

**EVALUATION MATRIX**  
**Request for Proposal (RFP)**  
**EAD0122**  
**EMS Collection Services**

EVALUATION CRITERIA	MAX POINTS	RESPONDENT	RESPONDENT	RESPONDENT	RESPONDENT	RESPONDENT	RESPONDENT
		Gila LLC dba Municipal Services Bureau	Harris & Harris, Ltd.	Credit Bureau Collection Services, Inc.	Affiliated Group, Inc.	Life Line Billing Systems LLC	Transworld Systems Inc.
City, State	125.0	Austin, TX	Chicago, IL	Jacksonville, FL	Rochester, MN	Wautoma, WI	Horsham, PA
MBE/WBE							
Commission Charged to City	45.0	34.3	36.5	45.0	34.3	32.6	*
Customer Service, Complaint, and Dispute Process	20.0	18.0	18.0	15.2	16.0	14.8	*
Prior Experience	20.0	18.4	18.4	13.4	15.8	16.0	*
Local Presence	10.0	10.0	0.0	0.0	0.0	0.0	*
Sustainability	5.0	4.0	4.2	3.8	4.4	3.4	*
Interviews	25.0	17.4	22.0	10.0	**	**	*
<b>TOTALS</b>		102.1	99.1	87.4	70.5	66.8	*

\*Transworld Systems Inc. was disqualified for not including the required financial documents

\*\*Affiliated Group, Inc. and Life Line Billing Systems LLC were not invited to interview due to their score from the evaluation

Note: As per Section 252.049 of the local government code, contents of a proposal shall remain confidential until a contract is awarded or as directed by the Texas Attorney General's Office. Therefore, pricing for the proposals have been omitted from this matrix.