

EXHIBIT "B"

**HIDALGO COUNTY
"LONG DISTANCE TELEPHONE SERVICES"
RFP NO. 2008-330-09-17-SMA**

Evaluation Criteria

SELECTION/EVALUATION/RANKING

I. SELECTION/EVALUATION/RANKING PROCESS:

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest fees, but shall take into consideration other factors, including past experience, evidence of good organization background, references, ability to provide requested services, and any other factors found necessary for quality services including a presentation of the proposed system. Hidalgo County will evaluate the proposal utilizing the evaluation criteria outlined in Exhibit "B" attached herein. Thereafter, Hidalgo County Commissioners Court will rank and/or award this proposal.

Proposals will be graded on a 100-point system with emphasis on ability to service Hidalgo County including, but not be limited to, the items listed below:

<u>Description:</u>	<u>Points:</u>
1. <u>Financial considerations to include any cost to the County</u> <ul style="list-style-type: none">• In considering the proposals, the Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous	<u>30</u>
2. <u>Customer Service</u> <ul style="list-style-type: none">• Experience and knowledge necessary to provide the appropriate systems and perform all the required services.• Ease of communicating with company's support system and the company's ability to have trained response team/person at service site to provide service and ensure minimal "down" time.	<u>45</u>
3. <u>Clarity of Proposal</u> <ul style="list-style-type: none">• Requested information included and thoroughness of response.• Understanding and acceptance of the scope of services.	<u>15</u>
4. <u>Ability to meet the requirements of RFP regarding "Billing"</u> <ul style="list-style-type: none">• Understanding of the RFP and Contract requirements.	<u>10</u>
Total Points:	<u>100</u>

II. RANKING OF PROPOSALS:

Hidalgo County will evaluate and score the RFP responses. After the RFPs have been evaluated and scored, Hidalgo County will make a recommendation to Hidalgo County Commissioners Court for approval of rank and/or award of proposal.

III. NEGOTIATION PROCESS:

Compliance with all requirements, the most cost productive, efficient and effective plan will be considered. Emphasis will be placed on capability to perform within the program as well as meeting the needs of Hidalgo County. Accuracy and completeness are essential. If negotiations proved unsuccessful, the next highest ranked proposer will be contacted. Hidalgo County reserves the right to reject any and all RFPs.

HIDALGO COUNTY - "LONG DISTANCE TELEPHONE SERVICES"

RFP EVALUATION FORM

RFP No: 2008-830-09-17-SMA

Selection Criteria

Points

Score

1. Financial considerations to include any cost to the County

- In considering the proposals, the Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous

30

Comments/Rationale For Points: _____

2. Customer Service

- Experience and knowledge necessary to provide the appropriate systems and perform all the required services.
- Ease of communicating with company's support system and the company's ability to have trained response team/person at service site to provide service and ensure minimal "down" time.

45

Comments/Rationale For Points: _____

3. Clarity of Proposal

- Requested information included and thoroughness of response.
- Understanding and acceptance of the scope of services.

15

Comments/Rationale For Points: _____

4. Ability to meet the requirements of RFP regarding "Billing"

- Understanding of the RFP and Contract requirements.

10

Comments/Rationale For Points: _____

Total Score

Provider: _____

Evaluator: _____ Date: _____