STATE OF INDIANA
Michael R. Pence, Governor

DEPARTMENT OF ADMINISTRATION
Procurement Division
402 W Washington Street, Room W468
Indianapolis, Indiana 46204
317 / 232-3053

Award Recommendation Letter

Date: May 19, 2014

To: Debra Walker, Deputy Commissioner
Indiana Department of Administration

From: Teresa Deaton-Reese, CPPO, Senior Account Manager
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 14-066
Central Reservation System for the Indiana Department of Natural Resources
Estimated Amount of 4 Year Contract: $3,676,793.28

Based on the evaluation of our team, we recommend for selection **The Active Network** to begin contract negotiations to provide a Central Reservation System for the Indiana Department of Natural Resources.

The Active Network has committed to subcontract 8.70% to BCforward, and 3.26% to Rite Quality Office Supplies, Inc, (certified Minority Businesses), 8.70% to Keys to Work Staffing (a certified Woman Business), and 3.26% to MBC Group., (a certified Veteran Business. Terms of this recommendation are included in this letter

The evaluation team received proposals from two (2) vendors:

- The Active Network
- US eDirect

The proposals were evaluated by IDOA and an eight (8) member evaluation team according to the following criteria established in the RFP:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (30 points)
- Price (+/- 30 point with 5 potential bonus points)
- Indiana Economic Impact (5 points)
- Buy Indiana/Indiana Company (10 points)
- Minority Business Participation (10 points + 1 potential bonus point)
- Women-Owned Business Participation (10 points + 1 potential bonus point)
- Indiana Veteran Business Participation - (5 points + 1 potential bonus point)

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

Both proposals were reviewed for adherence to mandatory requirements. All of the respondents adhered to the mandatory requirements and were then evaluated based on the business proposal, technical proposal and cost proposal.

B. Business Proposal

- For the business proposal evaluation, the team considered each respondent's ability to serve the state regarding the following sections of the business proposal:
- Company's structure
- Company's financial information,
- Integrity of Company Structure and Financial Reporting
- References

Technical Proposal

For the technical proposal evaluation, the team considered each respondent's ability to meet the following:

- Technical Requirements & the Design of the System
- Security Plan
- Customization and Testing
- Data Conversion
- Training
- Implementation
- Call Center Establishment
- Operations of Field Staff
- Operations of the CRS with POS System
- Customer Service
- Wifi Capabilities
- Revenue Processing
- Invoicing
- Performance Expectations

The evaluation team's scores were based on a review of each respondent's proposed approach to each section of the technical proposal, Section 2.4, as well as specific questions that respondents were asked to respond to in the RFP, as well as subsequent clarifications and an oral presentation.

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

Table 1: MAQ Scores

RESPONDENT	MAQ SCORE (30 Max)
The Active Netwoek	17.38
US eDirect	19.41

C. Cost Proposal

Price is measured against the state's baseline cost for this scope of work. Respondents were measured only against the baseline for the total cost proposed in the respective cost proposals. Cost scoring points were assigned as follows:

- Respondents who meet the state's current baseline cost will receive zero (0) cost points.
- Respondents who propose a decrease to the state's current costs will receive positive points at the same rate as bid increasing cost.
- Respondents who propose an increase to the state's current cost will receive negative points at the same rate as bid lowering cost.
- Respondents who propose a 10% decrease to the state's current baseline cost will receive all of the available cost points
- If multiple respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the respondent proposing the lowest cost to the state.

All respondents were given the opportunity to improve their cost score through a best and final offer. The updated cost proposals were submitted in a timely manner.

The updated cost scores are reflected in table 2

Table 2: Cost Scores

Respondent	Cost Score (30+5 potential bonus points - Max)
The Active Network	11.25
US eDirect	-10.71

D. IDOA Scoring

IDOA scored the respondents in the following areas – Buy Indiana (10 points), Indiana Economic Impact (5 points), Minority and Women Business Participation (10 points each), and Indiana Veteran's Business Participation (5 points) using the criteria outlined in the RFP. When necessary, IDOA clarified certain Buy Indiana, Indiana Economic Impact and Minority and Women Business Participation and Indiana Veteran's Business Participation information with the respondents. Minority and Women Business Participation and the Indiana Veteran's Business Participation and the Indiana Economic were scored on each component category.

Table 3: Final Overall Evaluation Scores

Respondent	Management Assessment/ Quality Score (30max)	Cost Score (30 max)	Buy Indiana (10 max)	Indiana Economic Impact (5 max)	MBE (10 max + 1 bonus)	WBE (10 max + 1 bonus)	IVBE (5 max + 1 bonus)	Total Score (100 max +8 bonus)
The Active Network	17.38	11.25	0	5.00	11.00	11.00	6.00	61.63
US eDirect	19.41	-10.71	0	2.11	11.00	11.00	5.00	36.03

Award Summary

During the course of evaluation, the state scrutinized all proposals to determine the viability of the proposed business solutions to meet the goals of the program and to meet 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 4 years from the date of contract execution. There is no renewal option.

Teresa Deaton-Reese

Teresa Deaton-Reese, Senior Account Manager
Indiana Department of Administration