



January 9, 2025

To: All Potential Bidders

Re: 005-RFP-1396-2025– Unemployment Insurance-Trained Call Center Temporary Staffing

ADDENDUM THREE

A. Further breakdown of the evaluation criteria and points for this RFP include:

Technical (Required) Scored Points - 700

Cost Points - 300

TOTAL POINTS AVAILABLE – 1,000

Minimum of 450 scored points is required for the Technical Criteria.

Technical Criteria	RFP Section	Possible Points
Experience	Exhibit 3	100
Implementation Plan	Exhibit 5	100
Operational Plan	Exhibit 6	100
Call Center Staffing Services	Exhibit 7	250
Staffing Strategy	Exhibit 8	100
Personnel	Exhibit 10	50
Total Possible Technical Proposal Points		700