



# STATE OF INDIANA

## DEPARTMENT OF ADMINISTRATION Commissioner's Office

Eric J. Holcomb, Governor

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

### Award Recommendation Letter

Date: July 27, 2022

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

From: Teresa Deaton- Reese, Procurement Consultant  
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 22-69153, Community Mental Health Center Best Practices Assessment

Based on its evaluation of responses to RFP 22-69153, it is the evaluation team's recommendation that Bowling Business Strategies LLC be selected to begin contract negotiations to provide a Community Mental Health Center Best Practices Assessment for the Indiana Family and Social Services Administration (FSSA), Division of Mental Health and Addiction (DMHA).

Bowling Business Strategies LLC has committed to subcontract 11.02% of the contract value to **Glacier Healthcare Consulting LLC** (which is certified Women-owned Business (WBE)).

The terms of this recommendation are included in this letter.

Estimated Contract Value: \$622,147.00

The evaluation team received five (5) proposals from:

1. Bowling Business Strategies LLC
2. Health Management Associates, Inc.
3. Human Services Research Institute, Inc.
4. Syra Health Corp.
5. TriWest Group LLC

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

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	50
3. Cost (Cost Proposal)	30
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 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**

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 five (5) 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 (47 Points)**

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

- Overview of Project
- Desired Contractor Experience (Section 5 of the Scope of Work)
- Deliverable Requirements (Section 6 of the Scope of Work)
- Assessment Methodology (Section 7 of the Scope of Work)
- Desired Areas of Assessment Vendor Focus (Section 8 of the Scope of Work)
- Project Management (Section 9 of the Scope of Work)

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 50 pts.
Bowling Business Strategies LLC	50.00

Health Management Associates, Inc.	24.00
Human Services Research Institute, Inc.	23.25
Syra Health Corp.	8.00
TriWest Group LLC	42.50

### 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.
Bowling Business Strategies LLC	11.81
Health Management Associates, Inc.	10.74
Human Services Research Institute, Inc.	30.00
Syra Health Corp.	6.68
TriWest Group LLC	15.48

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

**Table 3: Combined MAQ and Cost Scores**

Respondent	Combined Score 80 pts.
Bowling Business Strategies LLC	61.81
Health Management Associates, Inc.	34.74
Human Services Research Institute, Inc.	53.25
Syra Health Corp.	14.68
TriWest Group LLC	57.98

With IDOA approval, the evaluation team elected to shortlist Bowling Business Strategies LLC and TriWest Group LLC based on total scores. Additionally, the evaluation team issued clarification questions, a request for a Best and Final Offer (BAFO) and a request for Oral Presentations from the short-listed Respondents.

### D. Post Oral Presentations, and Clarification Questions

The short-listed Respondents' MAQ scores were reviewed based on the oral presentations and the responses to the clarification questions. The scores for all Respondents after the oral presentations, and clarification questions were as follows:

**Table 4: Post-Oral Presentation and Clarification Questions MAQ Scores**

<b>Respondent</b>	<b>MAQ Score 50 pts.</b>
Bowling Business Strategies LLC	50.00
TriWest Group LLC	42.50

#### **E. 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: Buy Indiana (5 points), MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), and IVOSB Subcontractor Commitment (5 points + 1 available bonus point) using the criteria outlined in the RFP. When necessary, IDOA clarifies certain M/WBE/IVOSB information with Respondents. Once the final M/WBE/IVOSB forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

**Table 5: Final Evaluation Scores**

<b>Respondent</b>	<b>MAQ Score</b>	<b>Cost Score</b>	<b>Buy Indiana</b>	<b>MBE*</b>	<b>WBE*</b>	<b>IVOSB*</b>	<b>Total Score</b>
<b>Points Possible</b>	<b>50</b>	<b>30</b>	<b>5</b>	<b>5 (+1 bonus pt.)</b>	<b>5 (+1 bonus pt.)</b>	<b>5 (+1 bonus pt.)</b>	<b>100 (+3 bonus pts.)</b>
Bowling Business Strategies LLC	50.00	22.89	0	-1	5.00	-1	76.89
TriWest Group LLC	42.50	30.00	0	-1	1.80	-1	73.30

\* See Section 3.2.5/6/7 of the RFP for information on available M/WBE/IVOSB 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 one (1) year from the date of contract execution. There may be one (1) one-year renewal for a total of two (2) years at the State's option.