

February 11, 2014

TO: Gary R. Cavin, Director and CIO, Department of Technology  
From: Mark Freeman, Assistant Director, Department of Technology *Mark Freeman*  
SUBJECT: Award of SA005214 IVR Technology and Services RFP

The Department of Technology (DoT) through utilization of a Request for Proposals, received four proposals in response to SA005214 for the purchase of technology and services in support of the City's Interactive Intelligence IVR system. An evaluation committee of three DoT employees scored all proposals, and is recommending that award be made to the highest scoring proposal submitted by North American Communications Resources (NACR).

As detailed in the RFP, the committee used the following criteria to score proposals:

1. Competence (up to 20 points): based on background and qualifications of vendor, and qualifications and experience of proposed staff.
2. Quality and Feasibility (up to 20 points): demonstrated understanding of services needed.
3. Ability (up to 20 points): partnership status with Interactive Intelligence and financial stability.
4. Past Performance (up to 20 points): proven ability to provide the proposed services as demonstrated by experience of past customers.
5. Cost & Payment Terms (up to 20 points): cost of proposed services.

The committee scores are summarized in the following table:

Vendor	Competence	Quality & Feasibility	Ability	Past Performance	Cost	Total	Rank
DiRAD	12.3	18.0	12.0	20.0	18.3	80.7	2
Ronco	1.7	4.7	13.0	12.0	5.3	36.7	4
NACR	20.0	20.0	14.7	15.0	12.0	81.7	1
PDT	2.0	14.7	4.7	20.0	18.3	59.7	3

Please contact me with any questions or concerns.

CC: Jim Bodi, Deputy Director, Department of Technology  
Gwen Akrobettoe, Assistant Director, Department of Technology  
Bill Rogers, Network Manager, Department of Technology

