



EVALUATION TABULATION

RFP No. RFP-353-26-JJ

Citywide Professional Answering and Informational Service

RESPONSE DEADLINE: November 26, 2025 at 3:00 pm

Report Generated: Tuesday, February 24, 2026

PHASE 1

EVALUATORS

Name	Title
Albert Cooper	Police Major
Jovan Douglas	Director
Joann Hussey	Communications Manager
Kassandra Myers	Assist Director of Operations
Raheem Seecharan	Director of IT

EVALUATION CRITERIA

Criteria	Scoring Method	Weight (Points)
Firms Qualification and Experience	Points Based	20 (20% of Total)

Description:

Overall corporate experience, technical capability, and proven performance in providing call center or customer service operations of similar size, scope, and complexity. This criterion focuses on the firm's ability to demonstrate reliability, competence, and a history of delivering successful outcomes for comparable clients.

Evaluation Factors:

- **Relevant Experience:** Demonstrated history of successfully managing and operating call centers or customer service contracts, preferably for municipalities, government agencies, or large organizations.

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- **Scope and Scale of Prior Projects:** Experience providing services comparable in size, call volume, staffing levels, and technology infrastructure to the City’s requirements.
- **Past Performance and References:** Quality and relevance of client references provided, including documentation of performance metrics, customer satisfaction, and contract compliance.
- **Experience with Similar Environments:** Demonstrated understanding of public sector requirements, customer engagement expectations, and compliance with applicable standards and regulations.
- **Innovation and Continuous Improvement:** Evidence of the firm’s ability to adapt to emerging technologies, improve service efficiency, and implement process enhancements over time.

Criteria	Scoring Method	Weight (Points)
Organizational Profile and Project Team Qualifications	Points Based	20 (20% of Total)

Description:

Organizational capacity, experience, and the qualifications of the project team and technology to manage and operate a Professional Call Center Answering and Informational Service.

Evaluation Factors:

- **Organizational Experience and Stability:** Demonstrates a solid track record in providing call center or customer service operations of similar scope and complexity, including government or large-scale contracts.
- **Relevant Experience:** Provides references or examples that show the ability to meet service-level standards and performance goals.
- **Project Team Qualifications:** Presents a qualified and experienced management and supervisory team with clearly defined roles and responsibilities.
- **Staffing and Training Approach:** Describes recruitment, training, and development strategies to ensure skilled and customer-focused staff.

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- **Key Personnel Availability and Commitment:** Confirms the availability and engagement of key personnel throughout implementation and ongoing operations.

Criteria	Scoring Method	Weight (Points)
Approach and Methodology	Points Based	20 (20% of Total)

Description:

Overall understanding of the City’s objectives and the soundness, effectiveness, and feasibility of the proposed approach and methodology for providing Professional Call Center Answering and Informational Services.

Evaluation Factors:

- **Understanding of Requirements:** Demonstrates a clear understanding of the City’s scope, service levels, and performance expectations. Identifies key challenges and presents effective strategies to address them.
- **Operational Approach:** Describes staffing plan, hours of operation, call handling procedures, escalation process, and overall workflow efficiency.
- **Technology and Tools:** Proposes use of modern, reliable, and scalable call center technologies (e.g., CRM systems, analytics, and reporting tools).
- **Quality Assurance and Performance Monitoring:** Provides a strong plan for monitoring service quality, staff performance, and customer satisfaction.
- **Implementation and Transition Plan:** Outlines a clear, realistic plan for implementation, transition from current operations (if applicable), and risk mitigation.

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Criteria	Scoring Method	Weight (Points)
Project Implementation	Points Based	15 (15% of Total)

Description:

Plan, timeline, and methodology for successfully implementing the Professional Call Center Answering and Informational Service and AI component. This criterion focuses on the proposer’s ability to ensure a smooth transition, minimize service disruption, and achieve full operational readiness within the required timeframe.

Evaluation Factors:

- **Implementation Strategy:** Provides a clear, comprehensive, and realistic plan outlining key implementation phases, activities, and deliverables from contract award through the whole operation.
- **Timeline and Milestones:** Includes a detailed and achievable schedule with defined milestones, responsible parties, and dependencies to ensure timely project completion.
- **Transition and Onboarding:** Demonstrates a well-structured approach to transitioning, onboarding staff, and establishing operational procedures without service interruption.
- **Resource Allocation:** Clearly defines roles, responsibilities, and resource commitments during the implementation phase, including management oversight and technical support.
- **Risk Management and Contingency Planning:** Identifies potential implementation risks and outlines effective mitigation strategies to address delays, staffing issues, or system challenges.
- **Testing and Go-Live Readiness:** Describes plans for system testing, staff training, and performance validation prior to launch to ensure readiness and service quality.

Criteria	Scoring Method	Weight (Points)
Cost Proposal	Points Based	20 (20% of Total)

Description:

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Pricing structure, cost-effectiveness, and overall value of the turnkey Professional Call Center Answering and Informational Service. This criterion assesses whether the proposed costs are fair, transparent, and commensurate with the scope, quality, and level of service being offered.

Evaluation Factors:

- **Cost Competitiveness:** The overall price proposal is reasonable and competitive in comparison to other submissions while reflecting the quality and comprehensiveness of services proposed.
- **Clarity and Completeness of Pricing:** Pricing is clearly itemized, detailed, and inclusive of all costs necessary to deliver a complete turnkey solution, including staffing, equipment, software, maintenance, training, and support.
- **Cost Transparency:** The proposal clearly identifies all one-time and recurring costs, with no hidden fees or ambiguous cost elements.
- **Value for Money:** Demonstrates a strong balance between cost and service quality, showing that the proposer can deliver reliable and efficient operations at a fair total cost of ownership.

