



STATE OF INDIANA

Eric Holcomb, Governor

Department of Administration
Procurement Division

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Indianapolis, Indiana 46204

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Award Recommendation Letter

Date: July 6, 2022

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

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

Subject: Selection of RFP 22-70230: Maintenance & Operations for the Indiana Eligibility Determination Services System (IEDSS)

Based on its evaluation of responses to RFP 22-70230, it is the evaluation team's recommendation **Deloitte Consulting LLP** be selected to begin contract negotiations to provide Maintenance & Operations for the Indiana Eligibility Determination Services Systems (IEDSS) for the Indiana Family & Social Services Administration (FSSA), Division of Family Resources (DFR).

Deloitte Consulting LLP. has committed to subcontract 5.8% of the contract value to **Vignesh Technological Solutions, Inc.**, a certified Minority-owned Business (MBE), 3.5% of the contract value to **The Consultants Consortium, Inc.**, a certified MBE, 3.5% of the contract value to **RCR Technology Corporation**, a certified MBE, 6.2% of the contract value to **Dynamic Talent Solutions, Inc.**, a certified Women-owned Business (WBE), and 5.9% of the contract value to **Roeing Corporation d/b/a Roeing IT Solutions**, a certified WBE.

The terms of this recommendation are included in this letter.

Estimated three and a half (3.5) year Contract Value: \$59,983,670.40

The evaluation team received seven (7) proposals from:

1. Accenture LLP
2. Cognizant Technology Solutions U.S Corporation
3. Deloitte Consulting LLC
4. Gainwell Technologies LLC
5. Infosys Public Services
6. Moser Consulting, Inc.
7. OptumInsight, Inc.

The proposals were evaluated by DFR 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)	55
3. Cost (Cost Proposal)	25
4. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
5. Women Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
Total: 90 (92 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. None of the Respondents were deemed non-responsive, as they met the mandatory requirements listed in the RFP.

B. Management Assessment/Quality: Initial Scoring (55 Points)

The seven (7) responsive Respondents’ proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

These areas were reviewed to assess the Respondent’s ability to serve the State:

- Company Information
- Experience
- References
- Proposed M&O Approach
- SDLC and Enhancements
- Project Management
- Transition and Turnover
- Staffing
- Overall Ability to Meet the State’s Needs

The evaluation team’s Round 1 scoring is based on a review of the Respondent’s proposed approach to each section of the Business Proposal and Technical Proposal. The initial results of the Management Assessment/Quality Evaluation are shown below:

Table 1: Management Assessment/Quality Scores - Round 1

Respondent	MAQ Score 55 pts.
Accenture LLP	30.75
Cognizant Technology Solutions U.S Corporation	4.00
Deloitte Consulting LLC	43.50
Gainwell Technologies LLC	25.75
Infosys Public Services	11.75
Moser Consulting, Inc.	33.38
OptumInsight, Inc.	31.00

C. Cost Proposal (25)

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

Score =

- If Respondent's Cost amount is lowest among all Respondents, then score is 25.
- If Respondent's Cost amount is NOT lowest among all Respondents, then score is:

$$25 * \frac{(\text{Lowest Respondent's Cost amount})}{(\text{Respondent's Cost amount})}$$

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

Table 2: Cost Scores - Round 1

Respondent	Cost Score 25 pts.
Accenture LLP	16.54
Cognizant Technology Solutions U.S Corporation	19.53
Deloitte Consulting LLC	21.56
Gainwell Technologies LLC	22.89
Infosys Public Services	17.87
Moser Consulting, Inc.	25.00
OptumInsight, Inc.	13.58

D. First Round Total Scores

The combined Round 1 MAQ and Cost scores from the initial evaluations are listed below.

Table 3: Total Scores - Round 1

Respondent	Total Score 80 pts.
Accenture LLP	47.29
Cognizant Technology Solutions U.S Corporation	23.53
Deloitte Consulting LLC	65.06
Gainwell Technologies LLC	48.64
Infosys Public Services	29.62
Moser Consulting, Inc.	58.38
OptumInsight, Inc.	44.58

The evaluation team elected to invite five (5) Respondents to give oral presentations: Accenture LLP, Deloitte Consulting LLC, Gainwell Technologies LLC, Moser Consulting, Inc., OptumInsight, Inc. Additionally, the evaluation team issued clarification questions and a request for Best and Final Offers (BAFOs).

E. Post Clarifications, Oral Presentations and BAFO Evaluations

The Respondents' cost scores were updated based on their BAFOs. The Respondents' MAQ scores were reviewed based on the responses to the clarification questions and the oral presentations. The scores for the Respondents after the clarification questions, oral presentations and BAFOs were as follows:

Table 4: Post-Oral Presentations and BAFOs - Evaluation Scores - Round 2

Respondent	MAQ Score (55)	Cost Score (25)	Total Score (80)
Accenture LLP	29.00	17.22	46.22
Deloitte Consulting LLC	44.38	21.56	65.93
Gainwell Technologies LLC	25.75	22.28	48.03
Moser Consulting, Inc.	37.75	25.00	62.75
OptumInsight, Inc.	28.00	14.75	42.75

F. IDOA Scoring

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 92 possible points were tabulated and are as follows:

Table 5: Final Evaluation Scores

Respondent	MAQ Score	Cost Score	MBE*	WBE*	Total Score
Points Possible	55	25	5 (+1 bonus pt.)	5 (+1 bonus pt.)	90 (+2 bonus pts.)
Accenture LLP	29.00	17.22	5.00	5.00	56.22
Deloitte Consulting LLC	44.38	21.56	6.00	5.00	76.93
Gainwell Technologies LLC	25.75	22.28	5.00	3.15	56.18
Moser Consulting, Inc.	37.75	25.00	5.00	5.00	72.75
OptumInsight, Inc.	28.00	14.75	5.00	6.00	53.75

* See Sections 3.2.5 and 3.2.6 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 ability of the proposed solutions to meet the goals of the program and the needs of the State. The evaluation team evaluated proposals based on the stipulated criteria outlined in the RFP document.

The term of the contract shall be for a period of three and a half (3.5) years. There may be three (3) one-year renewals for a total of six and a half (6.5) years at the State's option.