

**LOWER COLORADO RIVER AUTHORITY
HOTLINE SERVICES
RFQ# 10082
QUALIFICATION REQUIREMENTS**

To determine award of the above project to the best-evaluated firm, the following information shall be submitted with Offeror's response. The information requested below shall be included in forming the basis for selecting a Professional for the work previously described.

Experience:

Professional shall provide background information including the length of time providing this service as well as to what customer base. Professional shall also include a listing of the company's services and note which services the company considers to be its "main" services offered.

Quality:

Professional shall provide a list of QA/QC standards and detail quality processes as well as provide information on experience, skill level, and certifications held by key personnel.

Cost:

Professional shall provide a complete cost breakdown for the services requested. Costs shall be all-inclusive and, if applicable, include a pricing menu for other services offered by the company.

Innovation:

Professional shall provide details on other approaches and/or solutions to the services requested that may add more value to LCRA or those the Professional believes LCRA should consider.