

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
PROPOSAL TABULATION

375-040-2B
 PROCUREMENT
 03/17

PROPOSAL NUMBER: DOT-RFP-21-8019-SM

PROPOSAL TITLE: Customer Service Operations

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

OPENING DATE: 5/21/2021 TIME: 3:30 p.m.

OPENED BY: Windy Spatafora

WITNESSED BY: Gail Brown

POSTING TIME/DATE FROM: October 4, 2021 5:00 p.m. UNTIL: October 7, 2021 5:00 p.m. PAGE: 1 of 1 PAGES(S)

OFFERORS	PRICE	ASSIGNMENT OF POINTS							TOTAL SCORE	X Indicates Award
		Criteria 1	Criteria 2	Criteria 3	Criteria 4	Criteria 5	Criteria 6	Criteria 7		
Conduent	\$2,749,370.27	20.33	19.67	13.00	7.67	17.08			77.75	
Emovis	\$1,878,825.54	22.00	23.00	11.67	8.00	25.00			89.67	X
Faneuil	\$3,650,469.93	22.00	21.33	12.00	8.33	12.87			76.54	
Shimmick	\$2,793,797.21	20.67	22.33	13.00	8.33	16.81			81.14	
Teleperformance	\$4,532,781.61	19.67	18.33	12.00	8.00	10.36			68.36	
TransCore ----- Non-Responsive										
WSP	\$2,645,350.98	15.00	22.67	10.33	8.33	17.76			74.09	

CRITERIA	MAX POINTS	DESCRIPTION	AWARD	TECHNICAL COMMITTEE MEMBERS
1	25	Executive Summary & Management Plan		Award is made to the responsive and responsible offer or whose proposal is determined to be the most advantageous to the State taking into consideration price and other criteria.
2	25	Technical Plan & Innovation/Added Value	<u>Jeremy Dilmore</u>	
3	15	Experience/Performance	<u>Shannon Estep</u>	
4	10	IVR System		
5	25	Price		
6				
7				
TOTAL	100			

X Indicates apparent awarded vendor, but does not constitute an acceptance of any offer created by vendor's proposal. No binding contract will be deemed to exist until such time as a Purchase Order or written acceptance by the department has been issued. If irregularities are subsequently discovered in the vendor's proposal or if the vendor fails to submit required Bonds and Insurance, or otherwise fails to comply with the request for proposal requirements, the Department has the Right to Award to the vendor that is second low, reject all proposals, or act in the best interest of the Department.

Receipt of No Competitive Sealed Proposals – JUSTIFICATION: _____