

**Electronic Signature Solutions
ITN No. 21-43231500-ITN**

**Attachment C
Technical Reply Instructions and Evaluation Criteria**

If the Respondent is proposing more than one E-Signature Solution, the Respondent should submit one full and complete Technical Reply for each E-Signature Solution proposed. The Respondent should prepare and submit its Technical Reply(ies) according to the criteria and instructions provided in this attachment. Failure to respond to one or more of the items in this attachment will not render a Technical Reply non-responsive, but it may affect the Respondent's Technical Reply score. The Respondent should submit only one PDF document, with fully searchable text and image features throughout the document, for each E-Signature Solution proposed. Each Technical Reply submitted will be evaluated separately from any other Technical Reply submitted by the same Respondent. Pricing will not be considered by the Evaluators evaluating the Technical Replies and should not be provided at this time.

| Reply | Available Points |
|--|------------------|
| 1. Software Delivery, Compatibility, and User Interfaces | 200 |
| 2. Software Accessibility and Multilingual Support | 100 |
| 3. Electronic Signatures | 300 |
| 4. Access Control | 200 |
| 5. Documents | 200 |
| 6. Information Fields | 100 |
| 7. Envelopes | 200 |
| 8. Workflows | 100 |
| 9. Email Clients and Notifications | 100 |
| 10. Templates | 100 |
| 11. Organization, Reporting, and Dashboards | 100 |
| 12. Document Retention | 200 |
| 13. Non-Production Environment | 100 |
| 14. Initial Setup and Training | 100 |
| 15. Ongoing Training | 100 |
| 16. Maintenance, Technical Support, and Customization | 200 |
| 17. Professional Services | 0 |
| Total Available Points | 2,400 |

1. Software Delivery, Compatibility, and User Interfaces – 200 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Provide an overview of the proposed E-Signature Software, including whether it is On-Premise or Cloud-Based.

- b) Describe the compatibility of the proposed E-Signature Software with common web browsers, including a list of compatible and incompatible browsers.
- c) Describe whether the proposed E-Signature Software requires add-ons (e.g., Java, Adobe Flash), including a list of required add-ons and applicable browsers.
- d) Describe the compatibility of the proposed E-Signature Software with common operating systems, including a list of compatible and incompatible operating systems.
- e) Describe the user interfaces provided by the proposed E-Signature Software for Customers (Administrators and Users) and Signers using desktops, laptops, tablets, and smartphones, including any functional differences between mobile and other user interfaces.
- f) Describe how the user interface(s) provided by the proposed E-Signature Software provides Administrators and Users with the ability to manage electronic signature activities and workflows, including any differences between the user interface(s) for Administrators and Users and the ability of Administrators and Users to customize their user interface(s).

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.1 of the Scope of Work. | 200 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.1 of the Scope of Work. | 150 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.1 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.1 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.1 of the Scope of Work. | 0 |

2. Software Accessibility and Multilingual Support – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software is compliant with the Americans with Disabilities Act (ADA) for Customers (Administrators and Users) and Signers.
- b) Describe how the proposed E-Signature Software supports the Customer's ability to meet ADA requirements, including, but not limited to, the accessibility of documents after a digital signature(s) has been applied.
- c) Describe how the proposed E-Signature Software provides multilingual support, including a list of supported languages.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.2 of the Scope of Work. | 100 |

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| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.2 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.2 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.2 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.2 of the Scope of Work. | 0 |

3. Electronic Signatures – 300 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe the proposed E-Signature Software's mechanism for Signers to create electronic signatures using the Signer's natural signature, as well as an option for a system-generated electronic signature.
- b) Describe the electronic signature authentication provided by the proposed E-Signature Software including its security, proof of signing, and an audit trail, all of which are sufficient for court admissibility.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined section 3.3 of in the Scope of Work. | 300 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.3 of the Scope of Work. | 200 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.3 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.3 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.3 of the Scope of Work. | 0 |

4. Access Control – 200 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe the proposed E-Signature Software's mechanism for both automated and manual addition, removal, and modification of Administrator and User accounts by the Customer without the assistance of the Respondent.
- b) Describe the proposed E-Signature Software's mechanism for adding Administrator and User accounts programmatically and in batch mode.
- c) Describe how the proposed E-Signature Software allows the Customer to assign Administrators and Users various levels of permissions based on Groups or Roles defined by the Customer, including how Customers can manage the Groups or Roles and any limitation on the number of Administrators or Users in each Group or Role.
- d) Describe any limitations on the number of Administrator accounts allowed by the proposed E-Signature Software.

