

## PROPOSAL EVALUATION CRITERIA MATRIX All Proposers

**RFP 9-1177 Back-Office System and Customer Services Center Operations Services  
for the 91 Express Lanes in Orange and Riverside Counties**

FIRM: Cofiroute USA, LLC							Weights	Criteria Score
Evaluator Number	1	2	3	4	5	6		
Qualifications, Related Experience, and References of Firm	3.50	4.00	4.00	4.00	4.00	4.00	3.00	11.75
Staffing/Project Organization	3.50	4.50	4.00	4.50	4.00	4.00	3.00	12.25
Implementation Work Plan and Technical Approach to BOS	4.00	4.50	4.50	4.00	4.00	4.50	6.00	25.50
CSC Operations Work Plan, Transition, and Approach	4.00	4.50	4.50	4.50	4.00	4.50	4.00	17.33
Cost and Price	3.89	3.89	3.89	3.89	3.89	3.89	4.00	15.56
								82.00
Overall Score	76.56	86.06	84.56	83.06	79.56	84.56		
FIRM: Conduent State and Local Solutions, Inc.							Weights	Criteria Score
Evaluator Number	1	2	3	4	5	6		
Qualifications, Related Experience, and References of Firm	3.50	3.50	3.50	3.50	3.50	3.50	3.00	10.50
Staffing/Project Organization	2.50	2.50	3.00	3.00	2.50	2.50	3.00	8.00
Implementation Work Plan and Technical Approach to BOS	3.50	3.50	4.00	4.00	3.00	4.00	6.00	22.00
CSC Operations Work Plan, Transition, and Approach	3.50	3.00	4.00	3.50	3.50	3.50	4.00	14.00
Cost and Price	5.00	5.00	5.00	5.00	5.00	5.00	4.00	20.00
								75.00
Overall Score	73.00	71.00	79.50	77.50	70.00	76.00		
Score for non-shortlisted firm is 52.83								