

What are they?

Minimum Qualifications describe the baseline set of knowledge, skills, experience and abilities that must be possessed by the Offeror (company) and/or the Offeror's resources (personnel) to provide reasonable assurance that the required work will be performed successfully. Minimum Qualification criteria must be able to be scored as either "pass" or "fail."

Minimum Qualifications are a powerful tool to ensure that only "qualified Offerors" (i.e., only those responsible Offerors that submitted proposals initially classified by the procurement officer as reasonably susceptible of being selected for award) compete for a particular agency need. However, determining how "high to set the bar" can be challenging. Minimum Qualifications set too high may result in insufficient competition; if set too low, then too many Offerors propose, lengthening the evaluation process and exposing the State to Offerors that may not be qualified to do the work.

A Minimum Qualification is NOT a job description of all the desired features for a company or its personnel.

When are they needed?

Minimum Qualifications are mandatory for all solicitations. Minimum Qualifications may be written for just the Offeror's company, just the Offeror's personnel, or for both the Offeror (company) and a limited number of required (Offeror's personnel).

Why are they needed?

A well-written Minimum Qualifications section is essential to the success of a solicitation because it:

- Clearly identifies the bare minimum skill sets, credentials and experience necessary to successfully complete the work as described in the Statement of Work (SOW);
- Communicates agency expectations to potential Offerors;
- Establishes a foundation for the evaluation criteria used in the selection process;
- Filters out Offerors not even minimally qualified to perform the work, reducing evaluation workload; and
- Provides contractual criteria to protect the agency.

Rules

- A) Minimum Qualifications are primarily a procurement function, intended to foster competition, within reason.
- B) Minimum Qualifications establish the lowest threshold, or least qualified, company and/or individual who can reasonably perform the necessary work. **For example, a "C student" who possesses the minimum knowledge or prerequisite required to join a class.**
- C) Personnel Minimum Qualifications containing more than 1-4 criteria may not meet the intent of a Minimum Qualification. Tip: Look for key criteria that are indicative of a set of skills.
 - 1) When a master contract such as CATS+ has defined labor categories with Minimum Qualifications, you may add additional criteria but may not amend any existing labor category criteria. It is expected that under a master contract that you will not substantially alter the intent of the labor category. Remember, master contractors bid a ceiling rate for the skillset defined in the labor categories, so substantially adding to the requirements may result in master contractors who cannot find resources at the rates they proposed.
- D) Offerors MUST be able to prove the Minimum Qualifications through references or documentation such as a resume.
 - 1) Criteria must be very precise, and must result in a pass/fail determination.
 - 2) A single Minimum Qualification containing a list of items will always require "all of" the listed items to be

individually demonstrated. For example: five (5) years of experience with Windows 2005 and Windows XP means 5 years each.

E) ITPO strongly favors solicitations that make an award decision using four or fewer proposed personnel (often called “key personnel”). Substitutions of personnel prior to award are never allowed, and limiting the number of proposed personnel reduces the risk of an individual leaving prior to award. Additional resources may be described generally in a staffing plan instead of a proposed resource.

- 1) An Offeror may not provide a resume for any resource not explicitly proposed, and
- 2) A personnel Minimum Qualification criteria may not be met by a resource that does not have a resume to demonstrate meeting the Minimum Qualifications

Remember, Minimum Qualifications are intended to form the foundation of requirements, but *preferred requirements* establish the remaining criteria upon which Offerors and proposed personnel are evaluated. Preferred requirements can be used to rank a Technical Proposal higher whereas a Minimum Qualification is used to eliminate the Technical Proposal from further consideration (i.e. not reasonably susceptible for award).

How to proceed?

Step 1: Analyze what the agency wants to accomplish with this solicitation.

- A. Identify the core services needed to satisfy solicitation requirements.
- B. Identify Minimum Requirements that truly represent the core services needed for this solicitation. Keep in mind that raising the bar too high may reduce competition to unacceptable levels or unnecessarily increase the cost of the Task Order.

Step 2: Begin defining Minimum Qualifications following best practices described in this document.

- A. Use only objective, concrete criteria that can be scored as either “pass” or fail.”
- B. Place any requirements that are not concrete, cannot be independently verified, or are preferred but not mandatory into a “Preferred Requirements” section to allow evaluation and ranking.
- C. Define and quantify variables if any. Examples of variables might be: duration of experience or size of prior projects.
- D. Describe how Minimum Qualifications will be demonstrated or verified (e.g. resumes or references contacted)
- E. Use language which indicates that Minimum Qualifications are mandatory (i.e., shall, must).

Step 3: Company Minimum Qualifications:

Identify qualifications that illustrate the company’s track record of successfully completing similar engagements. A contractor’s past successes are both an indication of ability to perform the work, and an ability to find employees who can successfully perform the work over the contract term. Be sure to describe what “similar engagements” means in concrete terms.

Step 4: Personnel Minimum Qualifications:

Clearly define the skill sets, credentials and experience necessary for proposed personnel to perform the work being contracted.

- A. Limit the number of positions required as part of the proposal to between one and four. Select only those positions that significantly impact the evaluation and award, usually positions matching critical needs or those resources hardest to acquire.
- B. Start by describing all the skills, experience, or certifications in the “Preferred Requirements” section to fully list the position.
- C. Identify between 1-4 key skills, experience, or credentials that indicate a resource has sufficient expertise to perform the work at a “**C student**” level. Move these items into the Minimum Qualifications section. Remember, Minimum Qualifications are not a job description!
- D. Write Minimum Qualifications appropriate to the nature of the solicitation.
 1. If you are requesting the Offeror propose a solution, describe the skills and experience required

rather than identifying specific labor categories. In this case, the Offeror must identify an established labor category for each proposed resource, who in turn must meet the labor category's requirements per the master contract/RFP plus any Minimum Qualifications in the RFP/TORFP.

