Evaluation of bid #6062F Digital Voice Recording System for the West Hartford Police Department

	Business Electronics Inc (BEI)				Cybertech International				Exacom			
The Supplier's technical understanding of the project, its purpose, scope and field as evidenced by the quality of the proposal submitted, implementation plan, staffing plan and equipment list. This shall include the background and experience of the Supplier in providing similar services elsewhere, including the level of experience in working with municipalities and/or other governmental bodies or public safety agencies of similar size, and the quality of services performed, either for the Town or for other municipal or private sector clients. (25 points)	23	25	25	25	23	23	15	20	15	20	25	15
Competitiveness of proposed fee, although the Town is not bound to select the Supplier who proposed the lowest fees for services, the Town reserves the right to negotiate fees with the selected Supplier. Supplier shall indicate which items are included in base fee and provide pricing for	23	25	20	25	23	20	15	15	15	10	20	10
Customer Service: The quality and effectiveness of the transition plan to implement the service with minimal disruption of service quality; detailed explanation of any special equipment required; implementation training as well as ongoing training; and system updates. (40 points)	35	40	30	35	35	22	25	35	20	20	30	25
Contractor Stability: Contractor will be evaluated on quality and effectiveness of proposed VRS System; Financial Stability, based on past three (3) years audited financial records; and review of references from other clients as provided in the proposal submitted, the references should be from organizations in which the program is operational; and determination that the contractor has no contractual relationships which	9	10	10	10	9	10	5	10	5	10	10	8
	90	100	85	95	90	75	60	80	55	60	85	58
Respondent Total Points(out of possible 400 points)	**370**				**305**				**258**			