



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: October 19, 2016

To: Stan Judson, Director of Account Management
Indiana Department of Administration

From: Leslie Jones, Account Manager
Indiana Department of Administration

Subject: Recommendation for Award of RFP 17-019
Plumbing License Examinations

Based on the State's evaluation of responses received for RFP 17-019, **Prov, Inc.** is recommended for award to Plumbing License Examinations for the Indiana Professional Licensing Agency (IPLA) and the Indiana Plumbing Commission (IPC).

Terms of the award recommendation are outlined in this letter.

The State of Indiana received a proposal from one (1) respondent:

- Prov, Inc.

The proposal was evaluated by IPLA/IPC and IDOA according to the following criteria established in the RFP:

- Adherence to Mandatory Requirements (Pass/Fail)
- Management Assessment/Quality (MAQ) (50 points)
- Cost Proposal (40 points)
- Indiana Economic Impact (5 points)
- Buy Indiana (5 points)

The proposal was 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 proposal was reviewed for adherence to mandatory requirements. The Respondent was deemed responsive and was then evaluated based on its Business Proposal, Technical Proposal, and Cost Proposal responses.

B. Management Assessment/Quality

Business Proposal (12 points)

For the business proposal evaluation, the evaluation team considered the information the Respondent provided in the business proposal. The following areas were reviewed to assess the Respondent's ability to serve the State:

- Company Financial Information
- Integrity of Company Structure and Financial Reporting
- References
- Registration to do Business

- Authorizing Document
- Subcontractors
- Experience Serving State Governments
- Experience Serving Similar Clients

Technical Proposal (38 Points)

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

CRITERIA / QUESTION	RFP SECTION
(1) Address your company’s ability to develop, maintain and administer unique forms of the standardized computer-based and written licensure examinations for journeyman plumbers and plumbing contractors. The licensing examinations shall be designed to contain all required questions for journeyman plumbers and plumbing contractors and to be completed within a time period as deemed appropriate by the vendor, using statistical data based on examinations nationwide, and not less than two (2) hours... The licensing examination shall be designed in order that two (2) examination sessions can be held per day.	2.4.1.1
Address your company’s expertise in developing, maintaining, and administering standardized and computer-based and written licensing examination covering general plumbing knowledge and applicable statutes and rules for journeyman plumbers and plumbing contractors.	2.4.1.2
Address your company’s ability to ensure that the licensing examination for plumbing contractors and journeyman plumbers shall also include a drawing section. The drawing section of the plumbing contractor and journeyman plumber examinations shall test the applicant’s ability and knowledge concerning sanitary drainage systems, sanitary venting systems, water distribution systems, and storm water systems. The drawing section of the plumbing contractor examination should cover the following: (a) a 3-story, 3.5 bath dwelling; or (b) a 2-story commercial structure. The drawing section of the journeyman plumber examination should cover the following: (a) a 2-story, 2.5 bath dwelling; and (b) a 1-story, 1.5 bath dwelling.	2.4.1.3
Address your company’s ability to ensure that all journeyman plumbers and plumbing contractors licensing examinations administered conform to the requirements of Indiana law, rules and regulations.	2.4.1.4
Address your company’s ability to administer the standardized computer-based and written licensing examination and the state law examination on the same day.	2.4.1.5
Address your company’s ability to provide services through a computer-based testing system. This system shall include on-site examination scoring and the issuance of score reports to the candidates.	2.4.1.6
Address your company’s ability to design and produce candidate information handbooks for journeyman plumbers and plumbing contractors that are customized to meet the needs of the State and distribute sufficient quantities to the State and other designated parties upon request.	2.4.1.7
Address your company’s intended method for obtaining the State’s approval for the initial candidate information handbook and any subsequent versions as well as any other candidate information material	2.4.1.8
Address your company’s ability to or expertise in performing the following in connection with its examination administration services: a. Establish the examination schedule. b. Maintain and provide accurate information to examination candidates and the State. c. Verify candidates’ eligibility to take a licensing examination (The IPC will determine application and examination eligibility. The Contractor is responsible for verification of examination candidate’s eligibility to take the licensing examination.) d. Offer the computer-based and written journeyman plumber and plumbing contractor licensing examination in multiple languages, including, but not limited to, Spanish. e. Offer the licensing examinations in at least three (3) testing centers with at least one (1) center offering daily testing in Indiana and adjoining states. These testing centers must be available five (5) days a week for testing and have the capacity to accommodate on average 25 plumbing examination candidates per month. All test center locations shall be approved by the State. f. Administer the licensing examinations electronically. However, individuals who are unable to take the electronically administered examination because of disability may apply to take a paper and pencil examination, which shall be provided and administered by the Contractor. g. Provide a toll-free telephone and/or website reservation system, schedule examination appointments and provide confirmation numbers for all candidates through the vendor’s toll-free telephone and/or website reservation system. h. Collect examination fees from the candidates during registration and/or at testing. Fees must be accepted in the form of credit card, debit card, or personal check by phone. i. Negotiate with the State all potential rate increases for the journeyman plumbers and plumbing contractors licensing	2.4.1.9

