



# STATE OF INDIANA

**Mike Braun, Governor**

**DEPARTMENT OF ADMINISTRATION**  
Commissioner's Office

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

## Award Recommendation Letter

Date: June 13, 2025

To: Jennifer Jansen, Procurement  
Indiana Department of Administration

From: Angie Alexander, Procurement Specialist  
Indiana Department of Administration

Subject: Selection Recommendation for RFP# 25-80511 Charity Gaming Operating Program

Based on the evaluation of responses to RFP 25-80511, it is the evaluation team's recommendation that **Crowe LLP (Crowe)** be selected to begin contract negotiations for the implementation of Charity Gaming Operating Program for the Indiana Gaming Commission.

Terms of this recommendation are included in this letter.

**Estimated One (1) Year Contract Value: \$849,531.00**

The evaluation team received proposals from fourteen (14) vendors:

- Brite Systems, Inc.
- Cincinnati Bell Technology Solutions
- Cloud SynApps
- Crowe LLP
- eImagine Technology Group, Inc.
- GL Suite, Inc.
- Hoover Blanket Inc.
- Indiana Interactive, LLC
- Kunz, Leigh & Associates Inc.
- Kyra Solutions
- Maverick Quantum Inc.
- Quantiphi Inc.
- Thentia USA, Inc.
- Vespa Group LLC

Proposals were evaluated and scored by the Indiana Department of Administration ("IDOA") and the Indiana Gaming Commission according to the following criteria established in the RFP.

Criteria	Points
<b>Adherence to Requirements</b>	Pass/Fail
<b>Management Assessment/Quality</b>	50
<b>Price</b>	30
<b>Indiana Economic Impact</b>	5
<b>Buy Indiana/Indiana Company</b>	5
<b>Minority Business Participation</b>	5 (1 bonus point available)
<b>Women Business Participation</b>	5 (1 bonus point available)
<b>Indiana Veteran Owned Small Business Participation</b>	5 (1 bonus point available)
<b>TOTAL:</b>	100 (103 if all bonus points awarded)

The proposals were evaluated according to the published 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 adherence to mandatory requirements. All respondents met mandatory requirements. All proposals were then evaluated based on the business proposal, technical proposal, and cost proposal.

## B. Management Assessment/Quality (“MAQ”)

### Business Proposal

For the business proposal evaluation, the evaluation team reviewed and assessed the respondents’ ability to serve the State in the following categories:

- References
- Company Financials
- Experience servicing State Governments

### Technical Proposal

For the technical proposal evaluation, the evaluation team reviewed and assessed the respondents’ ability to serve the State in the following categories:

- Company Information
- Dashboard/General
- Program (IGC) Coordinator Management
- Organization Management
- IGC Investigation
- Training
- Technical

The evaluation team’s scores were based on a review of the respondent’s proposed approach to each section of the technical proposal and any subsequent clarifications.

Results of the management assessment/quality evaluation are shown below:

**Table 1: Initial MAQ Score**

<b>Respondent</b>	<b>MAQ Score (50 Max)</b>
Brite Systems Inc	40.00
Cincinnati Bell Technology Solutions	17.50
Cloud SynApps	37.50
Crowe LLP	47.50
eImagine Technology Group Inc	38.50
GL Suite, Inc	25.50
Hoover Blanket	26.00
Indiana Interactive, LLC	25.00
Kunz, Leigh & Associates Inc	37.50
Kyra Solutions Inc	37.50
Maverick Quantum Inc	27.00
Quantiphi Inc	25.00
Thentia USA, Inc	27.50
Vespa Group LLC	36.00

### C. Cost Proposal

According to the process outlined in the RFP, cost scores for all respondents would have been normalized based on the lowest cost proposal evaluated. The cost scoring is as follows.

**Table 2: Initial Cost Score**

<b>Respondent</b>	<b>Cost Score (30 Max)</b>
Brite Systems Inc	3.03
Cincinnati Bell Technology Solutions	17.66
Cloud SynApps	5.63
Crowe LLP	13.93
Eimage Technology Group Inc	4.93
GL Suite, Inc	12.83
Hoover Blanket Inc	30.00
Indiana Interactive, LLC	6.64
Kunz, Leigh & Associates Inc	1.95
Kyra Solutions Inc	12.97
Maverick Quantum Inc	16.76
Quantiphi Inc	4.75
Thentia USA, Inc	13.98
Vespa Group LLC	21.84

### D. Initial Round Total Scores and Shortlisting

The Cost Score was then combined with the Management Assessment and Quality Score to generate the total score for this step of the evaluation process as described in the RFP. The combined scores out of a maximum possible 75 points are tabulated in Table 3 below.

