

Judicial Branch Phone System RFP # JB060517 - Proposal Evaluation Tool

Evaluation Criteria Breakdown		Points	Vendor A	Vendor B	Vendor C	Vendor D	Vendor E
A. RFP Requirements Met (Pass/Fail)							
	Completeness of Response to RFP -ALL required items and information have been submitted before required deadline.	Pass/Fail					
B. Functional & Technical Requirements		30 Points					
	Clearly demonstrated understanding of the work to be performed and completeness and reasonableness of the Proposing Contractor's plan for accomplishing the requested service.	7					
	General/Voicemail/Per Extension features (<i>Section 4.1.1</i>) -Level of inclusiveness per RFP specs	5					
	System Overview (<i>Section 4.1.2</i>) -Overall system requirements -Warranty level of phones -Options for purchase of phones (only from Contractor or available from other sources) -Frequency and cost of phone system upgrades -Requirement of specialized switching equipment -Storage, security and maximum storage capacity of voicemail -Location for storage, process for security, retrieval of and maximum capacity for recorded calls -Administrative/User Interface; available reports -Customization of billing and billing support available -Manner in which minutes are metered/pooled -Long distance charges -Limit on maximum number of incoming calls supported	7					
	Support (<i>Section 4.1.3</i>) -Quality/availability of support and any potential limitations -Total downtime for past 2 years -Technical support hours -SLA provided? -Average resolution time for incidents, events & problems	5					
	Training Plan (<i>Section 4.1.4</i>) -Role/responsibility of both Contractor and Agency in design and implementation of the training plan -Overview of proposed training plan/strategy -Implementation Schedule -Classes/courses - descriptions and what is included -Knowledge transfer strategy -Training manuals/system documentation to be provided	2					
	System Documentation (<i>Section 4.1.5</i>) -User documentation -Technical documentation -Delivery of documentation (web-based, PDF, etc)	2					

Optional Specifications (<i>Section 4.3</i>) -Scalability of proposed solution for possible expansion to remote locations -Cost/plan for PoE switches -IVR Capabilities with auto-attendant -Announcement line -Configurable day/night mode for Hunt groups -Capability to replace an extension with a spare phone -Ability to page a Hunt group or all extensions -Incoming fax to email -Lotus Notes Integration	2					
C. Proposer Qualifications & Experience (<i>Section 3.2.6</i>)	20 Points					
Number of years in business	6					
Number of years experience and level of technical experience with providing the types of goods and/or services sought by the RFP.	10					
List of all goods and/or services similar to those sought by this RFP that the Contractor has provided to other businesses or governmental entities.	2					
Letters of reference from three (3) previous customers or clients knowledgeable of the Contractor's performance in providing goods and/or services similar to the goods and/or services described in this RFP and a contact person and telephone number for each reference.	2					
D. Initial Costs	25 Points					
IP Phone Costs	5					
System Hardware Costs	5					
Software Licensing Costs (if any)	5					
Professional Service Costs	5					
Training Costs	3					
Optional equipment Costs	2					
E. Ongoing Costs	25 Points					
IP Phone Services	5					
Hardware	5					
Annual Maintenance (hardware/software)	15					
TOTAL	100 Points	-	-	-	-	-