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Tuesday, March 6, 2018

To: All Potential Bidders

Re: RFPOCIO18001 – Endpoint Device Managed Services RFP - Amendment Four Evaluation and Scoring

### AMENDMENT FOUR EVALUATION AND SCORING

This Amendment Four to RFPOCIO18001 lists the minimum score required to pass the Scored Technical section, and the points allocated to each question for evaluation and scoring purposes. This Amendment is for information purposes only, no action is required by Contractors in response to this Amendment.

Pursuant to Section 5.4 of the RFP, the minimum score required in order for Contractors to pass the Scored Technical Specifications is 4200 points.

A further breakdown of the points allocated to each Scored Technical Specification for this RFP are as follows:

Technical Scored Points	7000
Cost Points	3000
TOTAL POINTS AVAILABLE	10,000

RFP Section 4.2 Scored Specifications	Scored Technical Descriptions	Possible Technical Points
<b>Support Services</b>		
4.2.1	Service Level Agreement	437.5
4.2.2	Support Model	437.5
4.2.3	End User Classification	245
4.2.4	Support of 3+ year old devices	245
4.2.5	ITSM Practices and Standards	175
4.2.6	Standard Software Support	245
4.2.7	Non-Standard Software Support	245
4.2.8	New Technology Integration	175
4.2.9	Uniform Staff Identification	175
4.2.10	State location access	175

<b>Virtual Desktop</b>		
4.2.11	Virtual Desktop Service Description	437.5
4.2.12	Approach to Virtual Desktop Security and Compliance	245
<b>Compliance</b>		
4.2.13	Approach to Compliance	437.5
4.2.14	Approach to Compliance Certification	245
<b>Information Security</b>		
4.2.15	Approach to Information Security	437.5
<b>Customer Relationship Management</b>		
4.2.16	End-User Satisfaction Management	245
4.2.17	Customer Engagement Plan	245
<b>Integration</b>		
4.2.18	Technical Integration Plan	437.5
4.2.19	High-Level Technical Architecture	245
4.2.20	Approach to Integration with 3rd Party Suppliers	175
<b>Transition Management</b>		
4.2.21	Approach to Supporting Additional Agencies/Locations	175
4.2.22	Draft Work Plan	437.5
4.2.23	Approach to Resolution of Existing Endpoint Device Management Issues and Challenges	245
<b>Experience</b>		
4.2.24	Three References	437.5
	<b>Total Possible Technical Scored Points</b>	<b>7000</b>
<b>RFP Attachment #5 Cost Proposal</b>	<b>Cost Criteria</b>	<b>Possible Cost Points</b>

<b>Total Possible Cost Proposal Points</b>	<p>The Contractor providing the lowest all-inclusive total cost will be awarded the maximum points. The other Contractors will receive a proportional # of points in relation to the lowest cost proposal.</p>	<p><b>3000</b></p>
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