

# Evaluation Criteria

---

## **EXHIBIT B**

### **SELECTION CRITERIA**

### **REQUEST FOR PROPOSALS**

**HIDALGO COUNTY**  
**“CREDIT CARD PAYMENT SYSTEM”**  
**RFP NO: 2019-008-02-20-MEG**

# Evaluation Criteria

---

The evaluation criteria will include, but not be limited to, the items listed below:

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:**

1. **Understanding the Services/Methodology.** Company must state the approach and or methodology in achieving and rendering all services required by the County of Hidalgo.  
**25 points**
  
2. **Ability to commit to all Services Required.** Company should provide as much background information as to its experience in providing similar services to City, County or any other governmental agencies. Reference information should be as current as possible, especially contact persons and telephone numbers.  
**30 points**
  
3. **Ease of Support System & 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 evaluate, diagnose and/or begin service immediately.  
**20 points**
  
4. **Cost Fees and Warranty.** 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, including but not limited to software price and services price per day/hour.  
**25 points**

**Total 100 Points**

# Evaluation Criteria

Selection Criteria		Points	Score
<b>1</b>	<b>Understanding the Services/Methodology</b>	<b>25 points</b>	
	Comments/Rationale for Points: ..... ..... .....		
<b>2</b>	<b>Ability to Commit to all Services Required</b>	<b>30 points</b>	
	Comments/Rationale for Points: ..... ..... .....		
<b>3</b>	<b>Ease of Support System &amp; Response Time</b>	<b>20 points</b>	
	Comments/Rationale for Points: ..... ..... .....		
<b>4</b>	<b>Cost Fees and Warranty</b>	<b>25 points</b>	
	Comments/Rationale for Points: ..... ..... .....		
<b>Total Score</b>			

Provider: \_\_\_\_\_

Evaluator: \_\_\_\_\_

Date: \_\_\_\_\_