2. If you are requesting personnel to fill specific roles, state specific labor categories to be fulfilled in the solicitation. For TORFPs (such as for CATS+), do not repeat the labor category description nor the requirements from the master contract in the TORFP. Note that for a

Step 5: Prior to Release

- A. Engage the Procurement Officer to discuss the minimum qualifications and confirm how evaluation criteria will be evaluated. Evaluation may be via references, resumes, or other mechanisms such as phone interviews.

DOs and DON'Ts	
<p>Example 1</p> <p>DO: Use language to indicate that a Minimum Qualification is mandatory (i.e., shall, will, must). <i>Example:</i> “The Contractor <u>shall</u> provide...”</p> <p>DON'T use language that might indicate that a qualification is optional. <i>Example:</i> “The Contactor <u>should</u> provide...”</p>	<p>WHY: Avoids ambiguity</p>
<p>Example 2</p> <p>DO: Use proper descriptive action language for the specific qualification <i>Example:</i> Five (5) years of experience developing software in Object Oriented Programming</p> <p>DON'T: Leave out the action required for the qualification <i>Example:</i> Five (5) years of experience in Object Oriented Programming</p>	<p>WHY: Avoids ambiguity</p>
<p>Example 3</p> <p>DO: Be precise when describing required experience. <i>Example:</i> “...<u>at least three (3) years of experience in the design, delivery and evaluation</u> of student systems.”</p> <p>DON'T use vague terminology to describe required experience. <i>Example:</i> “...<u>demonstrated knowledge and experience</u> working with student systems.” or</p>	<p>WHY: Avoids ambiguity</p>
<p>Example 4</p> <p>DO: Describe required general industry experience to indicate that the candidate must have experience with projects of similar size and scope and technology. <i>Example:</i> “... experience performing operations and maintenance on <u>enterprise-wide web based applications having a minimum of 1000 users.</u>”</p> <p>DON'T be too specific regarding experience with particular applications or products. <i>Example:</i> “...experience operating and maintaining the <u>State’s XYZ Fleet System.</u>”</p>	<p>WHY: Naming specific application experience impedes competition in favor of incumbents and unnecessarily limits the pool of potential candidates.</p>
<p>Example 5</p> <p>DO: Specify the minimum acceptable experience or credentials required to be considered as a candidate. <i>Example:</i> “...shall have a Bachelor’s degree in Computer Science...”</p> <p>DON'T further qualify minimum acceptable criteria with any indication of “preference” for higher qualifications. <i>Example:</i> “...shall have a Bachelor’s degree in Computer Science (Master’s degree Preferred).”</p>	<p>WHY: Minimum qualifications must be able to be scored as either “pass” or “fail”. A “preference” does not meet these criteria. You can insert the Master’s Degree preferred experience in a different section of the TORFP.</p>
<p>Example 6</p> <p>DO: Define and quantify variables such as duration of experience or size of prior projects. <i>Example:</i> “... provide references that demonstrate that Offeror has successfully conducted within the past <u>three (3) years</u> at least <u>two (2)</u> information security risk or information security program assessments in mid-to-large sized organizations (<u>100 to 2000 employees</u>).”</p> <p>DON'T fail to quantify variables</p>	<p>WHY: Creates measurable criteria against which a Contractor or Resource can be measured.</p>

<p><i>Example: "... provide references that demonstrate that the Contractor has successfully conducted information security risk or information security program assessments in mid-to-large sized organizations."</i></p>	
<p>Example 7 DON'T use vague terminology that does not provide a means to test or measure the qualifications. <i>Example: "The Offeror shall propose at least one (1) team member with excellent written and oral communication skills."</i></p>	<p>WHY: This skill cannot be measured objectively in a way that is unambiguous. DoIT recommends that written and oral communication skills not be used as a minimum personnel qualification.</p>
<p>Example 8 DO: Ensure that Minimum Qualifications are in addition to the Minimum Qualifications for the labor category (CATS + Project Manager.) The Project Manager shall have a minimum of five (5) years of experience as a Project Manager for an IT Project <u>involving Web Application Development.</u> DON'T: Specify qualifications that are less than the Minimum Requirement of the labor category. <i>Example: (CATS Project Manager) "The Project Manager shall have a minimum of four (4) years of project management experience."</i></p>	<p>WHY: The minimum requirements for the Project Manager Labor Category on CATS Plus (See Section 2.10 in the CATS Plus RFP) require 5 years of successful leadership on IT Projects. Any personnel qualifications should be requirements IN ADDITION TO the minimum requirements for the Labor Category in the master contract.</p>
<p>Example 9 DO: When specifying experience with hardware and software products, ensure that the products have been available for the number of years specified. <i>Example: Five years of experience using Microsoft Office 2007 or later version</i> Don't: Specify more years of experience than the product has been on the market. <i>Example: Five (5) years of experience using Microsoft Office 2010</i></p>	<p>WHY: The effect of this minimum requirement will cause a failed procurement, as the product has not been on the marketplace for 5 years (at least until 2015,) hence no one can qualify.</p>
<p>Example 10 DON'T: Specify qualifications that may be too restrictive in terms the number of years of experience required <i>Example: "Eight (8) years of experience developing software in Object Oriented Programming"</i></p>	<p>WHY: Consider reducing the number of years where appropriate to avoid unnecessarily limiting the pool of potential qualified candidates.</p>