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Deliverable 91.1.1 - COTS Package Selection DMCS Replacement Project

January 21, 2002

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Project Overview



Objective

The purpose of this deliverable is to present the detailed results from the Commercial-Off-The-Shelf (COTS) software selection process. The objective of the COTS selection process was to provide a systematic approach for identifying a COTS software product that would be a viable replacement for the existing legacy system - Debt Management Collection System (DMCS).

Process

The COTS selection process began with 12 vendors. After reviewing each of the COTS packages and their features, only 2 vendors were capable of meeting the detailed business requirements set forth by SFA and the Modernization Partner: London Bridge's Recovery Management System (RMS) and Raytheon's Debt Management System (DMS).

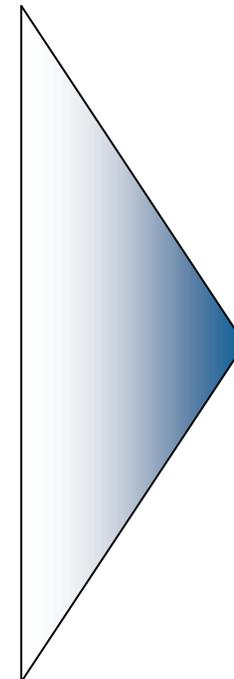
Both London Bridge and Raytheon were issued information request documents and were asked to demonstrate their systems to a panel of evaluators, consisting of SFA subject matter experts and the Mod Partner team. In the Information Requests, the vendors were asked to document their system capabilities as they relate to SFA Collections business and functional requirements. London Bridge presented the RMS on January 11, 2002 and Raytheon presented the DMS on January 14, 2002. The Information Request responses and the evaluation results were assessed and used to formulate the result presented in this deliverable.



Decision Factors on Final Solution

Several decision factors, including the COTS Evaluation result, are considered in the recommendation.

Decision Factors	Components
Vendor Evaluation Score	<ul style="list-style-type: none">• General Information• Product Cost Information• Business Functionality• System Functionality• Security• Technical/Application Architecture• Implementation• Support & Training
Total Cost	<ul style="list-style-type: none">• Hardware Cost• Customization Cost (from CRP)• Future Operation Cost (from Continuous Negotiation & Contract)• Data Conversion (Time & Cost)
Modernization Effort	<ul style="list-style-type: none">• Modernization Blueprint• Integration with Modernization Projects• Shared-in-Savings/Performance Potential• Common Servicing for Borrowers• Consistent Answers
Other Considerations	<ul style="list-style-type: none">• Customer References• Student Loan Industry Experience• Conversion Capabilities