<p>examination fees.</p> <p>j. Provide immediate candidate score reports following the examination administration at each testing center. Failing score reports will include diagnostics for each component of each examination administered and scheduling information for retaking the licensing and state law examinations.</p> <p>k. Take appropriate steps to ensure accessibility of examination to persons with disabilities and otherwise comply with all requirements of the Americans with Disabilities Act.</p> <p>l. Provide to the State a monthly paper and/or electronic roster of all candidates who took the examinations during the month, a summary of examination performance, and a summary of attendance.</p> <p>m. Prepare a monthly paper and/or electronic report that calculates the pass/fail statistics for each approved pre-license apprenticeship program, insert test question analysis, and provide a summary of the reports to the IPC.</p> <p>n. Prepare a monthly paper and/or electronic report that calculate the pass/fail statistics for each approved apprenticeship program, distribute the report to individual schools, and provide a summary of the reports to the State.</p> <p>o. Provide for candidate review of the appropriate examination in accordance with guidelines mutually agreed upon by the State and vendor.</p> <p>p. Address any questions concerning the examination content, grading, and scoring.</p>	
<p>Address your company's ability to address any questions from examination vendors and/or the State concerning the examination content, the grading and scoring.</p>	2.4.1.10
<p>) Please also provide the following information regarding your system security:</p> <p>(a) A description outlining the adequate methods and procedures for safeguarding confidentiality, and securing the exam and candidate information.</p> <p>(b) A description outlining your computer system (including the server where exam content is housed) security and protection, unique user identifications, passwords at the system, file, and function level, descriptions of the physical location of servers at the exam site, description of how the server is protected off site, and how access to the servers is protected and restricted, and also explain how exam questions are downloaded to the terminal where the candidate is testing.</p> <p>(c) Describe how a candidate is processed from entry to exit of the exam site, and how you ensure the rechecking of candidates who leave the testing area and then re-enter the exam site are the same person.</p> <p>(d) A physical description of your exam site and how they are similar in nature to other exam locations, how they are different than other exam locations.</p> <p>(e) Describe your plan for ensuring that your testing facilities are using the most up-to-date hardware and how equipment is standardized or different at testing facilities.</p> <p>(f) A description of your security surveillance systems inside and outside the testing room, and how you control access to outside individuals entering the exam area (i.e. cleaning crews?)</p>	2.4.1.11
<p>Please include information related to the tenure of the senior management of your company, information for the last three years on any changes of ownership and explain why there was a change in ownership. Please provide the long-term plans of your company in this section, and information related to the overall operating soundness of your business model. If you currently do not own and operate vendor owned sites in Indiana, how will that affect your overall cash reserves and the continuity of your business and your commitment to fulfill your obligations to other regulatory agencies throughout the country?</p>	2.4.1.12
<p>Please include a list of all your current plumbing examination clients, a list of all plumbing examination contracts that have been renewed or terminated during the last four years, and include information on why any plumbing examination contracts were not renewed. Please provide contact information for all current plumbing examination clients.</p>	2.4.1.13
<p>Please include a list of all examination contracts that were terminated early for non-compliance or for a failure to fulfill the terms of the contract by either your company or the regulatory body. This bullet point is not limited to the administration of plumbing examinations, but rather applies to any and all professional licensing examination services your company has provided during the last five years.</p>	2.4.1.14
<p>Please explain what level staff member will be the primary point of contact for administering this contract and how that relationship manager interfaces with the State and other vendor staff to ensure proper contract administration, support, and resolution of questions or program deficiencies. Please include a biography and resume for key personnel that will be interacting with the agency.</p>	2.4.1.15
<p>Please complete the Assistive Technology Compliance Form (Attachment H) as it relates to the requested services.</p>	2.4.1.16

The evaluation team's scores were based on a review of the Respondent's proposed approaches to each section of the Business and Technical proposals, Section 2.3 and Section 2.4, as well as specific questions that the Respondent was asked to respond to in the RFP. The results of the initial Management Assessment/Quality evaluation are shown below:

Table 1: Initial Management Assessment/Quality Scores

RESPONDENT	MAQ SCORE
Prov, Inc.	39.25

C. Cost Proposal (40 Points with 5 Possible Bonus Points)

The cost proposal was evaluated and measured against the State’s baseline cost for this scope of work. The cost that the State is currently paying or its best estimate constituted the baseline cost. Cost scoring points were assigned as follows:

- Respondents that met the State’s current baseline cost received zero (0) cost points.
- Respondents that proposed a decrease to the State’s current costs received positive points at the same rate as bid increasing cost.
- Respondents that proposed an increase to the State’s current cost received negative points at the same rate as bid lowering cost.
- Respondents that proposed a 10% decrease to the State’s current baseline cost received all of the available cost points.
- If multiple Respondents decreased costs below 10% of the current baseline, an additional 5 points was added to the Respondent proposing the lowest cost to the State.

Table 2: Initial Cost Scores

RESPONDENT	COST SCORE
Prov, Inc.	40.00

D. First Round Total Scores

The First Round Management Assessment and Quality Score in Table 1 (shown above) was combined with the Initial Cost Score in Table 2 (shown above) to generate a total score. The combined score (out of a possible maximum of 90 points) is tabulated in Table 3 below.

Table 3: First Round Total Scores

RESPONDENT	MAQ SCORE	COST SCORE	TOTAL SCORE
Prov, Inc.	39.25	40.00	79.25

The Respondent was asked to respond to clarification questions, as needed, and invited to reduce pricing through a Best and Final Offer (BAFO) round.

IDOA then scored the Respondent in the following areas: Buy Indiana (5 points), Indiana Economic Impact (5 points) using the criteria outlined in the RFP. The total scores out of 105 possible points were tabulated and are as follows:

Table 4: Final Evaluation Scores

RESPONDENT	MANAGEMENT ASSESSMENT/QUALITY	COST	BUY INDIANA	IEI	TOTAL SCORE
Prov, Inc.	39.25	40.00	0.00	5.00	84.25

Award Summary

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

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