



STATE OF INDIANA

Eric J. Holcomb, Governor

DEPARTMENT OF ADMINISTRATION
Commissioner's Office

Indiana Government Center South
402 West Washington Street, Room W462
Indianapolis, IN 46204

Award Recommendation Letter

Date: June 9, 2022
To: Erin Kellam, Deputy Commissioner
Indiana Department of Administration
From: Teresa Deaton- Reese, Procurement Consultant
Indiana Department of Administration
Subject: Recommendation of Selection for RFP 22-69735, Operational Verification & Validation Services

Based on its evaluation of responses to RFP 22-69735, it is the evaluation team's recommendation that First Data Government Solutions, LP be selected to begin contract negotiations to provide Operational Verification & Validation Services for the Indiana Family and Social Services Administration (FSSA), Division of Family Resources (DFR).

First Data Government Solutions, LP has committed to subcontract 17.02% of the contract value to Hypersmith, Inc. (which is certified Women-owned Business (WBE)), and 15.95% of the contract value to eSense Inc. (which is certified Minority-owned Business (MBE)).

The terms of this recommendation are included in this letter.

Estimated 4-year Contract Value: \$18,293,120.00

The evaluation team received two (2) proposals from:

- 1. Netlogx LLC
2. First Data Government Solutions, LP

The proposals were evaluated by FSSA and IDOA according to the following criteria established in the RFP:

Table with 2 columns: Criteria, Points. Rows include Adherence to Mandatory Requirements, Management Assessment/Quality, Cost, Minority Business Enterprise Subcontractor Commitment, and Women Business Enterprise Subcontractor Commitment.

Total: 100 (102 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

Each proposal was reviewed for responsiveness and adherence to mandatory requirements. All of the Respondents were deemed responsive as they met the mandatory requirements listed in the RFP.

B. Management Assessment/Quality: Consensus Scoring

The two (2) responsive Respondents' proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

Business Proposal (3 Points)

For the Business Proposal evaluation, the evaluation team considered the information the Respondent provided in the Business Proposal. These areas were reviewed to assess the Respondent's ability to serve the State:

- Company Information
- References

Technical Proposal (57 Points)

For the Technical Proposal evaluation, the evaluation team considered the Respondent's proposal in the following areas:

- Overview of Project (Scope of Work Section 3)
- Mandatory Requirements (Scope of Work Section 4)
- General Oversight and Validation Duties (Scope of Work Section 5)
- Overview of Vendors and Vendor Specific Duties (Scope of Work Section 6)
- Overview of Non-Validation Duties (Scope of Work Section 7)
- Reporting and Offices (Scope of Work Section 8 and 9)
- Project Management (Scope of Work Section 10)
- Staffing (Scope of Work Section 11)
- State Resources for OV&V Vendor, Security/Risk Mitigation and Service levels/Performance Management (Scope of Work Section 12, 13 and 14)

The evaluation team's scoring is based on a review of the Respondent's proposed approach to each section of the Business Proposal and Technical Proposal. The results of the Management Assessment/Quality Evaluation are shown below:

Table 1: Management Assessment/Quality (MAQ) Scores

Respondent	MAQ Score 60 pts.
Netlogx LLC	8.75
First Data Government Solutions, LP	59.50

C. Cost Proposal (30 Points) and Shortlisting

Price points were awarded on the Respondents' Costs as follows:

Score =

- If Respondent's Cost amount is lowest among all Respondents, then score is 30.
- If Respondent's Cost amount is NOT lowest among all Respondents, then score is:

$$30 * \frac{\text{(Lowest Respondent's Cost amount)}}{\text{(Respondent's Cost amount)}}$$

The cost scoring as a result of the Respondents' cost proposals is as follows:

Table 2: Cost Scores

Respondent	Cost Score 30 pts.
Netlogx LLC	30.00
First Data Government Solutions, LP	23.44

The combined MAQ and Cost scores from the evaluations are listed below.

Table 3: Combined MAQ and Cost Scores

Respondent	Combined Score 90 pts.
Netlogx LLC	38.75
First Data Government Solutions, LP	82.94

With IDOA approval, the evaluation team elected to shortlist First Data Government Solutions, LP, Inc. based on Total Scores. Additionally, the evaluation team issued clarification questions and a request for a Best and Final Offer (BAFO) from the short-listed Respondent.

D. BAFO Evaluations and IDOA Scoring

The short-listed Respondent's cost score was updated based on their BAFO. IDOA scored the Respondent in the following areas: MBE Subcontractor Commitment (5 points + 1 available bonus point), and WBE Subcontractor Commitment (5 points + 1 available bonus point) using the criteria outlined in the RFP. When necessary, IDOA clarifies certain M/WBE information with Respondents. Once the final M/WBE forms were received from the Respondents, the total scores out of 102 possible points were tabulated and are as follows:

Table 4: Final Evaluation Scores

Respondent	MAQ Score	Cost Score	MBE*	WBE*	Total Score
Points Possible	60	30	5 (+1 bonus pt.)	5 (+1 bonus pt.)	100 (+2 bonus pts.)
First Data Government Solutions, LP	59.50	30.00	6.00	6.00	101.5

* See Section 3.2.5/6/ of the RFP for information on available M/WBE bonus points.

Award Summary

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

The term of the contract shall be for a period of four (4) years from the date of contract execution. There may be two (2) additional one (1) year renewals for a total of six (6) years at the State's option.