EVALUATION MATRIX

COLLECTION SERVICES FOR AUSTIN PUBLIC LIBRARY - IFB (BEST VALUE) NO. SSC0049-REBID

Evaluation Factors	Credit Systems International	Unique Management			
Cost (30 points)	30.00	20.00			
Demonstrated Experience - Experience in specific area of collections, similar volume of accounts, performance results from similar clients, qualifications and experience of key staff, collection techniques utilized and references from current and previous clients. (35 points)	22.50	34.50			
Project Concept - Collection efforts proposed, adequacy and sophistication of data processing resources, adequacy and sophistication of telephone resources, letter series, number of telephone calls, use of skip tracing, reports provided to City, flexibility in meeting City's reporting needs, payment handling procedures, implementation work plan and timetable, accommodation of Non-English speaking customers and handling of customer questions/problems. Vendor's acceptance of the "revenue neutrality" clause. (35 points)	19.25	33.50			
Total	71.75	88.00			