



# RFP 200502 Interactive Voice Response (IVR) System

## Scoring Summary

### Elections

Evaluation Criteria	Max Score	Drake Communications, Inc.	Symago, LLC	DiRAD Technologies, Inc.
Non-Collusive Bidding Certificate		Pass	Pass	Pass
Vendor Acknowledgement		Pass	Pass	Pass
<b>Technical Qualifications</b>	100			
Reference Checks- Quality of similar work that has been provided for other counties	20	20	15	15
Overall responsiveness to the RFP §	10	7.6	8.2	8.4
Service and Support (personnel assigned to our account, response time, etc.)	15	12.6	11.2	8.6
Suitability of the system and system adaptability	20	14.6	16.4	17.6
Storage and Security of data	20	16.8	14.6	13.4
Cost	15	15	12.9	11.75
Annual Maintenance Cost		(\$65,400.00) <u>\$5,400.00</u>	(\$60,800.00) <u>\$11,360.00</u>	(\$68,298.00) <u>\$11,952.15</u>
<b>Total Score</b>	100	86.6	78.3	74.75