



STATE OF INDIANA

Eric Holcomb, Governor

Department of Administration
Procurement Division

402 W Washington Street, Room W468
Indianapolis, Indiana 46204

Award Recommendation Letter

Date: May 24, 2023

To: Erin Kellam, Deputy Commissioner,
Indiana Department of Administration *Z/K 5/24/23*

From: Teresa Deaton-Reese, Senior Account Manager,
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 23-74522: Child Care Resource and Referral Central Office
(CCR&R CO)

Based on the evaluation of responses to Request for Proposal ("RFP") 23-74522, it is the evaluation team's recommendation that **Early Learning Indiana, Inc.** be selected to provide Child Care Resource and Referral Central Office services for the Family and Social Services Administration (FSSA), Office of Early Childhood and Out-of-School Learning (OECOSL).

Early Learning Indiana, Inc. has committed to subcontract 36.13% of the contract value to **The Consultants Consortium, Inc.** (a certified Minority-owned Business (MBE)), 0.71% of the contract value to **Holsapple Communications, LLC** (a certified Woman-owned Business (WBE)), and 3.14% of the contract value to **Found Search Marketing, LLC** (a certified Women-owned Business (WBE)).

Terms of this recommendation are included in this letter.

The evaluation team received a proposal from one (1) vendor:

- Early Learning Indiana, Inc. ("Early Learning Indiana")

According to the following criteria, which were published in Section 3, Proposal Evaluation, of the RFP, the proposal was evaluated by the Indiana Department of Administration ("IDOA") and scored by the evaluation team:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	50
3. Cost (Cost Proposal)	30
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 proposal was 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 proposal was reviewed for responsiveness and adherence to mandatory requirements. The Respondent was deemed responsive and adhered to the mandatory requirements.

B. Management Assessment/Quality (MAQ): Initial Consensus Scoring

The Respondent's proposal was evaluated based on their Business and Technical Proposal.

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 (45 Points)

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

- Scope of Work Sections 1, 2, and 3 – Introduction, Background and Goals, and Respondent Eligibility Requirements
- Scope of Work Sections 4.1, 4.2, 4.3, and 4.4 – CCR&R Network Annual Work Plan and Policies, CCR&R Network Coordination, CCR&R Network Planning and Monitoring, and Strategic Services
- Scope of Work Sections 4.5, 4.6, and 4.7 – Referral Coordination, Family Engagement, and Community Outreach
- Scope of Work Section 5 – System and Online Responsibilities
- Scope of Work Sections 6.1, 6.2, and 6.3 – PTQ Assessment and Rating Service Requirements and Responsibilities, Provider Continuous Quality Improvement through PTQ, and Quality Rating and Improvement System 2.0
- Scope of Work Sections 6.4, 6.5, 6.6, 6.7, and 6.8 – PTQ Policy and Procedures Manual, PTQ Complaint Procedure Support, PTQ Progress Reporting, PTQ Technology Requirements, PTQ Data and Records Retention
- Scope of Work Section 7 – Survey Support Requirements and Responsibilities
- Scope of Work Section 8 – Innovation
- Scope of Work Sections 9 and 10 – Program Management and Staffing
- Scope of Work Section 11 – Performance Measures
- Scope of Work Sections 12, 13, and 14 – Billing and Invoicing, Implementation and Transition Requirements, Corrective Actions and Payment Withholds

The evaluation team's initial 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: Round 1 – Management Assessment/Quality Scores

Respondent	MAQ Score 50 pts.
Early Learning Indiana	29.75

C. Cost Proposal (30)

Cost points were awarded based on the Respondent's proposed Total 4-Year Bid Amount.

Points are awarded on a graduated scale, with a maximum of thirty points (30) going to the Respondent with the lowest proposed Total 4-Year Bid Amount.

Points were awarded using the following formula:

Score =

- If the Respondent's proposed Total 4-Year Bid Amount is lowest among all Respondents, then the score is 30.
- If the Respondent's proposed Total 4-Year Bid Amount is NOT lowest among all Respondents, then the score is:

$$30 * \frac{(\text{Lowest Respondent's Total 4-Year Bid Amount})}{(\text{Respondent's Proposed Total 4-Year Bid Amount})}$$

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

Table 2: Round 1 – Cost Scores

Respondent	Cost Score 30 pts.
Early Learning Indiana	30.00

D. First Round Total Scores

The combined Round 1 MAQ and Cost scores from the initial evaluation is listed below.

Table 3: Round 1 – Total Scores

Respondent	Total Score (MAQ + Cost) 80 pts.
Early Learning Indiana	59.75

The evaluation team elected to issue Clarification Questions, an Oral Presentations invitation, and a Best and Final Offer (BAFO) request to the Respondent.

E. Second Round Post Oral Presentations, Clarification Responses, and BAFOs

The Respondent's MAQ score was reviewed and re-evaluated based on their Oral Presentation and Clarification Responses. The Respondent was also given the opportunity to update their cost proposal during the Best and Final Offer (BAFO) round.

The score for the respondent after these updates is as follows:

Table 4: Round 2 (Post BAFOs, Oral Presentation, and Clarification Responses) – Evaluation Scores

Respondent	MAQ Score 50 pts.	Cost Score 30 pts.	Total Score 80 pts.
Early Learning Indiana	31.25	30.00	61.25

F. 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. The total scores out of 103 possible points were calculated and are as follows:

Table 5: Final Evaluation Scores

Respondent	MAQ Score	Cost Score	Buy Indiana	MBE*	WBE*	IVOSB*	Total Score
Points Possible	50	30	5	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	100 (+3 bonus pts.)

Early Learning Indiana	31.25	30.00	5.00	6.00	1.80	-1.00	73.05
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* See Sections 3.2.5 and 3.2.6 of the RFP for information on available M/WBE bonus points, and 3.2.7 of the RFP for information on available IVOSB bonus points.

Award Summary

During the course of evaluation, the State scrutinized all proposals to determine the viability of the proposed ability to meet the goals of the program and the needs of the State. The team evaluated the proposal 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. At the State's option, there may be either two (2) one-year renewals, or one (1) two-year renewal. In no event shall the term of this Contract exceed a total of six (6) years.