**2-1-1 Texas Information and Referral Network Operations**

**Exhibit M, Evaluation Tool for AIC**

**RFA No. HHS0009792**

| | | | | |
|---|---|---|---|---|
| **Evaluator** | | | | |
| **Respondent** | | | | |
| **#** | **Criteria** | **Weight** | **Score** | **Comments** |
| **1** | **Qualifications/Experience** | | | |
| **1.1** | Evaluate Respondent's Qualifications and Experience against the requirements within the RFA. | 5% | | |
| | **Subtotal** | **5%** | | |
| **2** | **Performance Requirements / Deliverables** | | | |
| **2.1** | Evaluate Respondent's Project Work Plan and Plan of Operation against the following requirements within the RFA:<br>> A. Physical Location and Hours of Operation<br>> B. Technical Requirements<br>> C. AIRS Site Accreditation<br>> D. Financial Systems | 10% | | |
| **2.2** | Evaluate Respondent's Project Work Plan and Plan of Operation against the following requirements within the RFA:<br>> A. Plan of Operations<br>> B. AIC Staff Requirements<br>> C. AIC Staffing Plan<br>> D. Data Resource Management<br>> E. 211 Service Delivery | 25% | | |
| **2.3** | Evaluate Respondent's Project Work Plan and Plan of Operation against the following requirements within the RFA:<br>> A. Quality Assurance Plan<br>> B. Customer Feedback/Complaint Tracking | 10% | | |
| **2.4** | Evaluate Respondent's Project Work Plan and Plan of Operation against the following requirements within the RFA:<br>> A. AIC Quarterly Performance Reports<br>> B. Applicant Performance and Compliance<br>> C. AIC Performance and Support Activities<br>> D. Annual Performance Report<br>> E. Transition Plan<br>> F. Turnover Plan | 20% | | |
| | **Subtotal** | **65%** | | |
| **3** | **Cost** | | | |
| **3.1** | Evaluate the Expenditure Proposal against the requirements set out in the RFA. | 30% | | |
| | **Subtotal** | **30%** | | |
| | **TOTAL (%)** | **100%** | | |

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