



City of Austin

Purchasing Office

P.O. Box 1088, Austin, TX 78767

August 13, 2019

Recommendation for Award of RFP 1100 ELF3000, Managed Contact Center Communications & Infrastructure Solution.

The evaluation team has completed their process and has recommended award to Carahsoft Technology Corporation.

Thank you for your continued interest in doing business with the City of Austin.

Sincerely,

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Procurement Specialist IV
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City of Austin
Purchasing Office

Attachment: Evaluation Matrix



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Solicitation Number: RFP 1100 ELF3000							
Description: Managed Contact Center Comm. & Infrastructure Solution							
			Carahsoft Technology Corporation	Conduit Global (Amazon Hosted/Cloud)	Conduit Global (Private Hosted/Cloud)	ConvergeOne Inc.	GlobalScope Communications
Evaluation Criteria		Max Points					
Price	15	13	14	13	14	7	
SDVBE	3	0	0	0	0	0	
Local Preference	10	0	10	10	0	0	
System Concept and Solution & Program	30	25	5	5	15	5	
Demonstrated Applicable Experience and Personnel Qualifications	22	18	4	4	15	0	
Business Organization and Stability; Project Management Structure	20	20	10	10	17	3	
Total	100	76	43	42	61	15	
			Insight Public Sector Inc. (Hosted/Cloud)	Insight Public Sector Inc. (On Premise)	NetSync Network Solutions	Presidio Networked Solutions Inc.	RingCentral Inc.
Evaluation Criteria		Max Points					
Price	15	9	12	12	12	15	
SDVBE	3	0	0	0	0	0	
Local Preference	10	10	10	10	10	0	
System Concept and Solution & Program	30	10	5	5	15	5	
Demonstrated Applicable Experience and Personnel Qualifications	22	22	22	4	18	4	
Business Organization and Stability; Project Management Structure	20	10	10	7	17	10	
Total	100	61	59	38	72	34	
			TTEC Technology LLC	Verizon Business Network Services Inc.	Jive Communications, Inc.		
Evaluation Criteria		Max Points					
Price	15	9	10	-	-		
SDVBE	3	0	0	-	-		
Local Preference	10	10	10	-	-		
System Concept and Solution & Program	30	10	5	-	-		
Demonstrated Applicable Experience and Personnel Qualifications	22	11	4	-	-		
Business Organization and Stability; Project Management Structure	20	10	3	-	-		
Total	100	50	32	-	-		

NOTE: As per Section 252.049 of the local government code, contents of a proposal shall remain confidential until a contract is awarded. Therefore, the matrix will include points awarded for price but exact pricing will not be disclosed.

*Deemed Non-Responsive - Did not meet specification requirements of the solicitation related to the Minority Owned and Women Owned Business Enterprise Procurement Plan