

New Hampshire Department of Health and Human Services
 Division of Finance and Procurement
 Bureau of Contracts and Procurement
 Scoring Sheet

Project ID # **RFP-2024-DEHS-01-CALLC**
 Project Title **Call Center for BFA**

	Maximum Points Available	The Connection	OneSupport	Maximus US Services, Inc.	Navient B.P.O., LLC	Automated Health Systems, Inc.	Professional Research Consultants, Inc.	Nelnet Government Services, Inc.	Conduent State Healthcare, Inc.
Technical									
Proposed Tier One Resolution Call Center Solution: a. Proposal Section III: Responses to Requirements and Deliverables b. Proposal Section IV: Narrative Responses	175	140	140	110	105	120	90	110	170
Vendor's Technical, Service and Project Management Proposal: a. Proposal Section III: Responses to Requirements and Deliverables b. Proposal Section IV: Narrative Responses	150	130	130	120	114	123	99	107	140
Vendor Company: a. Proposal Section V: Corporate Qualifications b. References	100	100	100	100	100	100	100	100	100
Staffing Qualifications: a. Proposal Section VI: Qualifications of Key Staff b. Vendor Presentations & Demonstrations (if applicable) c. References	125	125	125	125	125	125	125	125	125
Subtotal - Technical	550	495	495	455	444	468	414	442	535
Cost									
Vendor's Price Score = (Lowest Proposed Price / Vendor's Proposed Price) x Maximum Number of Points for price proposal.	85	65.34	72.48	49.92	50.25	48.52	36.44	85	57.82
Subtotal - Cost	85	65.34	72.48	49.92	50.25	48.52	36.44	85	57.82
TOTAL POINTS	635	560.34	567.48	504.92	494.25	516.52	450.44	527	592.82
TOTAL PROPOSED VENDOR COST		\$4,608,000.00	\$4,154,400.00	\$6,032,250.90	\$5,992,557.60	\$6,205,158.00	\$8,262,873.00	\$3,542,400.00	\$5,207,472.00

Reviewer Name	Title
1 Debra Sorli	Bureau Chief, BFA
2 Amy Newbury	Bureau Chief, BFA Operations
3 Adam LeCain	Information Security Lead
4 Laura Ingram	Financial Manager

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	Maximum Points Available	Central Research, Inc.	CSAA Specialized Services	F.H. Cann & Associates, Inc.	Solix, Inc.	GC Services
Technical						
Proposed Tier One Resolution Call Center Solution: a. Proposal Section III: Responses to Requirements and Deliverables b. Proposal Section IV: Narrative Responses	175	95	105	170	115	95
Vendor's Technical, Service and Project Management Proposal: a. Proposal Section III: Responses to Requirements and Deliverables b. Proposal Section IV: Narrative Responses	150	108	115	140	117	101
Vendor Company: a. Proposal Section V: Corporate Qualifications b. References	100	100	100	100	100	100
Staffing Qualifications: a. Proposal Section VI: Qualifications of Key Staff b. Vendor Presentations & Demonstrations (if applicable) c. References	125	125	125	125	125	125
Subtotal - Technical	550	428	445	535	457	421
Cost						
Vendor's Price Score = (Lowest Proposed Price / Vendor's Proposed Price) x Maximum Number of Points for price proposal.	85	61.68	52.63	59.91	27.52	62.54
Subtotal - Cost	85	61.68	52.63	59.91	27.52	62.54
TOTAL POINTS	635	489.68	497.63	594.91	484.52	483.54
TOTAL PROPOSED VENDOR COST		\$4,881,771.92	\$5,721,600.00	\$5,025,945.73	\$10,939,515.00	\$4,814,272.00

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1 Debra Sorli	Bureau Chief, BFA
2 Amy Newbury	Bureau Chief, BFA Operations
3 Adam Lecain	Information Security Lead
4 Laura Ingram	Financial Manager