

CRMS for 311

RFP No. 3309

Sr. Buyer: Minerva Alvarado

Proposal Evaluation	Avandale, Inc	Catalyst Consulting Group	Cloud Navigator	Freshworks	Incapsulate
MINIMUM QUALIFICATIONS (PASS/FAIL)					
Required five years in business performing same services	Pass	Pass	Fail	Pass	Pass
No outstanding lawsuits during last 5 years or current litigation with the City during last 5 years					
No outstanding regulatory issues last 5 years					
References Provided for firm					
TECHNICAL PROPOSAL (40 PTS)	34	39	0	11	37
Firms' Experience (13 point)	11.67	12.33	0	4.00	12.00
Team's Experience (13 points)	11.33	13.00	0	3.33	12.33
Understanding of Project Scope (14 points)	10.67	13.33	0	3.67	12.67
Demonstration (40 PTS)		31			37
Firms' Experience					
Team's Identification					
Understanding of Project Scope					
PRICING (20 PTS)		13			15
Total	34	83	0	11	89

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	Firm Name	Total	Points	Percentage
1.	Catalyst Consulting Group	\$2,432,086.24	13	66%
2.	Incapsulate	\$2,223,569.63	15	73%
3.	Verint	\$1,612,973.00	20	100%

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Demonstration Results

	Firm Names	Committee Member#2	Committee Member#3	Committee Member#4	Average
1	Catalyst Consulting Group	25	32	35	31
2	Incapsulate	40	32	40	37
3	Verint	20	8	10	13

Procurement Officer

Procurement Manager

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Technical Proposal Results

	Firm Names	Committee Member#1	Committee Member#3	Committee Member#4	Average
1	Avandale, Inc	30	37	34	34
2	Catalyst Consulting Group	40	38	38	39
3	Cloud Navigator	0	0	0	0
4	Freshworks	5	0	28	11
5	Incapsulate	34	37	40	37
6	OnActuate	17	0	15	11
7	Smart Energy Water	0	0	0	0
8	Speridian	0	0	0	0
9	Stellar Services	17	10	38	22
10	Verint	36	40	38	38

Procurement Officer