

Bid Evaluation Matrix

Points Based

Internet Access and Telephone Service

Description	Points
Price of the ELIGIBLE goods and services.	30
Responsiveness to Process	10
Quality of Merchandise or Services	25
Professional Work History	10
Required Site Visits	10
Customer Service	15
Total	100

- **Price of the ELIGIBLE goods and services.** – Scored solely on price of the bid alone. This item is scored the highest for the lowest bid.
- **Responsiveness to Process** – This score is based on how well the vendor responds to the RFP process. Do they return phone calls timely? Did they submit paperwork in a timely fashion? How easy were they to work with during the bidding process?
- **Required Site Visits** – This item is used when an RFP requires the vendor to participate in a site visit. The score is based on whether they attended all the required visits or not associated with the RFP.
- **Quality of Merchandise or Services** – This area is scored based on the quality of the merchandise or services provided. A vendor may score lower if they do not provide a product or service that meet the standards of the RFP or are shown to be cheaply made or of poor quality. This item helps determine that we are paying for a quality product or service that will last or meet the performance level specified.
- **Professional Work History** – This score is based upon the vendors work history. This takes into consideration the vendor’s previous resume’ of work. This history would include previous examples of jobs provided to customers, their relationships with their previous customers and their ability to perform the work that is bid and provide warranty work if applicable.
- **Customer Service** – This score is based upon the vendors Customer Service ability. Does the vendor provide ample service? Are they easy to reach? Do they resolve issues in a timely manner?