



Award Recommendation Letter

Date: February 17, 2023
To: L. Erin Kellam, Deputy Commissioner
Indiana Department of Administration
From: Stephanie Nelson, Procurement Consultant
Indiana Department of Administration
Subject: Recommendation of Selection for RFP 23-72539
State Library Courier Services

Based on the State's evaluation of responses to RFP 23-72539, it is the evaluation team's recommendation that **Pillow Express Delivery, Inc.** be selected to begin contract negotiations to provide the State Library Courier Services for the Indiana State Library.

*Pillow Express Delivery, Inc. has committed to subcontract 4.95% of the contract value to **Professional Management Enterprises, Inc.** (a certified Indiana Veteran-Owned Small Business (IVOSB)).*

The terms of this recommendation are included in this letter.

Estimated Two (2) Year Contract Amount: \$1,687,872.16

The evaluation team received three (3) proposals from:

- NOW Courier, Inc.
- Pillow Express Delivery, Inc.
- R2X LLC

The proposals were evaluated by the Indiana State Library (ISL) and the Indiana Department of Administration (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)	45 points
3. Cost (Cost Proposal)	35 points
4. Buy Indiana	5 points

5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus point available)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus point available)
7. Indiana Veterans Owned Small Business Subcontractor Commitment	5 (1 bonus point 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

The proposals were reviewed for responsiveness and adherence to mandatory requirements. All Respondents adhered to the mandatory requirements and were moved to the next step in the evaluation process.

B. Management Assessment/Quality (45 points)

The Respondent’s proposals were evaluated based on their respective Business Proposal and Technical Proposal.

Business Proposal

For the Business Proposal evaluation, the evaluation team considered the Respondents organizational structure and financial stability as defined in Section 2.3 of the RFP. The evaluation teams scores were based on a review of the Respondents Business Proposal, Attachment E.

Technical Proposal

For the Technical Proposal evaluation, the evaluation team considered the Respondents ability to effectively perform the scope of work in Section 2.4 of the RFP. The evaluation teams scores were based on a review of the Respondents Technical Proposal, Attachment F.

The evaluation team’s initial (Round 1) scores were 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 (MAQ)

Respondent	MAQ Score
NOW Courier, Inc.	38.75
Pillow Express Delivery, Inc.	37.58
R2X LLC	30.83

C. Cost Proposal (35 points)

Cost scores would then be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal received a total of 35 points. The normalization formula is as follows:

- *Respondents Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 35*

The cost scoring as a result of the Respondent’s cost proposal is as follows:

Table 2: Round 1 – Cost Score

Respondent	Cost Score
NOW Courier, Inc.	22.92
Pillow Express Delivery, Inc.	35.00
R2X LLC	32.95

D. Initial (Round 1) Total Scores and Shortlisting

The initial Management Assessment and Quality (MAQ) Scores in Table 1 were combined with the initial Cost Scores in Table 2 to generate the combined initial scores in Table 3. The combined initial MAQ and Cost Scores from the initial evaluation is listed below.

Table 3: Round 1 – Total Score

Respondent	Total Score 80 pts.
NOW Courier, Inc.	61.67
Pillow Express Delivery, Inc.	72.58
R2X LLC	63.78

In accordance with Section 3.2 of the RFP, the State had the option to “short-list.” The State did not short-list Respondents. The State moved all Respondents on to the second round of evaluations.

E. Second Round Scores – Oral Presentations and BAFO Responses

All Respondents were invited to deliver an oral presentation to the State’s evaluation team. No MAQ scores were altered following the oral presentations and subsequent clarifications. Following this second round of MAQ scoring, MAQ scores were finalized and remained unchanged for the duration of the evaluation.

Respondents were also given the opportunity to provide a Best and Final Offer (BAFO). NOW Courier, Inc. and Pillow Express Delivery, Inc. elected to submit a BAFO. R2X LLC elected to keep pricing the same as their original proposal submission. The Respondent’s scores were reviewed and re-evaluated based on the BAFO responses.

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

Table 4: Round 2 – (Post Oral Presentations and BAFOs)

Respondent	MAQ Score (45)	Cost Score (35)	Total Score (80)
NOW Courier, Inc.	38.75	23.83	62.58
Pillow Express Delivery, Inc.	37.58	35.00	72.58
R2X LLC	30.83	32.74	63.57

F. IDOA Scoring

IDOA scored the Respondents in the following areas: Buy Indiana (5 pts.), MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), and Indiana Veteran Owned Small Business 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 5: Final Overall 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 pts.)
NOW Courier, Inc.	38.75	23.83	5.00	-1.00	-1.00	-1.00	64.58
Pillow Express Delivery, Inc.	37.58	35.00	0.00	-1.00	-1.00	6.00	76.58
R2X LLC	30.83	32.74	0.00	-1.00	-1.00	-1.00	60.57

Award Summary

During the course of evaluation, the State scrutinized the proposals to determine the viability of the proposed solution to meet the goals of the program and the 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 two (2) years from the date of contract execution. There may be two (2) one-year renewals for a total of four (4) years at the State's option.

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