



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: August 9, 2023

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

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

Subject: Recommendation of Selection for RFP 24-75743,
Vaccination, Immunization, Scheduling, Inventory, Testing, and Claims (VISIT) System

Based on its evaluation of responses to RFP 24-75743, it is the evaluation team's recommendation that TrackMy Solutions Inc. be selected to begin contract negotiations to administer the Vaccination, Immunization, Scheduling, Inventory, Testing, and Claims (VISIT) System for the Indiana Department of Health (IDOH).

TrackMy Solutions Inc. has committed to subcontract 10.25% of the contract value to **Vergence, LLC** (a certified Minority-owned Business (MBE)).

TrackMy Solutions Inc. has committed to subcontract 8.05% of the contract value to **aFit Staffing, Inc.** (a certified Women-owned Business (WBE)).

TrackMy Solutions Inc. has committed to subcontract 6.55% of the contract value to **Brown Design & Workflow Creations, LLC DBA PMPHASE** (a certified Women-owned Business (WBE)).

TrackMy Solutions Inc. has committed to subcontract 6.11% of the contract value to **Corvano LLC** (a certified Indiana Veteran-owned Business (IVOSB)).

The terms of this recommendation are included in this letter.

Estimated 3-year Contract Value: \$11,824,565.17

The evaluation team received eight (8) proposals from:

1. Accelare, Inc. (Accelare)
2. Deloitte Consulting LLP (Deloitte)
3. Quisitive, LLC (Quisitive)
4. Sondhi Solutions (Sondhi)
5. Syra Health Corp. (Syra)
6. TrackMy Solutions Inc. (TrackMy)
7. Trillian Technologies Inc (Trillian)
8. VAULT Technologies, LLC (VAULT)

The proposals were evaluated by IDOH, FSSA 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 Proposal and Technical Proposal)	55
3. Cost (Cost Proposal)	25
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 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. Eight (8) proposals were deemed responsive and adhered to the mandatory requirements. None were disqualified.

B. Management Assessment/Quality: Initial Consensus Scoring

The Respondents' proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

Business Proposal and Technical Proposal (55 points)

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

- Company Information
- Experience
- Proposed Solution
- Implementation Approach
- Project Management and Maintenance
- Staffing
- 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 evaluation team issued clarifications prior to finalizing Round 1 scores. The initial results of the Management Assessment/Quality Evaluation Questions are shown below:

Table 1: Round 1 – Management Assessment/Quality Scores

Respondent	MAQ Score 55 pts.
Accelare	24.50
Deloitte	41.25
Quisitive	18.00
Sondhi	31.75
Syra	23.00
TrackMy	38.75
Trillian	17.50

VAULT	46.75
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C. Cost Proposal (25 Points)

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

Score = {

If Respondent's Cost amount is lowest among Respondents, then score is 25.

If Respondent's Cost amount is NOT lowest among Respondents, then score is:

$$25 * \frac{(\text{Lowest Respondent's Cost Amount})}{(\text{Respondent's Cost Amount})}$$

}

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

Table 2: Round 1 – Cost Scores

Respondent	Cost Score 25 pts.
Accelare	3.90
Deloitte	9.09
Quisitive	19.34
Sondhi	10.18
Syra	25.00
TrackMy	17.50
Trillian	9.71
VAULT	10.01

D. First Round Total Scores and Shortlisting

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

Table 3: Round 1 – Total Scores (MAQ + Cost)

Respondent	Total Score 80 pts.
Accelare	28.40
Deloitte	50.34
Quisitive	37.34
Sondhi	41.93
Syra	48.00
TrackMy	56.25
Trillian	27.21
VAULT	56.76

The evaluation team elected to invite four (4) Respondents to give oral presentations and demonstrations: Deloitte, Syra, TrackMy, and VAULT. Additionally, the evaluation team issued clarification questions and a request for Best and Final Offers (BAFOs).

E. Post Oral Presentations, Demonstrations, and Clarifications – Second Round MAQ Scores

The evaluation team issued Clarifications to Respondents prior to finalizing Round 2 scores. Additionally, Respondents were invited to give oral presentations and demonstrations to the evaluation team. The Respondents' MAQ scores were reviewed and re-evaluated based on oral presentations, demonstrations, and the written responses to clarification questions. The scores for the Respondents after the second round of MAQ scoring are listed below.

Table 4: Round 2 – Management Assessment/Quality Scores

Respondent	MAQ Score 55 pts.
Deloitte	33.50
Syra	16.25
TrackMy	47.00
VAULT	40.00

F. Post Best and Final Offer Opportunity – Final Round Cost Scores

The State elected to issue a request for Best and Final Offers (BAFOs) to the four Respondents.

The cost scoring as a result of the Respondents' BAFO Cost Proposals is as follows:

Table 5: Round 2 – BAFO Cost Scores

Respondent	Cost Score 25 pts.
Deloitte	9.75
Syra	25.00

TrackMy	18.13
VAULT	11.56

G. Round 2 - Total Scores

The combined final scores for the Respondents, based on Round 2 Management Assessment/Quality Scores and BAFO Cost Scores are listed below.

Table 6: Round 2 - Evaluation Scores

Respondent	MAQ Score	Cost Score	Total Score
Points Possible	55	25	80
Deloitte	33.50	9.75	43.25
Syra	16.25	25.00	41.25
TrackMy	47.00	18.13	65.13
VAULT	40.00	11.56	51.56

H. IDOA Scoring

IDOA scored the Respondents 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 (5 points) using the criteria outlined in the RFP. IDOA requested updated M/WBE and IVOSB commitment forms from the Respondents who submitted BAFO Cost Proposals. Once the final M/WBE and IVOSB commitment forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

Table 7: Final Evaluation Scores*

Respondent	MAQ Score	Cost Score	MBE*	WBE*	IVOSB*	Buy Indiana*	Total Score
Points Possible	55	25	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5	100 (+3 bonus pt.)
Deloitte	33.50	9.75	5.00	5.00	5.00	5.00	63.25
Syra	16.25	25.00	5.00	5.00	5.00	5.00	61.25
TrackMy	47.00	18.13	5.00	6.00	5.00	0.00	81.13
VAULT	40.00	11.56	6.00	5.00	6.00	0.00	68.56

* See Sections 3.24, 3.2.5, 3.2.6, and 3.2.7 of the RFP for information on available M/WBE/IVOSB/Buy Indiana 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 document.

The term of the contract shall be for a period of three (3) years. There may be three (3) one-year renewals for a total of six (6) years at the State's option.