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

**Exhibit N, Evaluation Tool for Emergency Services and Escalation Centers**

**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. | 10% | | |
| | **Subtotal** | **10%** | | |
| **2** | **Performance Requirements / Deliverables** | | | |
| **2.1** | Evaluate Respondent's Project Work Plan and Plan of Operation against the following ESEC Operation's requirements within the RFA:<br>> A. Infrastructure, Staffing, and Service Provisions<br>> B. Infrastructure Requirements<br>> C. Staffing Requirements | 30% | | |
| **2.2** | Evaluate Respondent's Project Work Plan and Plan of Operation against the following ESEC Service Provision requirements within the RFA:<br>A. Service Provision<br>B.STEAR Program | 30% | | |
| | **Subtotal** | **60%** | | |
| **3** | **Cost** | | | |
| **3.1** | Evaluate the Expenditure Proposal against the requirements set out in the RFA. | 30% | | |
| | **Subtotal** | **30%** | | |
| | **TOTAL (%)** | **100%** | | |