



# STATE OF INDIANA

Michael R. Pence, Governor

Department of Administration  
Procurement Division

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## Award Recommendation Letter

Date: October 6, 2016

To: Mark Hempel, Director of Account Management  
Indiana Department of Administration

From: Teresa Deaton-Reese, CPPB, CPPO, Strategic Sourcing Analyst  
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 17-010; Vocational Rehabilitation (VR) Claims Payment System and Fiscal Services

**Estimated Amount of Initial 2 Year Contract Term: \$1,147,439.53**

Based on the evaluation of responses to RFP-17-010, PCG Indiana is recommended to begin contract negotiations to provide Vocational Rehabilitation (VR) Claims Payment System and Fiscal Services for the Indiana Division of Disability and Rehabilitation Services (DDRS).

The terms of this recommendation are included in this letter.

*PCG Indiana is committed to subcontracting 8.00% of the total contract value to Marion Edwards Associates, Inc. (a certified Minority-owned Business (MBE)), 8.00% of the total contract value to Critical Thinking (Cspring) (a certified Women-owned Business (WBE)), and 1.00% of the total contract value to Printers Zink dba One Point (a certified Veteran-owned Business (VBE)).*

The evaluation team received three (3) proposals from:

- Brite Systems, Inc.
- CSC Covansys Corporation
- PCG Indiana

The proposals were evaluated by IDOA and the Division of Disability and Rehabilitation Services 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)	40 points

3. Cost (Cost Proposal)	35 points
4. Indiana Economic Impact	5
5. Buy Indiana	5
6. Minority Business Sub-Contractor Commitment	5(+1 bonus)
7. Women Business Sub-Contractor Commitment	5(+1 bonus)
8. Veteran Business Sub-Contractor Commitment	5(+1 bonus)

Total: 103 points

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 (Pass/Fail)**

Each proposal was reviewed for adherence to mandatory requirements and all were deemed responsive. Each proposal was then evaluated based on its Business Proposal and Technical Proposal.

**B. Management Assessment/Quality (40 Points Total)**

**Business Proposal (5 Points)**

For the business proposal evaluation, the team considered the information each respondent provided in the business proposal. These areas were reviewed to assess the respondent’s ability to serve the State:

- Company Structure
- Company Financial Information
- Integrity of Company Structure and Financial Reporting
- Contract Terms/Clauses
- References
- Subcontractor
- Experience Serving State Government
- Experience Serving Similar Clients

**Technical Proposal (35 Points)**

For the technical proposal evaluation, the team considered each respondent’s proposal in the following areas:

- Proposed Solution and Features
- Project Plan and Timelines
- Relevant Experience
- System Architecture
- System Integration
- Information Architecture
- Security Architecture
- User Interface and System Usability
- Testing and Roll out Approach
- Estimated Hardware and Software Requirements
- Staffing
- Training and Documentation

- Warranty, Maintenance, and Support

The evaluation team’s scoring is based on a review of the Respondents’ proposed approach to each section of the technical proposal, as well as specific questions that respondents were asked to respond to in the RFP and clarifications. The results of the management assessment/quality evaluation are shown in Table 1 below:

**Table 1: Initial Management Assessment/Quality Scores**

RESPONDENT	MAQ SCORE (40 pts.)
Brite Systems	20.35
CSC Covansys Corporation	31.03
PCG Indiana	33.59

**C. Cost Proposal (35 Points)**

Cost scores will then be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 35 points. The normalization formula is as follows:

- *Respondent’s Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 35*

**Table 2: Initial Cost Scores**

RESPONDENT	Cost Score (35 pts.)
Brite Systems	8.58
CSC Covansys Corporation	35.00
PCG Indiana	34.79

**D. First Round Total Scores**

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

**Table 3: Initial Round Total Scores**

RESPONDENT	MAQ (40 pts)	Cost Score (35 pts)	Total Score (75 pts)
Brite Systems	20.35	8.58	28.92
CSC Covansys Corporation	31.03	35.00	66.03
PCG Indiana	33.59	34.79	68.38

Based on the combined MAQ and cost scores from the initial evaluations, the following respondent was removed from consideration:

- Brite Systems

The remaining respondents were short-listed for further consideration.

**E. Post Oral Presentation Evaluations**

All remaining respondents' MAQ and cost scores were updated based on clarifications and Best and Final Offers (BAFOs) issued. The final scores for the respondents are reflected in the Table 4 below.

**F. IDOA Scoring**

IDOA scored the Respondents in the following areas: Buy Indiana (5 points), Indiana Economic Impact (IEI) (5 points), MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), and IVBE Subcontractor Commitment (5 points + 1 available bonus point) using the criteria outlined in the RFP. When necessary, IDOA clarified certain Buy Indiana, IEI, MWBE, and IVBE information with the Respondents. Once the final MWBE, IVBE and IEI forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

**Table 4: Final Evaluation Scores**

<b>Respondent</b>	<b>MAQ (40 pts)</b>	<b>Price (35 pts)</b>	<b>Buy Indiana (5 pts)</b>	<b>IEI (5 pts)</b>	<b>MBE (5 max + 1 bonus pts)</b>	<b>WBE (5 max + 1 bonus pts)</b>	<b>IVBE (5 max + 1 bonus pts)</b>	<b>Total Score (103 pts)</b>
CSC Covansys Corporation	19.19	34.60	0.00	1.08	3.13	-1.00	-1.00	55.99
PCG Indiana	38.62	35.00	5.00	5.00	5.00	5.00	1.67	95.29

**Award Summary**

During the course of evaluation, the State scrutinized all proposals to determine the viability of the proposed business 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.

This award will result in a 2 year contract, with the possibility of one (1) two (2) year renewal.

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Indiana Department of Administration