

Evaluation of Proposal

Competence of Offeror

Qualifications of the primary staff who will manage, supervise and provide services, including past experience on similar projects; general current workload and availability of necessary personnel. This section should also include information on the professional qualifications of the firm

Offeror: Telesource Corp.

Proposed Subcontractors: N/A

Max. # pts. Possible	Points Received
25	12

Major Concerns; Explanation of Points Provided

Information is not provided as to who the primary staff would be other than their help desk staff. They have 299 employees and list 111 in Columbus but they are actually in Strongsville, OH. They state they have I3 certification but don't specify what. But they do say they use the I3 products as their phone software. They state they have multiply Cisco Certification. No mention of any Microsoft certifications. They do mention Nortel. They provide no information on past or current I3 clients.

Offeror: Perimeter Technology

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
25	18

Major Concerns; Explanation of Points Provided

They have 5 employees certified with the I3 products. They have installed and configured I3s CIC 2.3.1 at the State of Tennessee Department of Human Services. And have at least some Cisco Certification but fail to mention any from Microsoft. They would assign Mr. M. Pondiscio to act as our Project Manager and a Mr. J. Collins would be the developer for our upgrade. Both seem to be well qualified, but they only mention Mr. Collins I3 certification. They indicate they have offices in Manchester, N.H., Alanta, San Antonio, Tronto, Salt Lake City, Pennsylvania and Saskatoon, SK with only 22 employees this would seem to stretch them pretty thin.

Offeror: G3 Technology

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
25	22

Major Concerns; Explanation of Points Provided

They are managing 50 customers over 7 states and are an Elite Partner with I3 since 1997. 98.5% of their support will be provided from their Indianapolis Offices where the majority of their 166 employees work. They will assign programmers to work with us to write the handlers we will need. They will assign an Engagement Manager to work with us during implementation.

Offeror: Astute Solutions

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
25	22

Major Concerns; Explanation of Points Provided

They state they support 30 I3 clients but later on state they have successfully implemented and support over a dozen. They have four Certified I3 Consultants in the Columbus Office and one in Broadview Heights, OH. But they fail to mention what they are certified as. They would assign a Project Manager but failed to mention who that would be. They were our vendor when we first had the I3 product installed.

Evaluation of Proposal

Ability of Offeror

Qualifications of the primary staff who will manage, supervise and provide services, including past experience on similar projects; general current workload and availability of necessary personnel. This section should also include information on the professional qualifications of the firm

Offeror: Telesource Corp.

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
20	10

Major Concerns; Explanation of Points Provided

It appears their primary means of support is through the installation of Customer Terminating Equipment at out site. All support would be offsite but would be available 24/7.

Offeror: Perimeter Technolgy

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
20	10

Major Concerns; Explanation of Points Provided

They have call in support 8:30-5:30 M-F and call back support all other times to provide 24-7. They determine what is a critical/emergency situation.

Offeror: _____

Proposed Subcontractors: G3 Technology

Max. # pts. Possible	Points Received
20	11

Major Concerns; Explanation of Points Provided

They have call in support 8:30-5:30 M-F and call back support all other times to provide 24-7. They list their call back times.

Offeror: Astute Solutions

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
20	12

Major Concerns; Explanation of Points Provided

24x7x365 hardware support if we purchase Alliance servers from them. They make mention of purchasing a spares kit to repair our out of date server. Software support is 24x7 with a one hour response by Astute Support Technician who may escalate to I3.

Evaluation of Proposal

Past Performance of Offeror

Past performance on similar projects. Please be specific in recitation of examples of past work and how schedules and budgets were met. Provide examples of similar projects.

Offeror: Telesource Corp.

Proposed Subcontractors: _____

**Max. # pts.
Possible**

25

**Points
Received**

1

Major Concerns; Explanation of Points Provided

While no data was provided to allow us to determine if they have any I3 clients they do use the product at their Strongville Office.

