

**Request for Proposal 20-748**

Best and Final Offer

October 16, 2020

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# COVER LETTER

**Date: October 16, 2020**

Dear Mr. Hempel:

Business & Decision (Mi-Case) is pleased to submit a response for the Best and Final Offer (BAFO) of our proposal to the Indiana Department of Corrections (IDOC) for RFP 20-748 Offender Management System.

I would like to personally thank all participants from IDOC during the Mi-Case presentation meeting, on August 18th, 2020. I believe that IDOC gained a deeper understanding and power of the of the Mi-Case Offender Management System (OMS) software and implementation approach. We would like to thank everyone for their attentiveness and well-rounded questions as well as the follow up questions which we hope answered everything that IDOC needed to know about our application.

As President of a large organization, we have, much like Indiana, felt the impacts of the COVID-19 virus on our organization, business, and how we operate within our company and with our customers. We know that many government entities are struggling with budgets today as revenue collections have been impacted by the increase in unemployment and declines in sales and other tax collections. As a team we have met over the past week to determine how we can further tighten our belts and to provide the most comprehensive price for both our software and professional implementations services but maintain the outstanding record of having never failed in any implementation.

Using this information, Mi-Case has revised our offer for the implementation of the Mi-Case OMS solution. Our revised proposal represents an overall reduction of $2,469,018.00! This provides a discount of 12% on the 5-year TOTAL BID PRICE, that includes Recurring Software and the ongoing Post-Implementation Maintenance Services period, inclusive. It is important to note that Mi-Case has retained the full services of BCforward, aFit, and Javit Consulting which reflects a commitment to utilize Hoosier locally sourced staffing resources, as well as to support minority, woman-owned, and service-disabled individual companies as part of our comprehensive offer of excellence. We are proud to partner with each of these companies! Our commitment represents 24% of the TOTAL BID PRICE to these terrific companies.

In addition to the overall cost saving, Mi-Case is pleased to provide an additional 17 functional modules (see CS-8 through CS-25 of Attachment D) of the Mi-Case OMS to IDOC included, as part of the Mi-Case license charge, in the overall proposal cost. The Mi-Case team will also perform all necessary and available configuration to support enabling IDOC to widen the usage within IDOC with these included modules, without any future concern of additional licensing cost for the usage of these functional areas. Should IDOC require additional customization to the included modules, Mi-Case will then provide an estimate of cost and time to complete those customization's The addition of these areas to the solution provided to IDOC will provide an incredible breadth of functionality that is being used in production environments across the United States by Mi-Case customers.

Mi-Case has created this comprehensive document, creating responses to the attachments as requested’. If there are any further clarifications, or the answers below do not sufficiently resolve any queries you may have, please do not hesitate to contact us again.

Mi-Case is grateful to IDOC for the opportunity to provide our proposal and this clarification of the negotiation items.

I welcome any further questions or clarification that IDOC may need.

Best Regards

A close up of a logo

Description automatically generated

Dean Allen

President of Mi-Case

Business & Decision North America (PA) Inc.

# Best and Final Offer – Request for Proposal 0000000748.

*The following sections are Mi-Case’s formal responses to the IDOC which have been presented to us in an email from Mr. Mark Hempel dated October 9, 2020 regarding a Best and Final Offer as well as some additional information and clarification.*

## 1. Resource Usage

Please see the attached document RFP 20-748 Resource Usage in regard to the additional information and data regarding Mi-Case staffing for the IDOC OMS Project.

Mi-Case brings a highly qualified and dedicated staff to support the OMS project. With over 26 years of experience worldwide, Mi-Case has a skilled and effective team for statewide system implementations, making it ideally suited for the IDOC. Our teams’ qualifications and track record are derived from heavily investing in our people and in the Corrections industry.  Our training, experience, project management approach – including successful Offender Management and Jail Management System engagements with both state and local government clients. The team of experts assigned to the OMS project understand the complexities of offender management systems and appreciate the specific business objectives and risks associated with correctional facility operations.