- e) Describe how the proposed E-Signature Software supports Single Sign-On (SSO) capabilities for Customers (Administrators and Users).

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.4 of the Scope of Work. | 200 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.4 of the Scope of Work. | 150 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.4 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.4 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.4 of the Scope of Work. | 0 |

5. Documents – 200 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Users to upload documents for electronic signature, including a list of supported file types and any limitations on file size.
- b) Describe the proposed E-Signature Software's mechanism for Users to allow Signers to upload documents and images as attachments to Document Packages.
- c) Describe the proposed E-Signature Software's mechanism for Customers (Administrators and Users) to view and download documents and attachments in a Document Package at any stage of the workflow process.
- d) Describe the proposed E-Signature Software's mechanism for Customers (Administrators and Users) to print documents and attachments in a Document Package at any stage of the workflow process.
- e) Describe the proposed E-Signature Software's mechanism for Signers to view, download, and print documents and attachments in a Document Package during and after the Signer's stage in the workflow process.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.5 of the Scope of Work. | 200 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.5 of the Scope of Work. | 150 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.5 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.5 of the Scope of Work. | 50 |

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| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.5 of the Scope of Work. | 0 |
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6. Information Fields – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Users to add fields to documents to show where signatures, dates, and other information should be entered by the Signer.
- b) Describe how the proposed E-Signature Software copies information entered by the Signer (e.g. name, title, etc.) to like fields in other documents within the Document Package.
- c) Describe how the proposed E-Signature Software allows Users to provide default information in fields added to documents and control whether the Signer may modify the information.
- d) If Document Packages are being sent in batch, describe how the proposed E-Signature Software provides the option for fields to be prefilled with information provided in the batch file.
- e) Describe how the proposed E-Signature Software allows Users to conditionally control whether a specific field may be modified by the Signer, including a list of condition options.
- f) Describe how the proposed E-Signature Software allows Users to control the format of fields, including a list of format options.
- g) Describe how the proposed E-Signature Software allows Users to create drop-down fields that allow the Signer to select one item from a list of values provided by the User.
- h) Describe how the proposed E-Signature Software allows Users to create checkbox fields that allow the Signer to select one or more items from a list of values provided by the User.
- i) Describe how the proposed E-Signature Software allows Users to make fields required or optional for specific Signers.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.6 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.6 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.6 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.6 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.6 of the Scope of Work. | 0 |

7. Document Packages – 200 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Users to include multiple electronic signature documents and attachments within a single Document Package, including any limitations on the number documents and attachments within a single Document Package.
- b) If unlimited Document Packages are not included, describe how the proposed E-Signature Software provides an option for Customers to purchase additional Document Packages as needed, including any minimum purchase requirements and how long the Customer has to use the purchased Document Packages before they expire (if applicable).
- c) If unlimited Document Packages are not included, describe how the proposed E-Signature Software provides a mechanism (e.g. a report or dashboard) for Customers to easily determine the number of Document Packages available for use, including how long the Customer has to use the Document Packages before they expire (if applicable).
- d) If unlimited Document Packages are not included, describe the Respondent's process to ensure that additional Document Packages purchased by the Customer are available for use in a timely manner.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.7 of the Scope of Work. | 200 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.7 of the Scope of Work. | 150 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.7 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.7 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.7 of the Scope of Work. | 0 |

8. Workflows – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Customers (Administrators and Users) to create and apply different workflows to different Document Packages.
- b) Describe how the proposed E-Signature Software allows Users to specify whether Document Packages are routed to Signers sequentially or concurrently and, if sequentially, in what order.
- c) Describe how the proposed E-Signature Software allows for the creation of workflows from a batch upload using common mail merge file types, including a list of supported file types and any limitations on file size or the number of records.
- d) Describe how the proposed E-Signature Software provides a mechanism to track the workflow process for each Document Package and identify the Document Package's current location in the workflow as well as which electronic signatures (Signers) are still pending.
- e) Describe how the proposed E-Signature Software allows Customers (Administrators and Users) to modify or cancel workflows at any time for Document Packages in process.

