



City of Castroville – RFP Decision Matrix

Vendor Name: _____

Date: _____

Requirement	Proposal Section	Score (1 – 5)	Comments
Cost of Service: Proposed rates for all services, including residential, commercial, and industrial collection. Pricing should include costs per container type and collection frequency.			
Experience and Qualification: A description of the firm's history, experience, and qualifications in solid waste management			
Quality of Service Plan: A detailed plan for providing the services outlined above, including: <ul style="list-style-type: none"> • Methods for ensuring customer satisfaction and quality service. • Contingency plans for equipment failures, severe weather, and increased service demands. • Proposed collection schedules. 			
Customer Service and Complaint Resolution: Description of procedures for handling complaints, service requests, and public outreach.			
Environmental and Recycling Programs			
Innovative Approaches and Added Value			

Scoring Criteria

Evaluation Criteria

	Weight (%)
Cost of Service	30%
Experience & Qualifications	20%
Quality of Service Plan	20%
Customer Service & Complaint Resolution	15%
Environmental & Recycling Programs	10%
Innovative Approaches & Added Value	5%

Score Criteria

1. **(Poor):** Requirement is barely addressed or missing.
2. **(Fair):** Requirement is partially addressed but lacks detail.
3. **(Adequate):** Requirement is sufficiently addressed but could be improved.
4. **(Good):** Requirement well addresses with minor gaps.
5. **(Excellent):** Requirement is fully addressed with comprehensive detail.

Example: Calculate Weighted Scores

Multiply each option's score by the weight of the corresponding criteria.

Example for one option:

Weight % × Score (1-5) = Weighted Score

Criteria	Weight%	Score (1–5)	Weighted Score
Cost of Service	0.3	4	1.2
Quality	0.2	5	1.0
Customer Service	0.2	3	0.6
Recycling	0.15	2	0.3
			3.1
Total			