



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: October 1, 2021

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

From: David Brandon-Friedman, Senior Account Manager
Indiana Department of Administration

Subject: Recommendation of Selection for RFS 22-67778, Case Management Services

Based on its evaluation of responses to RFS 22-67778, it is the evaluation team's recommendation that CareStar of Indiana, Columbus Medical Services (The Columbus Organization), Connections Case Management, Indiana Professional Management Group (IPMG), Inspire Case Management, and KE Tompkins (Unity of Indiana) be selected to begin contract negotiations to provide Case Management Services for the Indiana Bureau of Developmental Disabilities Services (BDDS).

The terms of this recommendation are included in this letter.

Estimated 2-year Contract Value: N/A

The evaluation team received eleven (11) proposals from:

1. Advocacy Links LLC
2. Advocare, LLC
3. CareStar of Indiana, LLC
4. CICOA Aging & In-Home Solutions, Inc.
5. Columbus Medical Services, LLC dba The Columbus Organization
6. Connections Case Management, LLC
7. FUTURES Case Management, LLC
8. Indiana Professional Case Management Group, Inc
9. Inspire Case Management, Inc.
10. Integrated Supports Case Management
11. K. E. Tompkins, Inc. dba Unity of Indiana

The proposals were evaluated by FSSA and IDOA according to the following criteria established in the RFS:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	100
Total: 100	

The proposals were evaluated according to the process outlined in Section 3.2 ("Evaluation Criteria") of the RFS. Scoring was completed as follows:

A. Adherence to Requirements

Each proposal was reviewed for responsiveness and adherence to mandatory requirements. All of the Respondents were deemed responsive as they met the mandatory requirements listed in the RFS.

B. Management Assessment/Quality: Initial Consensus Scoring

The eleven (11) responsive Respondents' proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

Business Proposal (10 points)

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

- Company Information

Technical Proposal (90 Points)

For the Technical Proposal evaluation, the evaluation team considered the Respondent's proposal in the following areas:

- Overview Sections
- Plan and Program Information
- Oversight of Case Managers
- Feedback Channels
- Contractor Administrative Duties + Mortality Reviews
- Transition of Case Managers

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 100 pts.
Advocacy Links LLC	26.25
Advocare, LLC	37.50
CareStar of Indiana, LLC	50.00
CICOA Aging & In-Home Solutions, Inc.	13.75
Columbus Medical Services, LLC dba The Columbus Organization	60.00
Connections Case Management, LLC	46.25
FUTURES Case Management, LLC	28.75
Indiana Professional Case Management Group, Inc	76.25
Inspire Case Management, Inc.	50.00
Integrated Supports Case Management	37.50
K. E. Tompkins, Inc. dba Unity of Indiana	56.25

The evaluation team elected to shortlist all eleven (11) Respondents based on Round 1 Total Scores.

The evaluation team elected to invite short-listed Respondents to give an oral presentation. Additionally, the evaluation team issued a request for responses to clarification questions.

C. Post Oral Presentations, and Clarification Questions

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

Table 4: Post-Oral Presentation, and Clarification Questions Round 2 - Evaluation Scores

Respondent	MAQ Score 100 pts.
Advocacy Links LLC	26.25
Advocare, LLC	28.75
CareStar of Indiana, LLC	40.00
CICOA Aging & In-Home Solutions, Inc.	13.75
Columbus Medical Services, LLC dba The Columbus Organization	60.00
Connections Case Management, LLC	56.25
FUTURES Case Management, LLC	25.00
Indiana Professional Case Management Group, Inc	76.25
Inspire Case Management, Inc.	45.00
Integrated Supports Case Management	28.75
K. E. Tompkins, Inc. dba Unity of Indiana	42.50

Award Summary

During the course of evaluation, the State scrutinized all proposals to determine the viability of the proposed solutions' ability to meet the goals of the program and the needs of the State. The team evaluated proposals based on the stipulated criteria outlined in the RFS 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) additional two (2) year renewal and one (1) additional one (1) year renewal for a total of five (5) years at the State's option.