



STATE OF INDIANA

DEPARTMENT OF ADMINISTRATION Commissioner's Office

Eric J. Holcomb, Governor

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

Award Recommendation Letter

Date: January 11, 2022

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

From: Teresa Deaton- Reese, Procurement Consultant
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 23-72675 Long Term Services and Supports (LTSS) Enrollment Services (Scope A)

Based on its evaluation of responses to RFP 23-72675 (Scope A), it is the evaluation team's recommendation that Maximus US Services, Inc. (Maximus) be selected to begin contract negotiations to provide LTSS Enrollment Services to the Indiana Family and Social Services Administration (FSSA).

Maximus has committed to subcontract:

7.7% of the contract value to **AltaStaff** (which is a certified Women-owned Business (WBE)),

3.7% of the contract value to **Indiana Wellness Consultants** (which is a certified Women-owned Business (WBE)),

3.7% of the contract value to **Alpha Rae Personnel Inc.** (which is certified Minority-owned Business (MBE)),

9.0% of the contract value to **The Panther Group** (which is certified Minority-owned Business (MBE)),

0.7% of the contract value to **Ascend Behavioral Health and Counseling Services** (which is certified Minority-owned Business (MBE)),

1.4% of the contract value to **Printer Zink Inc. DBA One Point** (which is certified Indiana Veteran-owned Small Business (IVOSB)) and,

7.7% of the contract value to **Ventures USA** (which is certified Indiana Veteran-owned Small Business (IVOSB)).

The terms of this recommendation are included in this letter.

Estimated Contract Value: \$129,182,927.78

The evaluation team received one (1) proposal each from:

1. Maximus
2. Geminus Inc (Geminus)
3. Public Consulting Group LLC (PCG)

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

Criteria	Points
1. Management Assessment/Quality (Business and Technical Proposal)	45
2. Cost (Cost Proposal)	35
3. Buy Indiana	5
4. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
5. Women Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
6. 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. Management Assessment/Quality: Consensus Scoring

The three (3) total responsive Respondent proposals were evaluated based on the respective Business Proposals and Technical Proposals.

Business Proposal (5 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
- References

Technical Proposal and Use Case Scenarios (40 Points)

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

- Executive Summary and General Responsibilities (Scope A, Sections 1 and 2 of the Scope of Work)
- NFLOC Assessment Process and Use Case Scenario #1 and #3 (Scope A, Section 3 of the Scope of Work and Attachment L.1)
- Pre-Admission Screening and Resident Review (PASRR) Reporting and Use Case Scenario #2 (Scope A, Section 4 of the Scope of Work and Attachment L.1)
- Intake Counseling and Use Case Scenario #1 (Scope A, Section 5 of the Scope of Work and Attachment L.1)
- Medicaid Application Assistance (Scope A, Section 6 of the Scope of Work)
- Helpline Services, and Communication Requirements (Scope A, Sections 7 and 8 of the Scope of Work)
- Technology and Education, IT Systems, Business Contingency and Disaster Recovery Plans, System Outages, Breaches, and Disaster Recovery Notification, and Incoming and Outgoing Transition Activities (Scope A, Sections 9, 10, 14, 15, 16, and 17 of the Scope of Work)
- Conflict of Interest, Staffing, Reporting, and Subcontractors (Scope A, Sections 11, 12, 13, and 20 of the Scope of Work)
- Quality Management and Improvement Program, Health Equity and Cultural Competency (Scope A, Sections 18 and 19 of the Scope of Work)
- Invoicing and Payments, Performance Standards, and Service Level Agreements (Scope A, Sections 21, 22, and 23 of the Scope of Work)

The evaluation team’s scoring is based on a review of the Respondent’s proposed approach to each section of the Business Proposal and Technical Proposal. The results of the Management Assessment/Quality Evaluation are shown below:

Table 1: Initial Management Assessment/Quality (MAQ) Scores

Respondent	MAQ Score 45 pts.
Maximus	42.25
Geminus	0.00
PCG	9.25

B. Cost Proposal (35 Points) and Shortlisting

Price points were awarded on the Respondents' Costs as follows:

Score =
$$\left\{ \begin{array}{l} \bullet \text{ If Respondent's Cost amount is lowest among all Respondents, then} \\ \text{score is 35.} \\ \bullet \text{ If Respondent's Cost amount is NOT lowest among all Respondents,} \\ \text{then score is:} \\ 35 * \frac{(\text{Lowest Respondent's Cost amount})}{(\text{Respondent's Cost amount})} \end{array} \right.$$

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

Table 2: Initial Cost Scores

Respondent	Cost Score 35 pts.
Maximus	35.00
Geminus	17.34
PCG	32.05

The combined MAQ and Cost scores from the evaluations are listed below.

Table 3: Combined MAQ and Cost Scores

Respondent	Combined Score 80 pts.
Maximus	77.25
Geminus	17.34
PCG	41.30

With IDOA approval, the evaluation team issued clarification questions and invitations to oral presentations.

C. Clarifications – Post-Clarifications and Oral Presentations MAQ Scores

Initial clarification questions were issued to all bidders. Each bidder gave an oral presentation. The Respondent's Management Assessment and Quality scores were reviewed based on the information provided by each Respondent in the clarification questions and oral presentation. The Round 2 MAQ scores for the short-listed Respondents were as follows:

Table 4: Post-Clarifications and Oral Presentations MAQ Scores

Respondent	MAQ Score 45 pts.
Maximus	42.25
Geminus	0.00
PCG	9.00

D. Post Best and Final Offer (BAFO) Opportunity – Final Cost Scores

The State elected to issue a Best and Final Offer (BAFO) opportunity to Respondents. The cost scores for the Respondents after the BAFO were as follows:

Table 5: Post-BAFO Cost Scores

Respondent	Cost Score 35 pts.
Maximus	35.00
Geminus	16.98
PCG	31.70

E. IDOA Scoring

IDOA scored the Respondent 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. When necessary, IDOA clarifies certain M/WBE/IVOSB information with Respondents. Once the final M/WBE/IVOSB forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

Table 6: 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 pts.)
Maximus	42.45	35.00	0.00	6.00	5.00	6.00	94.25
Geminus	0.00	16.98	5.00	0.63	0.45	0.50	23.55
PCG	9.00	31.70	5.00	5.00	6.00	5.00	61.70

* See Section 3.2.5/6/7 of the RFP for information on available M/WBE/IVOSB bonus points.

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 RFP document.

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