We have the knowledge and skills to seamlessly execute the requirements listed in the RFP, as well as the experience and lessons learned to serve as a trusted advisor to the IDOC.  Mi-Case has organized the Project Staffing Plan around a proven implementation approach and framework.  The project organization includes the highest level of leadership and direction and will enable Mi-Case to provide the IDOC with most appropriate resources throughout the project’s lifecycle.  If awarded the contract, Mi-Case will develop, in conjunction with IDOC, a finalized Project Staffing Plan that will form part of the implementation documentation.  This is a standard component of the Mi-Case implementation approach that is customized to each of our client's needs.

## **2. Cost**

#### Cost Sheet Narrative Summary

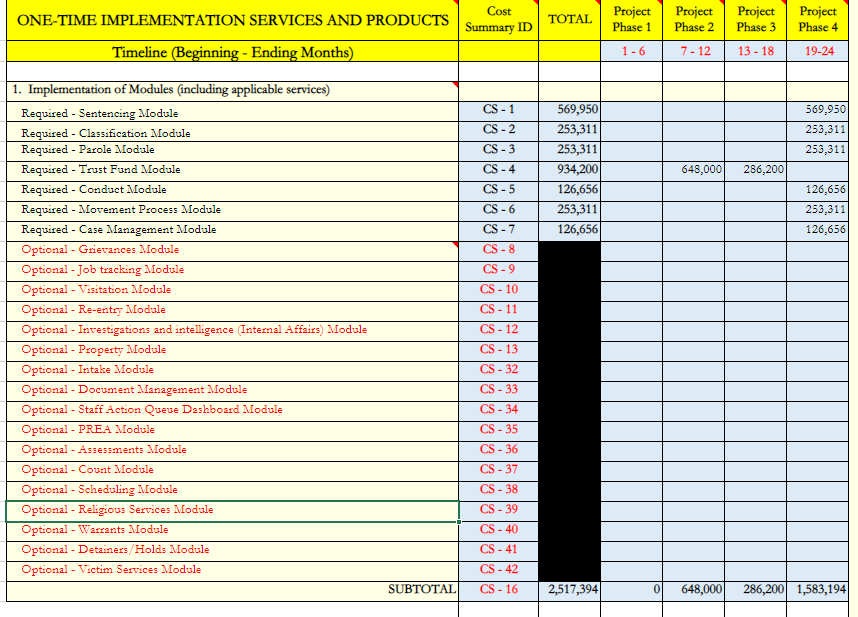
*Please see the Excel Spreadsheet RFP 20-748 DOC OMS Attachment D – BAFO v2 for our pricing Best and Final Offer.*

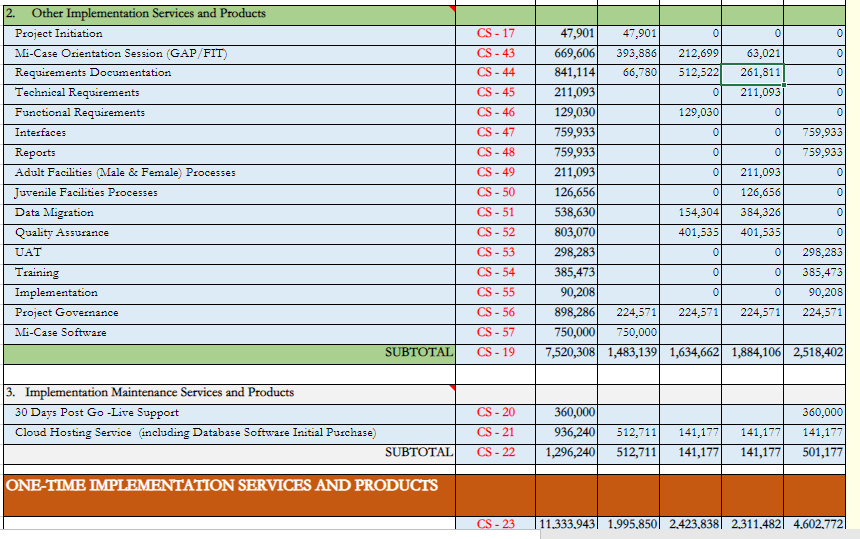
*The Mi-Case team have prepared a ‘Best and Final Offer’ that represents the greatest value to IDOC while maintaining a project approach that will deliver a world class Offender Management System that IDOC can be proud of for decades to come!*

