



STATE OF INDIANA

ERIC J. HOLCOMB, GOVERNOR

DEPARTMENT OF ADMINISTRATION
Commissioner's Office

402 West Washington Street, Room
W469 Indiana Government Center
– South Indianapolis, Indiana
46204-2746

Award Recommendation Letter

Date: October 21st, 2021

To: Erin Kellam, Deputy Commissioner
Indiana Department of Administration

From: Emily Cranfill, CPPB, Senior Account Manager
Indiana Department of Administration

Subject: Selection Recommendation for Request for Proposal 20-1351
Payment Processing Services

Based on the evaluation of responses to Request for Proposal ("RFP") 20-1351, it is the evaluation team's recommendation that **Indiana Interactive, LLC (d/b/a/ NIC Indiana)** and **Value Payment Systems, LLC (VPS)** be selected to begin contract negotiations to provide payment processing services in support of State Entity systems and processes.

*Indiana Interactive, LLC (d/b/a/ NIC Indiana) has committed to subcontract 6% of the contract value to **aFit Staffing, Inc.** (a certified Minority-owned Business (MBE)), 2% of the contract value to **Certified Fraud & Forensic Investigation** (a certified Minority-owned Business (MBE)), 7% of the contract value to **Sahasra Technology d/b/a STLogics** (a certified Women-owned Business (WBE)), 1% of the contract value to **D&R Freight, LLP** (a certified Women-owned Business (WBE)), and 3% of the contract value to **All Things Data** (a certified Indiana Veteran-Owned Small Business (IVOSB)).*

*Value Payment Systems, LLC (VPS) has committed to subcontract 3% of the contract value to **Vespa Group** (a certified Indiana Veteran-Owned Small Business (IVOSB)).*

The terms of this recommendation are included in this letter.

Estimated Four (4) Year Contract Amount: \$43,848,000

The evaluation team received proposals from thirteen (13) vendors:

- CityBase, Inc.
- CORE Business Technologies
- Fifth Third Bank
- FirsTech Inc.
- Gila LLC, d/b/a Municipal Services Bureau (MSB)
- i3-BISIndiana, LLC
- Indiana Interactive, LLC (d/b/a/ NIC Indiana)
- JPMorgan Chase & Co.
- KeyBank National Association
- LexisNexis VitalChek Network Inc.
- PNC Merchant Services (PNCMS)
- Smart Energy Water (SEW)
- Value Payment Systems, LLC (VPS)

According to the following criteria, which were published in Section 3, Proposal Evaluation, of the RFP, proposals were

AWARD RECOMMENDATION LETTER

evaluated by the Indiana Department of Administration (“IDOA”) and scored by the evaluation team:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (45 points)
- Price (35 points)
- Buy Indiana/Indiana Company (5 points)
- Minority Business Enterprise Subcontractor Commitment (5 points + 1 bonus point available)
- Women Business Enterprise Subcontractor Commitment (5 points + 1 bonus point available)
- Indiana Veteran Owned Small Business Subcontractor Commitment (5 points + 1 bonus point available)

The proposals were evaluated according to the published process outlined in Section 3.2, “Evaluation Criteria,” of the RFP. Scoring was completed as follows:

A. Adherence to Mandatory Requirements

The proposals were reviewed for adherence to Mandatory Requirements. Six Respondents – CORE Business Technologies, Gila LLC, d/b/a Municipal Services Bureau (MSB), i3-BISIndiana, LLC, Indiana Interactive, LLC (d/b/a/ NIC Indiana), LexisNexis VitalChek Network Inc., and Value Payment Systems, LLC (VPS) – met the Mandatory Requirements and were then evaluated based on their Business Proposal, Technical Proposal, and Cost Proposal. Seven Respondents – CityBase, Inc., Fifth Third Bank, FirsTech Inc., JPMorgan Chase & Co., KeyBank National Association, PNC Merchant Services (PNCMS), and Smart Energy Water (SEW) – did not meet the Mandatory Requirements and were disqualified.

B. Management Assessment/Quality (“MAQ”)

Business Proposal (5 Points)

For the Business Proposal evaluation, IDOA and the evaluation team considered the Respondent’s ability to serve the State regarding the following sections of the Business Proposal:

- General, Respondent’s Company Structure, Company Financial Information, and Integrity of Company Structure and Financial Reporting
- References, Experience Serving State Governments, and Experience Serving Similar Clients
- All Other Sections

Technical Proposal (40 Points)

For the Technical Proposal evaluation, IDOA and the evaluation team considered the Respondent’s ability to serve the State regarding the following sections of the Technical Proposal:

- General Requirements and Definitions
- Service Overview and General Scope
- Contract Management, Customer Support, and Personnel Reporting, System Upgrades and Maintenance
- Implementation
- Security
- Service Level Agreements

The evaluation team’s scores were based on a review of the Respondent’s proposed approach to each section of the Business Proposal, Technical Proposal, and subsequent clarifications.

