



# STATE OF INDIANA

Eric J. Holcomb, Governor

## DEPARTMENT OF ADMINISTRATION Commissioner's Office

Indiana Government Center South  
402 West Washington Street, Room W462  
Indianapolis, IN 46204

### Award Recommendation Letter

Date: August 16, 2022

To: Erin Kellam, Deputy Commissioner,  
Indiana Department of Administration

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

Subject: Recommendation of Selection for RFP 22-68786, Information Technology (IT) Software Value-Added Reseller and Related Services

Based on its evaluation of responses to RFP 22-68786, it is the evaluation team's recommendation that SHI International Corp. (SHI) be selected to begin contract negotiations to provide Information Technology (IT) Software Value-Added Reseller and Related Services to all state entities.

*SHI has committed to subcontract the specified percent of the contract value to the subcontractors listed below:*

1. 11.0% to **Lucidia IT LLC** (a certified Women-owned Business (WBE))
2. 8.0% to **Sahasra Technologies Corp dba STLogics** (a certified Minority-owned Business (MBE))
3. 3.0% to **Vespa Group LLC** (a certified Indiana Veteran Owned Small Business (IVOSB))

The terms of this recommendation are included in this letter.

Estimated 4-year Contract Value: \$182,185,311.52

The evaluation team received three (3) proposals from:

1. Dell Marketing L.P. (Dell)
2. Insight Public Sector, Inc. (Insight)
3. SHI International Corp. (SHI)

The proposals were evaluated 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)	45
3. Cost (Cost Proposal)	35
4. Buy Indiana	5
5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
7. Indiana Veteran Owned Small Business Subcontractor Commitment	5 (1 bonus pt. available)
Total: 100 (103 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. All three proposals were deemed responsive and adhered to the mandatory requirements.

**B. Management Assessment/Quality: Initial Consensus Scoring**

The Respondents' proposals were evaluated based on their respective Business Proposal and Technical Proposal.

**Business Proposal (5 points)**

For the Business Proposal evaluation, the evaluation team considered the information the Respondents provided in their Business Proposals. These areas were reviewed to assess the Respondents' ability to serve the State:

- References, Experience Serving State Governments, and Experience Serving Similar Clients
- All Other Business Proposal Sections

**Technical Proposal (45 Points)**

For the Technical Proposal evaluation, the evaluation team considered the Respondents' proposals in the following areas:

- General
- Publisher Relationships
- Limited Consulting Services for Software and Services Provided by the Software Publisher / Knowledge Development / Other Value-Added Services
- Staffing and Account Management
- Ordering Tools / Quotes, Ordering, and Fulfillment / Reporting
- Implementation / Transition at Contract Termination / Other

The evaluation team's Round 1 scoring was based on a review of the Respondents' 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: Round 1 – Management Assessment/Quality Scores**

Respondent	MAQ Score 45 pts.
Dell	27.50
Insight	31.00
SHI	35.50

The evaluation team elected to issue invites to Oral Presentations to all three vendors. Clarification questions were also issued to all three vendors.

**C. Management Assessment/Quality: Post Oral-Presentation Scores**

The Respondents' MAQ scores were reviewed and re-evaluated based on the responses to the clarification questions from the State, the Oral Presentation, and the written responses to questions asked during Oral Presentations. The scores for the Respondents after the Oral Presentations were as follows.

**Table 2: Round 2 – Management Assessment/Quality Scores**

Respondent	MAQ Score 45 pts.
Dell	27.50
Insight	34.50

SHI	35.00
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#### D. Cost Scoring (35 Points)

The price points on the Respondents' Costs were awarded as follows:

Score =

- If Respondent's Cost amount is lowest among all Respondents, then score is 35.
- If Respondent's Cost amount is NOT lowest among all Respondents, then score is:

$$35 * \frac{(\text{Lowest Respondent's Cost Amount})}{(\text{Respondent's Cost Amount})}$$

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

**Table 3: Initial Cost Scores**

Respondent	Cost Score 35 pts.
Dell	35.00
Insight	33.31
SHI	29.86

#### E. Combined Round 2 MAQ and Initial Cost Scores

The combined Round 2 MAQ and Initial Cost scores are listed below.

**Table 4: Combined Round 2 MAQ and Initial Cost Scores**

Respondent	Total Score 80 pts.
Dell	62.50
Insight	67.81
SHI	64.86

After reviewing the combined Round 2 MAQ and Initial Cost Scores, no short-list was developed. All Respondents were issued a Best and Final Offer.

#### F. Post Best and Final Offer – Final Round Cost Scores

The cost scoring as a result of the Respondents' BAFO Cost Proposals was as follows:

**Table 5: BAFO Cost Scores**

Respondent	Cost Score 35 pts.
Dell	35.00
Insight	33.16

SHI	30.04
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#### G. Combined Final MAQ and Cost Scores

The combined final scores for the Respondents, based on Round 2 MAQ and BAFO Cost Scores are listed below.

**Table 6: Final MAQ and Cost Scores**

Respondent	MAQ Score (45)	Cost Score (35)	Total Score (80)
Dell	27.50	35.00	62.50
Insight	34.50	33.16	67.66
SHI	35.00	30.04	65.04

#### H. IDOA Scoring

IDOA scored the Respondents in the following areas: Buy Indiana (5 points), MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), and IVOSB Subcontractor Commitment (5 points + 1 available bonus point) using the criteria outlined in the RFP. The total scores out of 103 possible points were tabulated and are as follows:

**Table 7: Final Evaluation Scores**

Respondent	MAQ Score	Cost Score	Buy Indiana	MBE*	WBE*	IVOSB*	Total Score
Points Possible	45	35	5	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	100 (+3 bonus pt.)
Dell	27.50	35.00	0.00	6.00	6.00	6.00	80.50
Insight	34.50	33.16	0.00	5.00	5.00	6.00	83.66
SHI	35.00	30.04	5.00	5.00	5.00	5.00	85.04

\*See Sections 3.2.5 to 3.2.7 of the RFP for information on available M/WBE and IVOSB bonus points.

#### 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 needs of the State. The team evaluated the proposals based on the stipulated criteria outlined in the RFP document.

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.