



**SHARED SERVICES ORGANIZATION (SSO)  
APPLICATION RUBRIC**

	11-15 Points	5-10 Points	0-4 Points	Points Awarded
<b>SSO Flow</b>	The response provides a thorough explanation of how the SSO will engage with and provide services to nonprofits. Includes thorough description of processes for needs assessment and service delivery.	The response provides an explanation of how the SSO will engage with and provide services to nonprofits; however, it lacks some elements of clarity or detail. Does not thoroughly describe processes for needs assessment or service delivery.	The response is unclear or is missing significant detail of processes for needs assessment and service delivery.	(0-15 pts)
	8-10 Points	4-7 Points	0-3 Points	Points Awarded
<b>SSO Timeline</b>	The timeline and activities are clear, realistic, and detailed, with a planning period and appropriate start dates. Milestones are relevant to successful rollout of services.	The timeline and activities lack some elements of clarity or detail. Milestones are defined but may be unrealistic.	The timeline and activities are not realistic or clear. Milestones are not clearly defined.	(0-10 pts)
	11-15 Points	5-10 Points	0-4 Points	Points Awarded
<b>SSO Team and Past Experience</b>	The applicant's philosophy of building SSO team demonstrates extensive knowledge of St. Petersburg nonprofit community and needs. A list of team members is provided and resumes are	The applicant's philosophy of building the SSO team demonstrates some knowledge of St. Petersburg nonprofit community and its needs. Resumes are included for some or all team	The Team has little to no experience providing the required direct services to nonprofits or no experience in St. Petersburg. Resumes are	(0-15pts)

	included for each team member. The team/individuals on the team have significant experience providing many of the needed direct services to small/grassroots local nonprofits. The team has experience providing services to culturally diverse nonprofits, and thoughtfully describes their approach to doing so.	members. The team has experience providing some direct services to nonprofits in St. Petersburg, but lacks experience with small and/or culturally diverse nonprofits.	not provided. Services provided are insufficient to meet a variety of nonprofits' needs.	
	<b>8-10 Points</b>	<b>4-7 Points</b>	<b>0-3 Points</b>	<b>Points Awarded</b>
<b>Lessons and Challenges</b>	The response articulates lessons learned and clearly explains how this experience informs their proposal. Presents a thoughtful approach to challenges that considers nonprofit organizations of all sizes and needs.	The response articulates lessons learned but may not fully explain how this experience relates to their proposal. Approach to challenges may be limited or does not consider nonprofits of various sizes and needs.	Presents limited lessons learned or does not connect these lessons to their proposal. No consideration for organizations of various sizes and needs.	(0-10 pts)
<b>Budget</b>	Budget is comprehensive and anticipates funding needs. Budget narrative is easy to understand and explains the rationale and purposes behind Year 1 program expenses. Includes clear explanation of how the budget may shift over the funding period. Includes thoughtful sustainability plan.	Budget lacks only minor elements of clarity or details and anticipates most funding needs. Budget narrative is easy to understand but may not thoroughly explain the rationale or purpose behind projected expenses. Includes sustainability plan.	Budget lacks detail and clarity; does not thoroughly anticipate funding needs; narrative is unclear or incomplete. Lacks a plan for sustainability.	(0-10 pts)
<b>Evaluation</b>	Presents a clear plan to evaluate efforts both quantitatively and qualitatively for reflection and improvement, and includes collecting nonprofit feedback. Plan includes details on data collection and progress monitoring.	Evaluation plan lacks only minor elements of clarity or detail; Plan includes nonprofit feedback, and details on data collection and progress monitoring.	Evaluation plan lacks detail and clarity. Plan does not include nonprofit feedback, or details on data collection and progress monitoring.	(0-10 pts)
<b>Infrastructure</b>	Response identifies tools, software, and/or systems and clearly explains how these will be used to support the work of the SSO.	Response identifies tools, software, and/or systems and clearly explains how these will be used to support the work of the SSO. Response lacks only minor elements of clarity or detail.	Team has not identified tools or systems, and description of how they will be used to support the work of the SSO is unclear.	(0-10 pts)
<b>Marketing &amp; Awareness</b>	Response includes a detailed marketing plan that demonstrates specific ways to increase awareness of SSO and attract nonprofits to services. Response	Response includes an adequate marketing plan. Response explains why selected methods are effective.	The marketing plan lacks specifics and does not explain why selected methods would effectively raise awareness about the SSO.	(0-10 pts)

	explains why selected methods are effective to increase awareness.			
<b>Needs</b>	Responses demonstrate organizational self-awareness by anticipating needs and clearly articulating the support needed from the City and PCF to successfully stand up the SSO.	Responses articulate some support needed from the City and PCF, but response may lack clarity.	Responses demonstrate a lack of organizational self-awareness by identifying limited or unspecific needs.	(0-10 pts)
<b>Testimonials</b>	Three testimonials are provided, that show clear evidence of benefiting from services received from the applicant organization or its team members. The testimonials indicate that capacity and/or infrastructure was enhanced through receiving services.	Testimonials provide evidence of beneficial support from applicant.	Testimonials do not provide evidence of beneficial support from applicant.	(0-10 pts)
<b>Total points</b>				____ /115
<b>Reviewer Rating and Comments</b>				
Based on your impression of this proposal, would you recommend the organization as the Shared Services Organization (SSO)?	Highly Recommend without reservation	Recommend, but with some reservations	Do not recommend	
<b>Reviewer Notes</b>				