

PROPOSAL EVALUATION CRITERIA MATRIX

**RFP 0-2690 Back-Office System and Customer Service Center Operations
for the 405 Express Lanes in Orange County**

| FIRM: WSP USA Services Inc. | | | | | | | Weights | Overall Score |
|---|-------------|-------------|-------------|-------------|-------------|-------------|----------------|----------------------|
| Evaluator Number | 1 | 2 | 3 | 4 | 5 | 6 | | |
| Qualifications, Related Experience, and References of Firm | 4.00 | 4.50 | 4.00 | 4.50 | 4.00 | 3.50 | 3.00 | 12.25 |
| Staffing/Project Organization | 4.00 | 4.00 | 4.00 | 3.50 | 4.00 | 4.00 | 3.00 | 11.75 |
| Implementation Work Plan and Technical Approach to BOS* | 4.00 | 4.00 | 4.00 | 3.50 | 3.50 | 4.00 | 6.00 | 23.00 |
| CSC** Operations Work Plan and Approach | 4.00 | 4.00 | 4.00 | 4.50 | 4.50 | 4.00 | 4.00 | 16.67 |
| Cost and Price | 4.86 | 4.86 | 4.86 | 4.86 | 4.86 | 4.86 | 4.00 | 19.44 |
| Overall Score | 83.4 | 84.9 | 83.4 | 82.4 | 82.4 | 81.9 | | 83 |
| FIRM: Cofiroute USA, LLC | | | | | | | Weights | Overall Score |
| Evaluator Number | 1 | 2 | 3 | 4 | 5 | 6 | | |
| Qualifications, Related Experience, and References of Firm | 4.00 | 4.50 | 3.50 | 4.00 | 4.50 | 4.00 | 3.00 | 12.25 |
| Staffing/Project Organization | 3.50 | 3.00 | 2.50 | 3.00 | 3.50 | 3.50 | 3.00 | 9.50 |
| Implementation Work Plan and Technical Approach to BOS* | 3.50 | 3.50 | 3.00 | 3.00 | 4.00 | 3.50 | 6.00 | 20.50 |
| CSC** Operations Work Plan and Approach | 3.50 | 4.00 | 3.50 | 4.50 | 3.00 | 3.50 | 4.00 | 14.67 |
| Cost and Price | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 4.00 | 20.00 |
| Overall Score | 77.5 | 79.5 | 70.0 | 77.0 | 80.0 | 77.5 | | 77 |