

FINAL EVALUATION DOCUMENT with ORAL INTERVIEWS

RFP Number (RFP#121962 -o3)

Call Center Support for Unemployment Insurance Services

Opening Date: Friday June 27th, 2025 2pm Central Time

Evaluation Criteria	Possible Points	22nd Century	Automated Health System	Coast professionals Inc	Das Technologies	Direct Interactions	FH Cann & Associates Inc	Lighthouse Works	North End Teleservices	Public Support Ventures	TATA	United way of the midlands
Part 1.0 Corporate Overview	25	15	18	22.5	11.5	23.5	25	22	21.5	22	10	20
Part 2.0 Technical Approach	65	46	53.5	60.25	50.5	62	55	62	64.5	55	35	54.5
Part 3.0 Cost Proposal	10	5.83	2.9	4.83	10	6.99	5.94	6.76	4.84	6.32	2.43	6.72
Total Points without Oral Interviews	100	66.83	74.4	87.58	72	92.49	85.94	90.76	90.84	83.32	47.43	81.22
Oral Interviews (if required)	20					8		12	19			
Total Points with Oral Interviews	120	66.83	74.4	87.58	72	100.49	85.94	102.76	109.84	83.32	47.43	81.22
Ranking		10	8	4	9	3	5	2	1	6	11	7