



STATE OF INDIANA

Eric Holcomb, Governor

Department of Administration
Procurement Division

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Award Recommendation Letter

Date: April 11, 2023

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

From: Syed Mohammad, Procurement Consultant,
Indiana Department of Administration

Subject: Selection of RFP 23-73094: System Tracking and Record Support (STARS) System Maintenance and Operations (M&O) and Optional Project-Based Work

L. Erin
Kellam

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Erin Kellam
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Based on its evaluation of responses to RFP 23-73094, it is the evaluation team's recommendation that **Deloitte Consulting LLP** be selected to begin contract negotiations to provide System Tracking and Record Support (STARS) System Maintenance and Operations (M&O) and Optional Project-Based Work for the Bureau of Motor Vehicles (BMV).

Deloitte Consulting LLP has committed to subcontract 16.02% of the contract value to **Sondhi Solutions, LLC**, a certified Minority-owned Business (MBE), 20.01% of the contract value to **Dynamic Talent Solutions, Inc.**, a certified Women-owned Business (WBE), and 4.02% of the contract value to **Vespa Group**, a certified Indiana Veteran-Owned Small Business (IVOSB).

The terms of this recommendation are included in this letter.

Estimated four (4) year Contract Value: \$35,737,842.53

The evaluation team received eight (8) proposals from:

1. Accenture LLP (Accenture)
2. Computer Aid, Inc. (CAI)
3. Deloitte Consulting LLP (Deloitte)
4. eimage Technology Group, Inc. (eimage)
5. Encore Consulting Services, Inc. (Encore)
6. Infosys Public Services, Inc. (Infosys)
7. Moser Consulting, Inc. (Moser)
8. System Soft Technologies, Inc. (System Soft)

The proposals were evaluated by BMV, IOT and 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)	50
3. Cost (Cost Proposal)	30
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)
7. Buy Indiana	5

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. One respondent, Encore, was disqualified, as they did not adhere to the mandatory requirements outlined in the RFP. The other seven (7) Respondents adhered to the mandatory requirements outlined in the RFP.

B. Management Assessment/Quality: Initial Scoring (50 Points)

The seven (7) responsive Respondents’ proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

These areas were reviewed to assess the Respondent’s ability to serve the State:

- Company Information
- Experience
- References
- Staffing, Project Management, and SLAs
- M&O Services
- Transition and Turnover
- Project-Based Work, SDLC, and Software Warranty
- Overall Ability to Meet the State’s Needs

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 50 pts.
Accenture	44.75
CAI	12.25
Deloitte	39.00
eimage	43.00
Infosys	14.00
Moser	27.75
System Soft	2.50

C. Cost Proposal (30)

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

Score =

- If Respondent's Cost amount is lowest among all Respondents, then score is 30.
- If Respondent's Cost amount is NOT lowest among all Respondents, then score is:

$$30 * \frac{(\text{Lowest Respondent's Cost Amount})}{(\text{Respondent's Cost Amount})}$$

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

Table 2: Cost Scores - Round 1

Respondent	Cost Score 30 pts.
Accenture	20.52
CAI	28.94
Deloitte	25.13
eimagine	21.88
Infosys	23.76
Moser	30.00
System Soft	25.56

D. First Round Total Scores

The combined Round 1 MAQ and Cost scores from the initial evaluations are listed below.

Table 3: Total Scores - Round 1

Respondent	Total Score 80 pts.
Accenture	65.27
CAI	41.19
Deloitte	64.13
eimagine	64.88
Infosys	37.76
Moser	57.75
System Soft	28.06

With IDOA approval, the evaluation team elected to shortlist Accenture, Deloitte, eimagine, and Moser based on Round 1 Total Scores. The evaluation team elected to invite the four (4) shortlisted Respondents to give oral

presentations. Additionally, the evaluation team issued clarification questions and a request for Best and Final Offers (BAFOs) to the shortlisted Respondents.

E. Post Clarifications, Oral Presentations and BAFO Evaluations

The shortlisted Respondents' cost scores were updated based on their BAFOs. The shortlisted Respondents' MAQ scores were reviewed based on the responses to the clarification questions and the oral presentations. The scores for the shortlisted Respondents after the clarification questions, oral presentations and BAFOs were as follows:

Table 4: Post-Oral Presentations and BAFOs - Evaluation Scores - Round 2

Respondent	MAQ Score (50)	Cost Score (30)	Total Score (80)
Accenture	38.25	18.39	56.64
Deloitte	45.00	22.61	67.61
eimage	35.50	19.43	54.93
Moser	25.75	30.00	55.75

F. IDOA Scoring

IDOA scored the Respondent in the following areas: MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), IVOSB Subcontractor Commitment (5 points + 1 available bonus point), and Buy Indiana Commitment (5 points) using the criteria outlined in the RFP. When necessary, IDOA clarifies certain MBE/WBE/IVOSB information with Respondents. Once the final MBE/WBE/IVOSB forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

Table 5: Final Evaluation Scores

Respondent	MAQ Score	Cost Score	MBE*	WBE*	IVOSB*	Buy Indiana	Total Score
Points Possible	50	30	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5	100 (+3 bonus pts.)
Accenture	38.25	18.39	5	5	6	5	77.64
Deloitte	45.00	22.61	5	6	6	5	89.61
eimage	35.50	19.43	6	5	5	5	75.93
Moser	25.75	30.00	5	5	5	5	75.75

* See Sections 3.2.5, 3.2.6, and 3.2.7 of the RFP for information on available MBE/WBE/IVOSB bonus points.

Award Summary

During the course of evaluation, the State scrutinized all proposals to determine the ability of the proposed solutions to meet the goals of the program and the needs of the State. The evaluation team evaluated proposals based on the stipulated criteria outlined in the RFP.

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