- f) Describe how the proposed E-Signature Software allows Users to specify for each Document Package whether Signers can modify the workflow in process (e.g. redirect to another Signer).
- g) Describe the proposed E-Signature Software's automated a workflow expiration policy that cancels workflows for Document Packages in process after a period of time has passed without the Signer providing an electronic signature, including the Customer's ability to determine the period of time for each Document Package.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.8 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.8 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.8 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.8 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.8 of the Scope of Work. | 0 |

9. Email Clients and Notifications – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Users to distribute documents for electronic signature (Document Packages) to individuals and distribution lists using common email clients, including a list of email client compatibilities and incompatibilities.
- b) Describe how the proposed E-Signature Software provides a mechanism to send on demand email notifications to remind Signers of Document Packages pending electronic signature.
- c) Describe how the proposed E-Signature Software provides a mechanism to send automated email notifications to remind Signers of Document Packages pending electronic signature prior to expiration and at preset intervals, including the Customer's ability to determine the amount of time prior to expiration and preset intervals for each Document Package.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|--|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.9 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.9 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.9 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.9 of the Scope of Work. | 25 |

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| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.9 of the Scope of Work. | 0 |
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10. Templates – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Administrators and Users to create and share document templates with other Administrators, Users, and Groups within the Customer's organization, including how Customers can manage the Groups with which document templates are shared.
- b) Describe how the proposed E-Signature Software allows Administrators and Users to create and share workflow templates with other Administrators, Users, and Groups within the Customer's organization, including how Customers can manage the Groups with which workflow templates are shared.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.10 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.10 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.10 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.10 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.10 of the Scope of Work. | 0 |

11. Organization, Reporting, and Dashboards – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software allows Customers (Administrators and Users) to organize and search for various Document Packages at different stages of workflows (e.g., pending electronic signature, upcoming expirations, and completed electronic signature documents), including how Customers can manage the Groups and determine the visibility of Document Packages for each Group.
- b) Describe how the proposed E-Signature Software allows Customers (Administrators and Users) to create reports and/or dashboards regarding the status of workflows for all or specific Users or Groups within the Customer's organization, including how Customers can manage the Groups and determine the scope of reports and/or dashboards created by each Group.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.11 of the Scope of Work. | 100 |

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| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.11 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.11 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.11 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.11 of the Scope of Work. | 0 |

12. Document Retention – 200 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software provides a mechanism for Customers to manage their document retention policies, including any limitations on the storage, retrieval, or destruction of documents.
- b) Describe how the proposed E-Signature Software provides a mechanism for Customers to provide access to Administrators, Users, and Groups to retrieve all or specific Document Packages created by all Users (including inactive accounts) within the Customer's organization, including how customers can manage the Groups and determine the visibility of Document Packages for each Group.
- c) Describe how the proposed E-Signature Software provides a mechanism for Customers to view, download, and print documentation of the workflow process and electronic signature authentication information for all Document Packages created by all Users (including inactive accounts) within the Customer's organization.
- d) Describe how the proposed E-Signature Software provides a mechanism for Customers to retain all documents, workflow processes, and electronic signature authentication information for all Document Packages in the event that the Customer discontinues use of the E-Signature Software.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.12 of the Scope of Work. | 200 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.12 of the Scope of Work. | 150 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.12 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.12 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates a poor poor ability to meet the specifications outlined in section 3.12 of the Scope of Work. | 0 |

13. Non-Production Environment – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe how the proposed E-Signature Software provides a separate environment(s) for testing, development, and training, including the process used by the Respondent to ensure that the non-production environment(s) mirror the production environment.
- b) Describe how the proposed E-Signature Software provides a mechanism for the Customer to create Administrator, User, and Signer accounts in the non-production environment(s).

