

SOLICITATION EVALUATION CRITERIA

SOLICITATION NUMBER: 121962 O3 Call Center Support for Unemployment Insurance Services Opening Date: Friday June 27th, 2025 2pm CST

Mandatory Requirements

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

1. Contractual Agreement Form, must be signed manually in ink or by DocuSign;
2. Corporate Overview;
3. Technical Approach; and
4. Cost Sheet.

Evaluation Criteria

All responses to this solicitation, 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	25
Part 2 — Technical Approach	65
Part 3 — Cost Sheet Points	10
Total Points without Oral Interviews	100
Oral Interviews, (if required)	20
Total Points with Oral Interviews	120

Part 4 – Cost Sheet Points

Cost Sheet 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	20	20	20
=	Points To Award	20.00	10.00	13.33