

**RFP 2009-103**

**RFP FOR ANNUAL CONTRACT FOR CISCO CALL CENTER MONITORING AND MAINTENANCE SERVICES**

		Evaluation Criteria					Total
		Relevant Experience	Project Staffing	Price Proposal	Methodology	References	
		25%	25%	25%	12.5%	12.5%	
Maximum Points Available		25.00	25.00	25.00	12.50	12.50	100.00
<b>NEC Unified Solutions Irving, TX HUB - No</b>	<b>Score</b>	<b>17.90</b>	<b>25.00</b>	<b>21.80</b>	<b>9.90</b>	<b>3.80</b>	<b>78.40</b>
ShoreGroup New York, NY HUB - No	Score	15.10	21.00	23.50	10.20	7.80	77.60

**Notes:**

"No Bids" were submitted by AT&T and eLoyalty

**Award Recommendation: NEC Unified Solutions**