

**DMS-17/18-004 SUNCOM Services  
Attachment H - Evaluator Scoring Workbook**

In accordance with ITN Section 4 Selection Methodology, each evaluator will independently review and evaluate each responsive Reply as provided in Section 4.3 of the ITN. Evaluators will fill out each cell highlighted in yellow in a column for each Respondent. Evaluators will provide their name and signature on Attachment H, Evaluator Scoring Workbook. Each Evaluator will complete one Attachment H, Evaluator Scoring Workbook.

Statement of Work, Sub-section Reference	Statement of Work Subsection Title	Relative Weight	Respondent 1 Score	Respondent 2 Score	Respondent 3 Score
<b>Staffing</b>					
2.1	Contractor Staffing Responsibilities	10			
2.2 through 2.8	Managers, Customer Support Team, NOC and SOC Staffing	10			

Respondent 1 Simple Weighted Score	Respondent 2 Simple Weighted Score	Respondent 3 Simple Weighted Score
0	0	0
0	0	0
<b>0</b>	<b>0</b>	<b>0</b>

General Services and Features for SCS	Statement of Work Subsection Title	Relative Weight	Respondent 1 Score	Respondent 2 Score	Respondent 3 Score
3.3	Flexibility to Quickly Modify Services	2			
3.5	Technology Refresh	20			
3.7.1	911 / E911	5			
3.7.2	Department of Homeland Security Programs	20			
3.8	Long Distance Services	10			
3.9	Toll-Free Services	10			
3.10	Call Quality	15			
3.13	Intercept Messages	5			
3.14	Unlawful Activities	5			
3.16	Service Interoperability	5			
3.17	Dedicated IP Access	5			
3.18	Effectiveness within Customer-Specific Domains	5			
3.21	Inspection Process	5			
3.23	Network Operations Centers	20			
3.24	Security Operations Centers	20			
3.26	Cooperation with Other Contractors	5			
3.28	Security	20			
3.29	Authentication Server	5			
3.31	Management Service, Systems, Associated Dashboards	15			
3.32	Tools	15			
3.34	On-line Portal for Self-Management	10			
3.35	Logging and Archival	5			
3.36	Review of Archived Information	5			
3.37	Trouble Ticketing Service	20			
3.38	Monthly Maintenance Support Services	10			
3.39	Vendor Management	10			
3.40	Professional Services	5			
3.41	Survivability Support	15			
3.42	Service Level Agreement Performance Monitoring, Dashboard and Reporting	10			
3.43	Training	5			
3.44	Project Management	10			
3.47	Equipment and Licenses	18			

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Service Category 1 - Unified Communication	Statement of Work Subsection Title	Relative Weight	Respondent 1 Score	Respondent 2 Score	Respondent 3 Score
5.1	Unified Communications System and Services – General Features	70			
5.2	Unified Communications System and Services – Integration and Interface	25			
5.3	Unified Communications System and Services – Conferencing	55			

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Service Category 2 - SIP Trunking	Statement of Work Subsection Title	Relative Weight	Respondent 1 Score	Respondent 2 Score	Respondent 3 Score
6.1	SIP Trunking Minimum Requirements	85			
6.2	SIP Trunking Features	65			

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<b>0</b>	<b>0</b>	<b>0</b>

Service Category 3 - Contact Center	Statement of Work Subsection Title	Relative Weight	Respondent 1 Score	Respondent 2 Score	Respondent 3 Score
7.1	Contact Center - General	55			
7.2	Contact Center – Automatic Call Distribution	20			

0	0	0
0	0	0

7.3	Contact Center – Auto-Attendant and Interactive Voice Response	20				
7.4	Contact Center - Reporting and Analytics	25				
7.5	Contact Center Recording	10				
7.6	Contact Center – Workforce Management	10				
7.7	Contact Center – Miscellaneous	10				

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<b>0</b>	<b>0</b>	<b>0</b>

Weighted Subtotal

<b>Service Category 4 - Centrex Services</b>						
8.2	Additional Centrex Services	85				
8.3	Centrex Features	65				

0	0	0
0	0	0
<b>0</b>	<b>0</b>	<b>0</b>

Weighted Subtotal

<b>Experience and Ability</b>						
9.1	Contractor's Experience and Ability	50				

0	0	0
<b>0</b>	<b>0</b>	<b>0</b>

Weighted Subtotal

\_\_\_\_\_  
Evaluator Name

\_\_\_\_\_  
Evaluator Signature