



To: Matt Morgan
Assistant Superintendent of Support Services

From: Severin Castro
Director of Purchasing

Date: April 6, 2018

Re: Customer Support Call Center
Annual Contract #18-05-9500R-RFP

The following bid was received and opened at 3:00 p.m., Friday, March 2, 2018 as advertised and specified in documents concerning **Annual Contract #18-05-9500R-RFP Customer Support Call Center**. The bid received is located on page 2.

Recommendation: North End Teleservices

Funding: M & O Funds

Estimated Expenditure: \$375,000.00

Contract Term: April 17, 2018 - April 30, 2019

Renewal: 2 Years

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EVALUATIONS MATRIX

RFP - Request for Proposal

Cypress-Fairbanks Independent School District

18-05-9500R-RFP Customer Support Call Center

6.0 Evaluation – The District may award a contract for any or all sections of this bid. Bids shall be held open during evaluation for ninety (90) days from the time of opening until recommendations are presented to the school board. The minimum specifications listed for the item are intended to illustrate to the vendor the type of equipment for the item that the District plans to use. The District reserves the right to waive certain specifications if it is in the best interest of the District. In evaluating qualified bids, the following considerations will be taken into account for award recommendations:

- 6.1 the purchase price; (30%)
- 6.2 the reputation of the vendor and of the vendor's goods or services; (20%)
- 6.3 the quality of the vendor's goods or services; (25%)
- 6.4 the extent to which the goods or services meet the needs of the District; (10%)
- 6.5 the vendor's past relationship with the District; (5%)
- 6.6 the long-term cost to the District to acquire the vendor's goods or services; (10%)
- 6.7 for a contract for goods and services, other than goods and services related to telecommunications and information services, building construction and maintenance, or instructional materials, whether the vendor or the vendor's ultimate parent company or majority owner: (A) has its principal place of business in this state; or (B) employs at least 500 persons in this state; (0%)
- 6.8 any other relevant factor specifically listed in the request for bid or proposal (0%).

RESPONDENT SUMMARY

Company/ Vendor Name:	Criterion 6.1	Criterion 6.2	Criterion 6.3	Criterion 6.4	Criterion 6.5	Criterion 6.6	Criterion 6.7	Criterion 6.8	Total
North End Teleservices	30.00	17.60	22.00	10.00	2.50	10.00	NA	NA	92.10