

EVALUATION CRITERIA

RFP NUMBER 116829 O3 Z1

CSE Call Center

Opening Date: 10/23/2023

Mandatory Requirements

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Form A: Vendor Proposal Point of Contact;
2. Form B: Original Request for Proposal for Contractual Services form signed using an indelible method;
3. Completed Section VI. Corporate Overview ;
4. Completed Sections II through IV (Terms and Conditions, Vendor Duties, and Payment Sections);
5. Traceability Matrix; and
6. Completed State Cost Sheet Proposal Template.

Evaluation Criteria

All responses to this Request for Proposal, which fulfill all mandatory requirements, will be evaluated. Each category will have a maximum possible point potential. Areas that will be addressed and scored during the evaluation include:

Evaluation Criteria	Possible Points
Part 1 — Corporate Overview	200
Part 2 – Technical Approach	700
Part 3 — Cost Proposal Points	250
Total Points without Oral Interviews	1150
Oral Interviews, (if required)	250
Total Points with Oral Interviews	1400

Part 4 – Cost Proposal Points

Cost points should be calculated as follows:

1. Establish lowest cost submitted – lowest cost submitted receives the maximum points.
2. To assign points to all others, the following formula should be followed:
Lowest Cost Submitted ÷ Cost Submitted x Maximum Possible Cost Points = Cost Points to Award (see samples below)

Formula	Sample	Sample	Sample
Lowest Cost Submitted	\$100,000	\$100,000	\$100,000
÷ Cost Submitted	\$100,000	\$200,000	\$150,000
x Maximum Possible Cost Points	40	40	40
= Points To Award	40	20	26.7