*Having the ability to reference the Indiana Department of Corrections as a client is a major attraction to Mi-Case team. Not least because we appreciate the opportunity to deliver significant benefits to the State, but also the prestigious nature of working for such a highly respected Correctional Agency such as IDOC. With this in mind, and with a continued focus on ensuring the Mi-Case brings the best value to their clients, Mi-Case has pleasure in providing this BAFO.*

*Using this information, Mi-Case has revised our offer for the implementation of the Mi-Case OMS solution. Our revised proposal represents an overall reduction of* ***$2.4 million!*** *This provides a discount of* ***12%*** *on the 5 year TOTAL BID PRICE, that includes Recurring Software and the ongoing System Maintenance & Technical Support period, inclusive. It is important to note that Mi-Case has retained the full services of BCforward, afit, and Javit Consulting which reflects a commitment to utilize Hoosier locally sourced staffing resources, as well as to support minority, woman-owned, and service disabled individual companies as part of our comprehensive offer of excellence. We are proud to partner with each of these companies!*

#### Cost Summary Tab – One Time Implementation Services and Products:

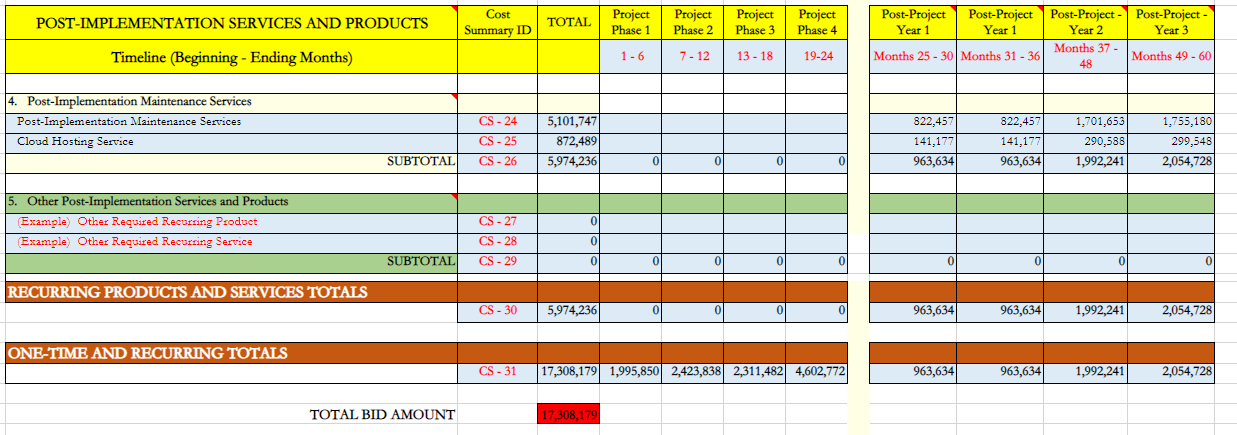




*Pricing Summary Narrative*

*Mi-Case has worked hard to create a substantial reduction to the ‘One-Time Implementation Services and products’ of the contract for IDOC. Applying a 12% discount on our previously submitted proposal across the board.*

#### Recurring Products and Services Totals:



## 3. **Updated** MWBE form (Attachment A), IVOSB form (Attachment A1) and Indiana Economic Impact form (Attachment C).

Please see the updated Attachments as well as the commitment letters from BCforward, afit, and Javit Consulting

## 4. **Summary**

*Mi-Case is grateful to IDOC for the opportunity to participate in the presentations and provide this Best and Final Offer. We welcome any further questions or clarification that IDOC may need*.

*We hope the amount of effort and dedication that has been applied to this response is a representation of our level of commitment and desire to work with IDOC on the OMS project. We are sure that the OMS will have such a positive impact on the Department and all of Public Safety for Indiana.*

*Our proposal has been written to attempt to answer the questions posed, and of course, those answers can in turn create new questions. Mi-Case is standing by to answer any such questions that arise.*

*Our BAFO cost proposal has been carefully crafted with nothing being held back in the creation of, what we believe, is a highly competitive and complete proposal.*

*Finally, it is appropriate to remind IDOC that Mi-Case have successfully implemented more Offender Management Systems than any of our competitors in the last 7 years. Mi-Case dedicates themselves to the success of the project, not over stretching or over promising. Bringing together the right software and the right partner to help IDOC get on the ‘road to lowering recidivism’.*