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.13 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.13 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.13 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.13 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.13 of the Scope of Work. | 0 |

14. Initial Setup and Training – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe the Respondent's ability to provide support and guide Customers through the process required to deploy and implement the proposed E-Signature Software in the Customer's organization.
- b) Provide an overview of the initial setup process, including the type(s) and level(s) of information technology support the Customer needs to set up and maintain the proposed E-Signature Solution.
- c) Describe the Respondent's ability to provide Training for Customers, Administrators, and Users during the initial setup process, to include the full functionality of the proposed E-Signature Software.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.14 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.14 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.14 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.14 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.14 of the Scope of Work. | 0 |

15. Ongoing Training – 100 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe the Respondent's ability to provide Training for new Administrators and Users as requested by the Customer, to include the full functionality of the proposed E-Signature Software.
- b) Describe the Respondent's ability to provide Training for existing Administrators and Users regarding the functionality of the proposed E-Signature Software, to include the topics requested by the customer, as well as any features and functions added after the initial setup process.
- c) Describe the Respondent's ability to provide Training that can be forwarded by the Customers to Signers to help guide Signers through the electronic signature process, including any requirements for first-time Signers to create an account and provide information to facilitate authentication.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent's submission demonstrates excellent ability to meet the specifications outlined in section 3.15 of the Scope of Work. | 100 |
| The Respondent's submission demonstrates very good ability to meet the specifications outlined in section 3.15 of the Scope of Work. | 75 |
| The Respondent's submission demonstrates good ability to meet the specifications outlined in section 3.15 of the Scope of Work. | 50 |
| The Respondent's submission demonstrates fair ability to meet the specifications outlined in section 3.15 of the Scope of Work. | 25 |
| The Respondent's submission demonstrates a poor ability to meet the specifications outlined in section 3.15 of the Scope of Work. | 0 |

16. Maintenance, Technical Support, and Customization – 200 Available Points

Evaluators will consider the Respondent's responses to the following when scoring this Reply:

- a) Describe the proposed E-Signature Software's planned uptime and how the Respondent will ensure compliance with the uptime required by the Scope of Work.
- b) Describe the Respondent's process to provide advance notice to Customers regarding planned E-Signature Software downtime.
- c) Describe the Respondent's process to allow Customers to report E-Signature Software outages, as well as errors, flaws, failures, and faults in the E-Signature Software.
- d) Describe the Respondent's process for investigating and correcting outages, errors, flaws, failures, and faults in the proposed E-Signature Software.
- e) Describe the Respondent's process to notify Customers of available E-Signature Software updates and upgrades in a timely manner.
- f) Describe the Respondent's process to plan for the deployment of available E-Signature Software updates and upgrades with Customers.

- g) Describe the Respondent’s ability to provide technical support as requested by the Customer to assist Administrators with the full functionality of the proposed E-Signature Software.
- h) Describe the technical support options offered by the Respondent as part of the proposed E-Signature Solution and define Respondent and Customer expectations for each option.
- i) Describe the Respondent’s ability to make custom modifications and enhancements to the proposed E-Signature Software (to the extent allowed by the developer, publisher, and/or distributor) as requested by the Customer.

Replies will be evaluated based on the following criteria:

| Evaluation Criteria | Points |
|---|--------|
| The Respondent’s submission demonstrates excellent ability to meet the specifications outlined in section 3.16 of the Scope of Work. | 200 |
| The Respondent’s submission demonstrates very good ability to meet the specifications outlined in section 3.16 of the Scope of Work. | 150 |
| The Respondent’s submission demonstrates good ability to meet the specifications outlined in section 3.16 of the Scope of Work. | 100 |
| The Respondent’s submission demonstrates fair ability to meet the specifications outlined in section 3.16 of the Scope of Work. | 50 |
| The Respondent’s submission demonstrates a poor ability to meet the specifications outlined in section 3.16 of the Scope of Work. | 0 |

17. Professional Services – 0 Available Points

Evaluators will not consider the Respondent’s responses to the following when scoring this Reply:

- Describe any Professional Services (excluding services required by the Scope of Work) proposed by the Respondent as part of the proposed E-Signature Solution, including how the services are directly related to the proposed E-Signature Solution.