

City of Lake Worth Beach
Evaluation Matrix

RFP #24-206 Call Center Support Services

		RANKED:	1	5	2	3	4
Shortlist Evaluation Criteria Score Sheet:		Weight	New AnswerNet Inc. DBA AnswerNet	Gilson Software Solutions-PHA, LLC	ENCO Utility Services Florida LLC	Direct Interactions Inc	Cayuse Civil Services, LLC
1	Responsiveness & Methodology to RFP	30	79	55	89	56	54
2	Cost Effectiveness	30	75	46	41	59	53
3	Successful Experience and Qualification of Firm and Staff	20	54	22	60	26	24
4	Similar Projects and References	10	19	13	30	9	10
5	Veteran Business Enterprise, Small Business and Local Business Preference	5	0	0	0	0	0
6	Default, Termination, Litigation, or Debarment	5	15	15	15	15	15
Total Points Received:			242	151	235	165	156
Exhibit "B" - City's Campaign Contribution Statement			submitted	submitted	submitted	submitted	submitted
Exhibit "C" - Respondent Information Form			submitted	submitted	submitted	submitted	submitted
Exhibit "D" - Similar Projects			submitted	submitted	submitted	submitted	submitted
Exhibit "E" - References			submitted	submitted	submitted	submitted	submitted
Exhibit "F" - Drug Free Workplace Form			submitted	submitted	submitted	submitted	submitted
Exhibit "G" - Scrutinized Companies Certification			submitted	submitted	submitted	submitted	submitted
Exhibit "H" - Veteran Business Enterprise, Small Business and/or Local Business Preference			n/a	applied/not compliant	n/a	n/a	applied/not compliant
Default, Termination, Litigation, Debarment, etc.			none	none	none	none	none