**Table 3: Initial MAQ + Initial Cost Score**

<b>Respondent</b>	<b>MAQ Score (50 Max)</b>	<b>Cost Score (30 max)</b>	<b>Total Score (80 max)</b>
Brite Systems Inc	40.00	3.03	43.03
Cincinnati Bell Technology Solutions	17.50	17.66	35.16
Cloud SynApps	37.50	5.63	43.13
Crowe LLP	47.50	13.93	61.43
eImage Technology Group Inc	38.50	4.93	43.43
GL Suite, Inc	25.50	12.83	38.33
Hoover Blanket Inc	26.00	30.00	56.00
Indiana Interactive, LLC	25.00	6.64	31.64
Kunz, Leigh & Associates Inc	37.50	1.95	39.45
Kyra Solutions Inc	37.50	12.97	50.47
Maverick Quantum Inc	27.00	16.76	43.76
Quantiphi Inc	25.00	4.75	29.75
Thentia USA, Inc	27.50	13.98	41.48
Vespa Group LLC	36.00	21.84	57.84

With IDOA approval, the evaluation team elected to shortlist Brite Systems Inc, Cloud SynApps, Crowe LLP, eImagine Technology Group Inc, Hoover Blanket, Kunz, Leigh & Associates Inc, Kyra Solutions Inc, Maverick Quantum Inc & Vespa Group LLC based on Round 1 Total Scores.

The evaluation team elected to issue invites to Oral Presentations to the nine (9) shortlisted Respondents.

#### E. Post Oral Presentations – Second Round MAQ Scores

The Respondents' (who were shortlisted after the First Round) MAQ scores were reviewed and re-evaluated based on the Oral Presentations and the written responses to questions asked during Oral Presentations. The scores for the Respondents (who were shortlisted after the First Round) after the Oral Presentations were as follows.

**Table 4: Round 2 – Management Assessment/Quality Scores**

Respondent	MAQ Score (50 Max)
Brite Systems Inc	34.00
Cloud SynApps	36.00
Crowe LLP	46.00
eImagine Technology Group LLC	41.50
Hoover Blanket Inc	18.50
Kunz, Leigh & Associates Inc	37.50
Kyra Solutions Inc	50.00
Maverick Quantum Inc	26.00
Vespa Group LLC	30.00

Clarification was asked of all shortlisted respondents' which affected cost. The language of the Clarification request was as follows: *"All subscriptions and licensing cost will be vetted and purchased through state IOT. In the cases of Microsoft and Salesforce, those fees are already agreed upon and QPA's have been awarded as such. It would subsequently skew pricing if subscription costs were included within the cost proposal. This is an opportunity for all vendors to have an equal playing field before scoring."*

The cost scores were then tabulated based on the submissions on those responses. Those adjustments are listed below within the "cost scores" and subsequent Total Scores.

#### F. Second Round Total Scores and Shortlisting

The combined Round 2 MAQ and updated Cost scores are listed below.

**Table 3: Round 2 – Total Scores (MAQ + Cost)**

Respondent	MAQ Score (50 Max)	Cost Score (30 max)	Total Score (80 max)
Brite Systems Inc	34.00	3.25	37.25
Cloud SynApps	36.00	5.38	41.38
Crowe LLP	46.00	13.30	59.30
eImagine Technology Group LLC	41.50	4.71	46.21
Hoover Blanket Inc	18.50	30.00	48.50
Kunz, Leigh & Associates Inc	37.50	1.86	39.36
Kyra Solutions Inc	50.00	12.38	62.38

Maverick Quantum Inc	26.00	16.00	42.00
Vespa Group LLC	30.00	20.85	50.85

With IDOA approval, the evaluation team elected to shortlist Crowe LLC & Kyra Solutions Inc based on Round 2 Total Scores.

The evaluation team elected to invite the two (2) shortlisted Respondents to complete the Best and Final Offer (BAFO) Opportunity.

#### G. Post Best and Final Offer Opportunity – Final Round Cost Scores

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 (30 Max)
Crowe LLC	29.44
Kyra Solutions Inc	30.00

#### H. Round 2 - Total Scores

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

**Table 6: Round 2 – Total BAFO Scores**

Respondent	MAQ Score (50 Max)	Cost Score (30 max)	Total Score (80 max)
Crowe LLC	46.00	29.44	75.44
Kyra Solutions Inc	50.00	30.00	80.00

#### I. IDOA Scoring

IDOA scored the respondents in the following areas using criteria published in the RFP: Buy Indiana (5 points); Indiana Economic Impact (5 points); Minority and Women Business Participation (5 points each, with one available bonus point each); and Indiana Veteran Owned Small Business Participation (5 points, with one available bonus point). When necessary, IDOA clarified certain Buy Indiana, Indiana Economic Impact, Minority and Women Business Participation and Indiana Veteran Owned Small Business Participation information with the respondents.

**Table 7: Final Overall Evaluation Scores**

Respondent	MAQ Score (50 Max)	Cost Score (30 Max)	Buy Indiana (5 max)	MBE (5 max + 1 bonus)	WBE (5 max + 1 bonus)	IVBE (5 max + 1 bonus)	Total Score <sup>1</sup> (100 max + 3 bonus)
Crowe LLC	46.00	29.44	5.00	5.00	5.00	5.00	95.44
Kyra Solutions Inc	50.00	30.00	0.00	4.38	4.50	4.50	93.37

**Award Summary**

The term of the contract shall be for a period of one (1) year from the date of contract execution. There may be one (1) one-year renewal for a total term of two (2) years at the State's option.

Angie Alexander  
Procurement Specialist  
Indiana Department of Administration