Results of the Management Assessment/Quality evaluation are shown below:

Table 1: Initial MAQ Scores

Respondent	MAQ Score (45 Max)
-------------------	-------------------------------

CORE Business Technologies	27.31
Gila LLC, d/b/a Municipal Services Bureau (MSB)	26.58
i3-BISIndiana, LLC	26.61
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	36.19
LexisNexis VitalChek Network Inc.	27.44
Value Payment Systems, LLC (VPS)	36.58

C. Cost Proposal

Cost scores were normalized, based on the lowest Cost Proposal evaluated. The lowest Cost Proposal received a total of 35 points. Other proposals received scores based on the following normalization formula:

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 35 \text{ points}$$

The initial cost scores were as follows:

Table 2: Initial Cost Scores

Respondent	Cost Score (35 Max)
CORE Business Technologies	10.06
Gila LLC, d/b/a Municipal Services Bureau (MSB)	14.11
i3-BISIndiana, LLC	9.75
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	11.70
LexisNexis VitalChek Network Inc.	10.66
Value Payment Systems, LLC (VPS)	35.00

D. Initial Round Total Scores

The Cost Score was then combined with the Management Assessment and Quality Score to generate the total score for this step of the evaluation process as described in the RFP. The combined scores out of a maximum possible 80 points are tabulated in Table 3 below.

Table 3: Initial MAQ + Cost Scores

Respondent	MAQ Score (45 Max)	Cost Score (35 Max)	Total Score¹ (80 max)
CORE Business Technologies	27.31	10.06	37.36
Gila LLC, d/b/a Municipal Services Bureau (MSB)	26.58	14.11	40.69
i3-BISIndiana, LLC	26.61	9.75	36.36
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	36.19	11.70	47.89
LexisNexis VitalChek Network Inc.	27.44	10.66	38.11
Value Payment Systems, LLC (VPS)	36.58	35.00	71.58

E. Oral Presentations

The Respondents were invited to deliver an oral presentation to the State's evaluation team. MAQ scores were updated

¹ Totals may not foot due to rounding differences.

based on the oral presentation and subsequent clarifications. Following this second round of MAQ scoring, MAQ scores were finalized and remained unchanged for the duration of the evaluation.

The scores for the Respondents after these updates are as follows:

Table 4: Oral Presentation MAQ Scores

Respondent	MAQ Score (45 Max)
CORE Business Technologies	18.00
Gila LLC, d/b/a Municipal Services Bureau (MSB)	21.55
i3-BISIndiana, LLC	17.20
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	33.80
LexisNexis VitalChek Network Inc.	22.50
Value Payment Systems, LLC (VPS)	36.95

F. Short-listing

The Round 2 MAQ Scores were combined with the Round 1 Cost Scores as follows:

Table 5: Oral Presentations MAQ + Initial Cost Scores

Respondent	MAQ Score (45 Max)	Cost Score (35 Max)	Total Score¹ (80 max)
CORE Business Technologies	18.00	10.06	28.06
Gila LLC, d/b/a Municipal Services Bureau (MSB)	21.55	14.11	35.66
i3-BISIndiana, LLC	17.20	9.75	26.95
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	33.80	11.70	45.50
LexisNexis VitalChek Network Inc.	22.50	10.66	33.16
Value Payment Systems, LLC (VPS)	36.95	35.00	71.95

In accordance with Section 3.2 of the RFP, the State had the option to “short-list.” The State elected to short-list Gila LLC, d/b/a Municipal Services Bureau (MSB), Indiana Interactive, LLC (d/b/a/ NIC Indiana), LexisNexis VitalChek Network Inc., and Value Payment Systems, LLC (VPS). CORE Business Technologies and i3-BISIndiana, LLC were removed from consideration.

G. Best and Final Offer Round

IDOA then requested Best-and-Final Offers (BAFOs) from the short-listed Respondents. All short-listed Respondents submitted BAFOs and their cost scores were updated as follows:

Table 6: BAFO Cost Scores

Respondent	Cost Score (35 Max)
Gila LLC, d/b/a Municipal Services Bureau (MSB)	13.52
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	11.61

¹ Totals may not foot due to rounding differences.

LexisNexis VitalChek Network Inc.	10.23
Value Payment Systems, LLC (VPS)	35.00

H. IDOA Scoring

IDOA scored the shortlisted Respondents in Buy Indiana (5 points), MBE (5 points + 1 bonus points available), WBE (5 points + 1 bonus points available). and IVOSB (5 points + 1 bonus point available) using criteria published in the RFP. Only one Respondent, Indiana Interactive, LLC (d/b/a/ NIC Indiana), claimed Buy Indiana status. All short-listed Respondents proposed MBE, WBE, and IVOSB subcontractor commitments and were scored according to the criteria published in the RFP.

Table 7: Final Overall Evaluation Scores

Respondent	MAQ Score (45 Max)	Cost Score (35 Max)	Buy Indiana (5 Max)	MBE (5+1 Max)	WBE (5+1 Max)	IVOSB (5+1 Max)	Total Score¹ (100+3 Max)
Gila LLC, d/b/a Municipal Services Bureau (MSB)	21.55	13.52	0.00	5.00	0.45	5.00	45.52
Indiana Interactive, LLC (d/b/a/ NIC Indiana)	33.80	11.61	5.00	5.00	3.60	5.00	64.01
LexisNexis VitalChek Network Inc.	22.50	10.23	0.00	-1.00	-1.00	-1.00	29.73
Value Payment Systems, LLC (VPS)	36.95	35.00	0.00	-1.00	-1.00	5.00	74.95

Award Summary

During the course of evaluation, the State scrutinized the 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 the proposals based on the stipulated criteria outlined in the RFP.

The term of the contract shall be for a period of four (4) years from the date of contract execution. There may be two (2) one-year renewals for a total of six (6) years at the State's option.

Emily Cranfill

Emily Cranfill, CPPB; Senior Account Manager
Indiana Department of Administration

¹ Totals may not foot due to rounding differences.