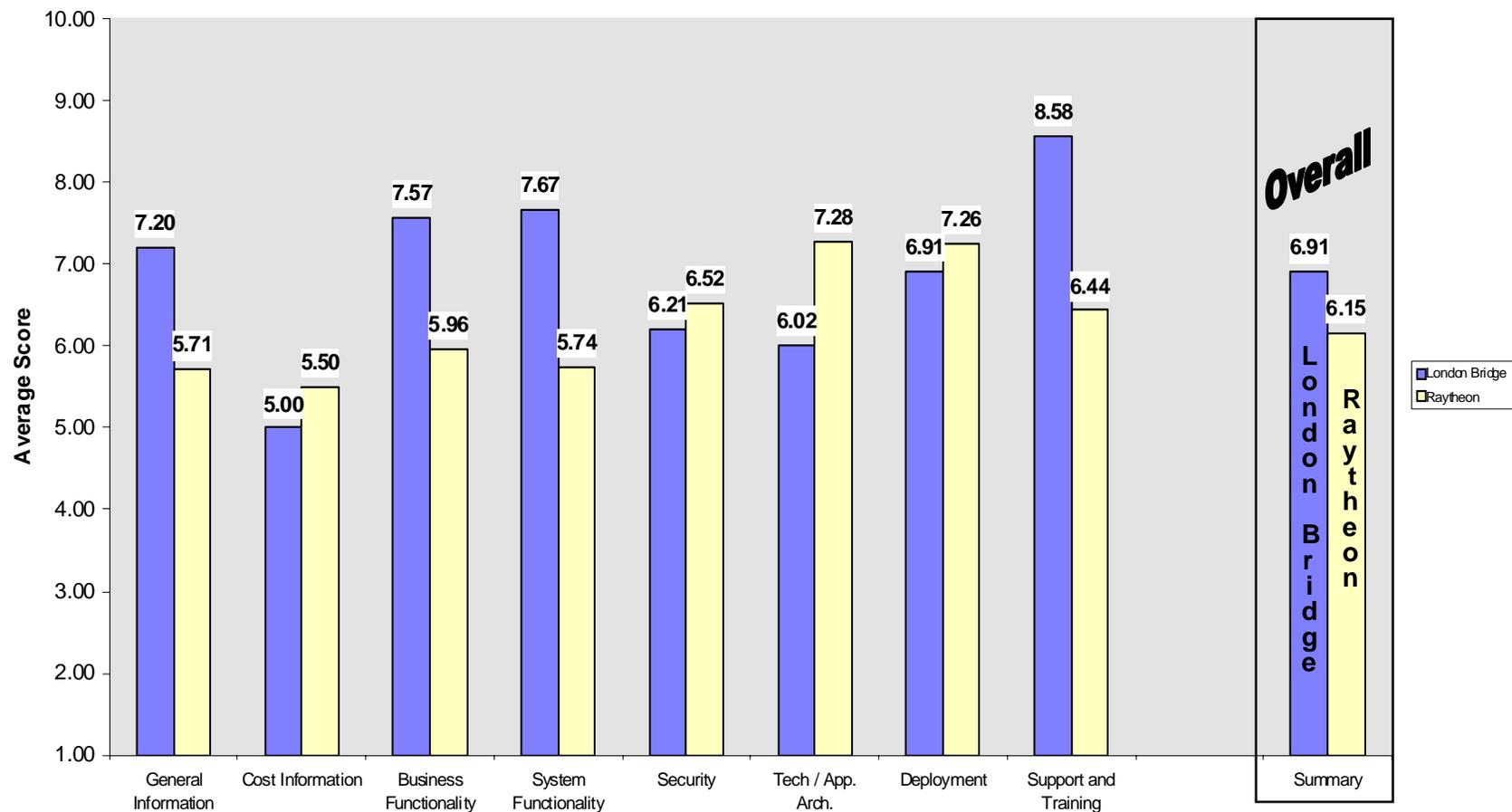


Recommendation



COTS Evaluation Result and Analysis

The two products offer varied capabilities. London Bridge scored higher overall, specifically in meeting the business and system functionality requirements, while Raytheon received higher marks in technical architecture and deployment.





COTS Evaluation Result and Analysis continued

#	Selection Criteria	Weighting Percentage	London Bridge	Raytheon
I	General Information	10%	7.20	5.71
II	Cost Information	15%	5.00	5.50
III	Business Functionality	25%	7.57	5.96
IV	System Functionality	15%	7.67	5.74
V	Security	10%	6.21	6.52
VI	Tech / App. Arch.	10%	6.02	7.28
VII	Deployment	7%	6.91	7.26
VIII	Support and Training	8%	8.58	6.44
	Summary	100%	6.91	6.15

London Bridge

Strengths

- Business Functionality
- System Functionality

VS

Raytheon Systems

Strengths

- Technical Architecture
- Deployment

COTS Evaluation Guidelines



Evaluation Guidelines

- The scoring sheet was used to evaluate software vendors' COTS packages based on their product demonstrations and answers to the requirements listed in the Information Request.
- All vendors conducting demonstrations were evaluated with identical questions and requirements to facilitate cross-comparisons.
- The evaluators were encouraged to write comments for demonstration points and questions throughout the demonstration as documented details provide a more solid basis for packaged software selection than numbers alone.

Scoring Description

- Weights for each question were defined before the evaluation demo. The weights were designed to rank the importance of the business needs and the technical requirements.
- The total score for each vendor were automatically calculated by multiplying the weight with the score for each requirement. The total scores will then be automatically converted to 10-point scale. Finally, the total scores were summarized and graphically displayed for readability.



COTS Evaluation Guidelines continued

The evaluators scored the vendor presentations based on system requirements. The individual scores were assigned based on the following key:

- 0 = Product Does Not Support needs in this area
- 1-2 = Product is Weak in supporting needs in this area
- 3-4 = Product is Moderate in supporting needs in this area
- 5-6 = Product is Strong in supporting needs in this area
- 7-8 = Product is Very Strong in supporting needs in this area
- 9-10 = Product is Extremely Strong in supporting needs in this area

Scoring Rules:

1. For extremely low or high scores (0,1,2,9,10), the evaluators provided supporting comments or explanations.
2. For general questions selection criteria, the evaluators assigned scores based on vendor comments.
3. For those detailed selection criteria with "n/a", no score was assigned.