

-EVALUATION/GRADING GRID
 RFP NO: 2009-327-09-16-otm
 HIDALGO COUNTY TAX OFFICE - AUTOMATED TAX COLLECTION SYSTEM

EVALUATION CRITERIA	TRUE AUTOMATION RFP NO. 1					ACT (Appraisal & Collection Technologies) RFP NO. 2				
	GRADERS									
	1	2	3	4	5	1	2	3	4	5
1. COST: Initial system investment and customization costs	DOES NOT MEET SPECIFICATION, THEREFORE WE CAN NOT SCORE					15	20	5	5	12
2. DELIVERY SCHEDULE/IMPLEMENTATION PLAN: Company must specify the following: What is the target installation date, when will the current tax year toll be online (date), when will the prior tax years be online (date, testing dates, conversion plan	DOES NOT MEET SPECIFICATION, THEREFORE WE CAN NOT SCORE					15	20	20	20	20
3. MAINTENANCE, TRAINING, SUPPORT AND SERVICE: Company must specify the location of maintenance, training and support center(s) within City metropolitan area and outside City metropolitan area. Company must also specify the method of maintenance, training and service on site very strongly preferred, by local phone within the City area code(s), by 800 or toll-free phone service and long distance. Company must specify the hours of availability by emergency/hotline (24 hours/7 days a week), operational hours (8:00 a.m. - 5:00 p.m.) CST, guaranteed response time and past performance response time to include site visit.	DOES NOT MEET SPECIFICATION, THEREFORE WE CAN NOT SCORE					15	14	15	18	13

<p>4. USAGE AND FLEXIBILITY OF THE SYSTEM: Ability to meet or exceed RFP specifications, ease of use, modularity / expansion capabilities of the systems, general quality of the system and design efficiency.</p>	<p>DOES NOT MEET SPECIFICATION, THEREFORE WE CAN NOT SCORE</p>	15	18	15	12	10
<p>5. VENDOR'S FINANCIAL STABILITY AND EXPERIENCE: Company must provide number of years in the property tax business, successful implementation of similar projects and financial stability.</p>	<p>DOES NOT MEET SPECIFICATION, THEREFORE WE CAN NOT SCORE</p>	15	19	20	20	20
<p>TOTAL</p>		75	91	75	75	75
<p>AVERAGE</p>	<p>N/A</p>	<p>78.20</p>				
<p>RANKINGS (UPON REVIEW AND APPROVAL BY HIDALGO COUNTY COMMISSIONERS COURT)</p>						