Offeror: Perimeter Technology

Proposed Subcontractors: _____

**Max. # pts.
Possible**

25

**Points
Received**

8

Major Concerns; Explanation of Points Provided

They have indicated they have installed a large project for the State of Tennessee but no mention of multi sites or other installs.No mention of fail over installs.

Offeror: G3 Technology

Proposed Subcontractors: _____

**Max. # pts.
Possible**

25

**Points
Received**

23

Major Concerns; Explanation of Points Provided

They have over 50 customer site in seven different states, while they don't specify what type of installs they have performed with 50 different customers I'd have to believe they have vast experience.

Offeror: Astute Solutions

Proposed Subcontractors: _____

**Max. # pts.
Possible**

25

**Points
Received**

23

Major Concerns; Explanation of Points Provided

They have 30 I3 clients they support.

Evaluation of Proposal

Project Approach

Please provide detail on how the project will be undertaken. A project timeline should be

Offeror: Telesource Corp

Proposed Subcontractors: _____

**Max. # pts.
Possible**

20

**Points
Received**

6

Major Concerns; Explanation of Points Provided

No mention of cost for I3 software licenses nor hardware up grade cost. States upon receiving full hardware and software configuration information they will provide a separate quote, but this information was provided in the proposal. All projected cost are by hourly rate. No implementation schedule.

Offeror: Perimeter Technolgy

Proposed Subcontractors: _____

**Max. # pts.
Possible**

20

**Points
Received**

10

Major Concerns; Explanation of Points Provided

Up front cost for software and annual maintenance fee. Only mention of hardware is that they "will manage Hardware Support Agreements..." Very light schedule time table.

Offeror: G3 Technology

Proposed Subcontractors: _____

**Max. # pts.
Possible**

20

**Points
Received**

18

Major Concerns; Explanation of Points Provided

They submitted an annual software and hardware support fee and a hardware upgrade cost and Software licenses fee. They expressed concerns about our hardware set up but indicate they think we are on an older software version then we currently are on. They do mention using HMP technology to get rid of the cards allowing us to purchase less expensive HP servers.

Offeror: Astute Solutions

Proposed Subcontractors: _____

**Max. # pts.
Possible**

20

**Points
Received**

10

Major Concerns; Explanation of Points Provided

They offer 100 hours of support plus an Annual Maintenance and Support Agreement. There is a good time line included.

Evaluation of Proposal

Local Workforce

Location of Corporate Office. Include location of sub-consultants if applicable. Location of

Offeror: Telesource Corp

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
10	0

Major Concerns; Explanation of Points Provided

No one lives or works in Columbus. They have a office located in Strongsville Ohio. Their main HQ is in Fairfield, NJ. But their proposal stated they have 111 employees in their Columbus Office which does not exist.

Offeror: Perimeter Technology

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
10	0

Major Concerns; Explanation of Points Provided

No one living or working in Columbus. They are solely located in Manchester NH.

Offeror: G3 Technology

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
10	2

Major Concerns; Explanation of Points Provided

They have recently opened a Columbus Office have have two employees here. Almost all support would be telephone based and would come from Indianapolis.

Offeror: Astute Solutions

Proposed Subcontractors: _____

Max. # pts. Possible	Points Received
10	7

Major Concerns; Explanation of Points Provided

41 out of 47 employees work out of the Columbus office.

Project Leadership

Identify the project personnel committed to leadership of the project. Note specific competencies, experience, skills and prior or current city commitments.

Offeror: Telesource Corporation

Personnel Assigned to Project: N/A

Description of Project Leadership: Not used in evaluation

Offeror: Perimeter Technology

Personnel Assigned to Project: N/A

Description of Project Leadership: Not used in evaluation

Offeror: G3 Technology

Personnel Assigned to Project: N/A

Description of Project Leadership: Not used in evaluation

Offeror: Astute Solutions

Personnel Assigned to Project: N/A

Description of Project Leadership: Not used in evaluation

Offeror: PDT Communication

Personnel Assigned to Project: N/A

Description of Project Leadership: Not used in evaluation