

4. Cost Fees and Warranty-in considering proposals Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous, including but not limited to software price and services price per day/hour.

	15	24	21	22	20	15	23	22	21	20	
TOTAL	60	69	86	81	70	70	89	90	84	80	
AVERAGE	73.2										82.6

RANKINGS (UPON REVIEW AND APPROVAL BY HIDALGO COUNTY COMMISSIONERS COURT)

EVALUATION/GRADING GRID
RFP NO: 2009-040-06-10-0tm
HIDALGO COUNTY – "CREDIT CARD PAYMENT SERVICES"

EVALUATION CRITERIA	EZ ACCESS RFP NO. 3					METAVANTE CORPORATION RFP NO. 4				
	GRADERS									
	1	2	3	4	5	1	2	3	4	5
1. Understanding the Services/Methodology a) Requested information included and thoroughness of response. b) Understanding and acceptance of the scope of service. c) Acceptance of the RFP and Contract requirements. d) Clarity and conciseness of the response.	25	25	20	20	25	25	24	25	21	20
	1	2	3	4	5	1	2	3	4	5
2. Ability to commit to all services requested a) Background of Proposer and support personnel, including professional qualifications and length of time working in Proposers capacity. b) Relevant experience with public entity clients, especially governments including problems experienced with those clients and Proposers solutions. c) Specific experience with public entity clients, especially governments including problems experienced with those clients and Proposers solutions. d) Other resources, including total number of employees. e) References with contact names and telephone numbers.	30	20	20	25	30	20	29	25	26	20
	1	2	3	4	5	1	2	3	4	5
3. Ease of Support System and Response Time Ease of communicating with company's support system and the company's ability to have trained response team/person at service site. Qualified/trained response team (person) should be able to evaluate, diagnose and/or begin service immediately.	20	15	20	21	20	15	20	20	16	15
	1	2	3	4	5	1	2	3	4	5

4. **Cost Fees and Warranty**-in considering proposals Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous, including but not limited to software price and services price per day/hour.

	25	10	24	21	20	15	25	24	21	25
TOTAL	100	70	84	87	95	75	98	94	84	80
AVERAGE	87.2									
81.6										

RANKINGS (UPON REVIEW AND APPROVAL BY HIDALGO COUNTY COMMISSIONERS COURT)