

2-17-05
#16

**EVALUATION MATRIX
DEVELOPMENT OF CUSTOMER SERVICE IMPROVEMENT PROGRAM
RFP NO. CM05300001**

	R. W. Beck Austin, TX	Barrington- Wellesley Group Park Ridge, IL	The Structure Group Houston, TX	Triad Resources Houston, TX	Schumaker & Company Ann Arbor, MI	VisionEdge Marketing Austin, TX
System Concept and Solutions Proposed (Grasp of requirements and solution(s), responsiveness to terms and conditions, consistent proposal, clear demonstration of understanding issues, responsiveness to RFP. 25 Points	24	12	19	15	9	11
Previous experience promoting corporate culture change. 15 Points	10	7	8	8	6	2
Previous experience in the design and implementation of corporate Employee Training and Communication programs. 20 Points	14	7	12	9	6	5
Prior electric utility industry experience. 10 Points	8	8	8	4	7	2
Flexibility in scheduling work to meet AE timeline. 5 Points	5	3	4	3	4	5
Total Evaluated Cost. 25 Points	25	21	6	5	9	15
TOTAL SCORE	86	58	57	44	41	40