



March 1, 2023

To: All Potential Respondents

Re: 005-RFP-0214-2023 – Secretary of State Business Services Division Call Center Scored Evaluation Points

**ADDENDUM FOUR**

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

Technical (Required) Scored Points - **800**

Cost Points – **200**

**TOTAL POINTS AVAILABLE – 1,000**

Technical Criteria	RFP Section 3	Possible Points
Experience and References	Exhibit 2	100
Executive Summary	Exhibit 4	25
Background	Exhibit 5	25
Implementation Plan	Exhibit 10	100
Operational Plan	Exhibit 11	125
Training	Exhibit 12	50
Quality Assurance	Exhibit 13	100
Location and Staffing	Exhibit 14	50
Key Performance Indicators	Exhibit 15	50
Outreach Plan	Exhibit 16	25
Emergency Plan	Exhibit 17	75
Additional Services	Exhibit 18	75
<b>Total Possible Technical (Required) Scored Points</b>		<b>800</b>