonstrated through efficient staffing plan that reaches the maximum number of clients who will show successful outcomes. A) Program Staffing and Time B) Program Budget and Funding Summary</p>	<p>Program Staffing & Time (Questions 20-22): Offerors will provide a plan that includes adequate staff numbers to provide the services proposed, adequate support structures to ensure staff effectiveness, and appropriate training and minimum qualifications to ensure high quality service provision. Preference will be given through additional points to plans that include positions and personnel which include people with experiences and racial backgrounds that align with the population being served. The program staffing forms should be complete and calculations should be correct and in alignment with the staffing plan provided.</p>	5
	<p>Program Budget & Funding Summary (Questions 23-24 and Form 3): Offerors must complete and attach Form 3 – Program Budget and Funding Summary. Successful applicants will ensure that calculations are accurate, detailed, and specific narratives and cost methodology are included for every line item. Amount totals should match other areas of the application. Successful offerors will provide a budget justification that includes how the Offeror has determined that the requested amount is appropriate to ensure effectiveness and quality of the services proposed. Successful applicants will account for the services proposed, as well as the reasonable operational support costs associated with managing a City of Austin award.</p>	5
	<p>Cost Effectiveness (Questions 25-26): Offerors must explain how the requested budget expresses consideration for efficiency and avoids unnecessary spending to prioritize quality services to clients. Offerors are encouraged to consider compensation strategies that promote tenure and livable wages. Responses should align with information provided in other areas of the proposal and reflect accurate calculations. Successful applicants will provide a clear explanation for how the calculated cost per client ensures quality services at the level described in the proposal for as many clients as possible within the funding parameters. Any household “caps” should be fully explained and supported by research or market data cited in the response.</p>	10
	<p>Number of individuals served/ total budget = Cost Analysis</p>	5
	Points total	25
TOTAL POINTS AVAILABLE		100