



STATE OF INDIANA
Mike Braun, Governor

Department of Administration
Procurement Division
402 W Washington Street, Room W468
Indianapolis, Indiana 46204

Award Recommendation Letter

Date: April 30, 2025

To: Jennifer Jansen, Procurement Director,
Indiana Department of Administration

From: Mark Hempel, Procurement Director,
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 25-81353: *Adult Protective Services Staffing & Operations*

Based on its evaluation of responses to RFP 25-81353, it is the evaluation team's recommendation that PCG-Indiana, Inc. be selected to begin contract negotiations to provide *Adult Protective Services Staffing & Operations* for the Family and Social Services Administration (FSSA), Division of Aging (DA).

PCG-Indiana, Inc. has committed to subcontract 9.12% of the contract value to Marion Edwards Associates, Inc., a certified Minority-owned Business (MBE), 12.02% of the contract value to Briljent, LLC, a certified Women-owned Business (WBE), and 4.08% of the contract value to Axon Advisors LLC, a certified Indiana Veteran-Owned Small Business (IVOSB).

The terms of this recommendation are included in this letter.

Estimated three (3) year Contract Value: **\$19,499,159.43**

The evaluation team received *three (3)* proposals from:

1. *Adult Protective Services Hub Prosecutor Committee*
2. *Community Care Hub of Indiana, Inc.*
3. *PCG-Indiana, Inc.*

The proposals were evaluated by 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 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)

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. All of the Respondents were deemed responsive, as they met the mandatory requirements listed in the RFP.

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

The three (3) responsive Respondents’ proposals were each evaluated based on their respective Business and Technical Proposals.

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

- *Business Proposal & References*
- *Introduction, Definitions, and Mandatory Requirements*
- *Overview of APS System Functions*
- *APS Staffing & Operations Contractor Functional Requirements*
- *Collaboration with Internal partners and Collaboration with External Partners*
- *Staffing*
- *Quality Assurance and Reporting*
- *System & Infrastructure Requirements, State Resources for APS Staffing & Operations Vendor, Start-of-Contract Requirements, and End-of-Contract Requirements*
- *Corrective Actions and Payment Withholds, Key Performance Indicators, and State Audits*
- *Overall Ability to Meet the Needs of the State*

C. Cost Proposal (30 Points)

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

$$\text{Score} = \begin{cases} \text{If Respondent's Cost amount is lowest among all Respondents, then score is 30.} \\ \text{If Respondent's Cost amount is NOT lowest among all Respondents, then score is:} \\ 30 * \frac{(\text{Lowest Respondent's Cost Amount})}{(\text{Respondent's Cost Amount})} \end{cases}$$

D. Scope Revision & Maximum Budget Requirement

During the evaluation process, the agency was made aware of budgetary updates as part of the State's ongoing biennium budget process that limited the maximum funding available. In the interest of transparency, the agency shared this information with all Respondents and revised the scope to align with these new budgetary constraints.

Respondents were invited to either withdraw from this RFP or revise their technical and cost proposals to align with a reduced scope of services and within the new budget maximum. Respondents were advised in the February 14, 2025 letter that “[t]otal bids over \$19,500,000.00 will not [be] considered going forward”.

E. Post Clarifications, Oral Presentations, and Scope Revision Evaluations

Following the scope revisions and budget cap, only one of the three respondents updated their technical and cost proposals to align with a reduced scope of services within the new budget maximum. This Respondent was PCG-Indiana, Inc.

The remaining Respondent's MAQ scores and cost scores were reviewed and adjusted based on their updated technical and cost proposals as well as their response to the clarification questions and the oral presentations. The scores for the remaining Respondent after the clarification questions, oral presentations, and Scope Revision were as follows:

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

Respondent	MAQ Score (50)	Cost Score (30)	Total Score (80)
<i>PCG-Indiana, Inc.</i>	41.25	30.00	71.25

F. IDOA Scoring

IDOA scored the remaining 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. Based on the final MBE/WBE/IVOSB forms received from the remaining Respondent, 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.)
<i>PCG-Indiana, Inc.</i>	41.25	30.00	6.00	6.00	6.00	5.00	94.25

* 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

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.