

**Award Recommendation Letter**

Date: **March 5, 2024**

To: Erin Kellam, Deputy Commissioner,  
Indiana Department of Administration

From: Arthur L. Sample IV, Procurement Specialist,  
Indiana Department of Administration

Subject: Recommendation of Selection for **RFP 24-76754, Benefit Consulting Services**

Based on its evaluation of responses to RFP 24-76754, it is the evaluation team's recommendation that Mercer Health & Benefits Administration be selected to begin contract negotiations to administer the Benefit Consulting Services for the Indiana State Personnel Department (SPD).

**Mercer Health & Benefits Administration** has committed to subcontract **3.56%** of the contract value to **A.I. King Insurance Agency, Inc** (a certified Minority-owned Business (MBE)), **7.12%** of the contract value **Integrity Benefit Partners Inc** (a certified Women-owned Business (WBE)), and **3.56%** of the contract value to **Patriot Ventures LLC** (a certified Indiana Veteran Owned Small Business (IVOSB)).

The terms of this recommendation are included in this letter.

**Initial contract term of five (5) years, and three, optional, one (1) year renewals.**  
**Estimated Annual fee: \$265,490.00**

The evaluation team received two (2) proposals from:

1. Mercer Health & Benefits Administration
2. Aon Risk Services Central, Inc.

According to the following criteria, which were published in Section 3, Proposal Evaluation, of the RFP, proposals were evaluated by the Indiana Department of Administration ("IDOA") and scored by the evaluation team:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	40
3. Cost (Cost Proposal)	40
4. Buy Indiana	5
5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
7. Indiana Veteran Owned Small Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
Total:	100 (103 if bonus awarded)



The proposals were evaluated according to the process outlined in Section 3.2 ("Evaluation Criteria") of the RFP. Scoring was completed as follows:

#### A. Adherence to Requirements

The proposals were reviewed for adherence to mandatory requirements. The respondents met these requirements and were then evaluated based on the business proposal, technical proposal, and cost proposal.

#### B. Management Assessment/Quality ("MAQ")

The Respondents' proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

##### Business Proposal

For the Business Proposal evaluation, the evaluation team considered the Respondents organizational structure and financial stability as defined in Section 2.3 of the RFP. The evaluation teams scores were based on a review of the Respondents Business Proposal, Attachment E.

##### Technical Proposal

For the Technical Proposal evaluation, the evaluation team considered the Respondents ability to effectively perform the scope of work in Section 2.4 of the RFP. The evaluation teams scores were based on a review of the Respondents Technical Proposal, Attachment F.

The evaluation team's scores were based on a review of the respondent's proposed approach to each section of the technical proposal and subsequent clarifications.

Results of the management assessment/quality evaluation are shown below:

**Table 1: Initial MAQ Score**

Respondent	MAQ Score 40 pts.
Mercer Health & Benefits Administration	33.83
Aon Risk Services Central, Inc	28.92

#### C. Cost Proposal

Cost scores were normalized, based on the lowest cost proposal evaluated. The lowest cost proposal, relative to their total cost, received a total of 40 points. Other proposals received scores based on the following normalization formula where the total cost of the proposal remains the respondent's total cost:

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 40 \text{ points}$$

The cost scoring is as follows:

**Table 2: Initial Cost Score**

Respondent	Cost Score 40 pts.
Mercer Health & Benefits Administration	40.00
Aon Risk Services Central, Inc	29.73

**D. Initial Round Total Scores**

The Cost Score was then combined with the Management Assessment and Quality Score to generate the total score for this step of the evaluation process as described in the RFP. The combined scores out of a maximum possible 80 points are tabulated in Table 3 below.

**Table 3: Initial MAQ + Cost Score**

<b>Respondent</b>	<b>MAQ Score (40 Max)</b>	<b>Cost Score (40 max)</b>	<b>Total Score (80 max)</b>
Mercer Health & Benefits Administration	33.83	40.00	73.83
Aon Risk Services Central, Inc	28.92	28.24	57.16

**E. Second Round Score – BAFO Responses**

Following the second round of scoring, MAQ scores were finalized and remained unchanged for the duration of the evaluation. The Respondent's scores were reviewed and re-evaluated based on the BAFO responses.

The scores for the Respondents after these updates are as follows:

**Table 4: Round 2 – Post BAFO**

<b>Respondent</b>	<b>MAQ Score (40 Max)</b>	<b>Cost Score (40 max)</b>	<b>Total Score (80 max)</b>
Mercer Health & Benefits Administration	33.83	40.00	73.83
Aon Risk Services Central, Inc	28.92	29.73	58.65

**F. IDOA Scoring**

IDOA scored the respondents in the following areas using criteria published in the RFP:

- Buy Indiana (5 points)
- Minority Business Participation (5 points + 1 bonus)
- Women Business Participation (5 points + 1 bonus)
- Indiana Veteran Owned Small Business Participation (5 points + 1 bonus))

When necessary, IDOA clarified certain Buy Indiana, Minority and Women Business Participation and Indiana Veteran Owned Small Business Participation information with the respondents.

The cost scoring as a result of the Respondents' BAFO Cost Proposals is as follows:



Table 5: Final Overall Evaluation Scores

Respondent	MAQ (40 Max)	Cost Score (40 Max)	Buy Indiana (5 max)	MBE (5 max + 1 bonus)	WBE (5 max + 1 bonus)	IVBE (5 max + 1 bonus)	Total Score <sup>1</sup> (100 max + 3 bonus)
Mercer Health & Benefits Administration	33.83	40.00	0.00	1.88	4.38	6.00	86.09
Aon Risk Services Central, Inc	28.92	29.73	0.00	5.00	-1.00	-1.00	61.65

**Award Summary**

During the course of evaluation, the State scrutinized the proposals to determine the viability of the proposed solution to meet the goals of the program and the needs of the State. The team evaluated the proposals based on the stipulated criteria outlined in the RFP document.

The term of the contract shall be for a period of five (5) years from the date of contract execution. There may be three (3) one-year renewals for a total of eight (8) years at the State's option.

Arthur L. Sample IV  
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Indiana Department of Administration