Criteria	Scoring Method	Weight (Points)
References	Points Based	5 (5% of Total)

Description:

Demonstrated record of satisfactory performance on similar projects, as evidenced by references and documented experience. This criterion assesses the proposer’s reliability, responsiveness, and ability to maintain service quality and meet contractual obligations.

Evaluation Factors:

- **Quality and Relevance of References:**
References provided are recent, relevant, and comparable in scope and complexity to the City’s call center requirements.
- **Client Satisfaction and Performance History:** Feedback from references indicates a consistent record of responsiveness, professionalism, and achievement of service-level standards.
- **Problem Resolution:** Shows evidence of proactive issue identification, effective problem-solving, and positive relationship management with clients.

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AGGREGATE SCORES SUMMARY

Vendor	Albert Cooper	Jovan Douglas	Joann Hussey	Kassandra Myers	Raheem Seecharan	Total Score (Max Score 100)
Daupler	85	79	97	96	83	88
22nd Century Technologies, Inc.	87	68	100	85	82	84.4
Direct Interactions, Inc	77	72	91	94	85	83.8
Datamark	95	78	85	71	72	80.2
Tech Mahindra Americas Inc.	67	71	91	70	87	77.2
ACD Direct	95	75	77	54	82	76.6
Customer Contact Services	69	81	87	55	84	75.2
Inktel Government BPO Services	75	76	81	52	88	74.4
Tollanis Solutions Inc	61	62	92	67	85	73.4
iVox Solutions	62	70	95	65	73	73
Communication Logic, LLC	50	63	100	64	87	72.8
360S2G	80	72	76	53	80	72.2
Global Market Innovators	65	65	86	58	83	71.4
Emprise Partners LLC	64	71	73	60	74	68.4
ENCO Utility Services	59	79	68	55	81	68.4

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Vendor	Albert Cooper	Jovan Douglas	Joann Hussey	Kassandra Myers	Raheem Seecharan	Total Score (Max Score 100)
NexGen Agency	55	79	69	68	65	67.2
CTG	57	51	72	69	86	67
CCP - Ansafone Contact Centers	60	70	67	48	83	65.6
Workforce Opportunities Services	44	66	73	62	73	63.6
Telvista, Inc.	52	72	68	59	66	63.4
CCP - ShyftOff Corp.	52	62	65	63	74	63.2
Lighthouse Works	61	65	57	58	70	62.2
Auxillium LLC	45	64	58	51	83	60.2
Talk2Rep Inc	54	51	61	49	78	58.6
Voixa Solutions, LLC	46	27	68	59	73	54.6
AVI SPL	84	42	57	30	55	53.6

VENDOR SCORES BY EVALUATION CRITERIA

Vendor	Firms Qualification and Experience Points Based 20 Points (20%)	Organizational Profile and Project Team Qualifications Points Based 20 Points (20%)	Approach and Methodology Points Based 20 Points (20%)	Project Implementation Points Based 15 Points (15%)	Cost Proposal Points Based 20 Points (20%)	References Points Based 5 Points (5%)	Total Score (Max Score 100)
Daupler	18.4	17.6	18.2	12.8	16.8	4.2	88
22nd Century Technologies, Inc.	17.6	17.2	15.6	13	16.8	4.2	84.4

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Direct Interactions, Inc	17.4	17.4	16.4	13.4	15.4	3.8	83.8
Datamark	17.2	17.6	15	11.2	15.8	3.4	80.2
Tech Mahindra Americas Inc.	16.6	15.4	15.4	12.4	13.8	3.6	77.2
ACD Direct	15	15.4	15.2	13	14.4	3.6	76.6
Customer Contact Services	15.4	14.6	14.8	11.8	14.8	3.8	75.2
Inktel Government BPO Services	15	15.6	15.2	12	13	3.6	74.4
Tollanis Solutions Inc	15	14.6	14.8	12	13.2	3.8	73.4
iVox Solutions	14.4	14.4	14.2	11	15.4	3.6	73
Communication Logic, LLC	14.2	14.6	14.8	10.6	14.6	4	72.8
360S2G	14.4	14.4	14.4	11.6	14.2	3.2	72.2
Global Market Innovators	14.8	15	14.4	11	12.8	3.4	71.4
Emprise Partners LLC	13.8	13.8	13.8	10.4	13.6	3	68.4

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ENCO Utility Services	14	14	13.2	10.8	13.4	3	68.4
NexGen Agency	14.4	13.4	12.4	9.4	14.2	3.4	67.2
CTG	14.4	14	13.6	10	11.4	3.6	67
CCP - Ansafone Contact Centers	15	14.6	13.6	8.8	9.8	3.8	65.6
Workforce Opportunities Services	12.8	12.6	11.8	10.2	13.2	3	63.6
Telvista, Inc.	13.4	13.2	13.4	9.2	11	3.2	63.4
CCP - ShyftOff Corp.	12.2	13.8	12	10	12	3.2	63.2
Lighthouse Works	12.6	13	12.6	9.8	11	3.2	62.2
Auxillium LLC	12.6	12.6	12.2	9.4	9.4	4	60.2
Talk2Rep Inc	13.2	12.2	12	9.4	8.8	3	58.6
Voixa Solutions, LLC	11	10.6	11	7.8	11.4	2.8	54.6
AVI SPL	11.2	11	11	9.2	7.8	3.4	53.6