

BCCC - Internet Service Provider (ISP) Evaluator Scorecard Guidelines

| | Max Value | Point Value | Vendor 1 | Vendor 2 | Vendor 3 | Vendor 4 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------|-----------------|-----------------|-----------------|-----------------|
| Scoring | Based # Bidders | | | | | |
| Pricing | | 48 | | | | |
| Baseline (minimum) service for the venue shall be 2 Gbps of full duplex Internet Service. For 90 calendar days out of a year it is estimated that the venue will require 4 Gpbs of full duplex Internet Service (2Gbps beyond 2 Gbps baseline). For 40 calendar days out of a year is is estimated that the | | 30 | | | | |
| ISP shall provide pricing for – 24 Public IP Addresses for exclusive use by the venue. | | 6 | | | | |
| ISP shall provide pricing for – 50 SIP Trunk Connections for use with existing VoIP phone system. | | 6 | | | | |
| ISP shall provide pricing for – 200 Direct Dial (DDI) telephone numbers for use with existing VoIP solution. | | 6 | | | | |
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| Related Customer Experience | | 20 | | | | |
| Experience in providing internet service to large commercial venues using high band width. | | 10 | | | | |
| Five year (5) minimum length of time your firm has been providing Internet services. State the length of time your firm has been providing Internet services in excess of 5 years. (2 points each year above 5 years) | | 10 | | | | |
| 24/7 Customer Service | | 20 | | | | |
| Turn around on service tickets for facility (outage response) | | 3 | | | | |
| Turn around on service tickets for customer. (outage response) | | 4 | | | | |
| Guarantee up time of 98.5% | | 6 | | | | |
| Guarantee up time above 98.5% (1 pt for each .249% increment above 98.5) | | 7 | | | | |
| Business Location | | 6 | | | | |
| Option 1 - Office in Broward County (4 points) | | 4 | | | | |
| Option 2 - Corporate Headquarters located in Broward County (Maximum point value 6 points) | | 6 | | | | |
| Option 3 - No office or corporate headquarters in Broward County (0 points) | | 0 | | | | |
| Options/Additional Considerations | | 6 | | | | |
| Geo-diverse redundant gateways for Internet Service Redundancy | | 6 | | | | |
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