



Eric J. Holcomb, Governor

Indiana Government Center South
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Award Recommendation Letter

Date: May 13, 2022
To: Erin Kellam, Deputy Commissioner,
Indiana Department of Administration
From: Teresa Deaton-Reese, CPPB, CPPO, Procurement Consultant
Indiana Department of Administration
Subject: Recommendation of Selection for RFP 22-70514, 988 Software

Based on its evaluation of responses to RFP 22-70514, it is the evaluation team's recommendation that Bamboo Health, Inc. be selected to begin contract negotiations to provide 988 Software for the Indiana Family and Social Services Administration (FSSA), Division of Mental Health and Addiction (DMHA).

Bamboo Health, Inc. has committed to subcontract 6.56% of the contract value to **aFit Staffing, Inc.**, 4.58% of the contract value to **Briljent** (both are certified Women-owned Businesses (WBEs)), 8.05% of the contract value to **Seven Seas Technologies, Inc. dba S2Tech** (which is certified Minority-owned Business (MBE)) and 4.01% of the contract value to **Vespa Group LLC** (which is certified Indiana Veteran Owned Small Business (IVOSB)).

The terms of this recommendation are included in this letter.

Estimated 4-year Contract Value: \$3,964,959.38

The evaluation team received three (3) proposals from:

- 1. Accenture LLP
- 2. Bamboo Health, Inc.
- 3. MTX Group, 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)
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 Requirement

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 Consensus Scoring

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

Business Proposal (4 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 (46 Points)

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

- Proposal Overview & Experience (Scope of Work Section 1, 2, and 3)
- Functional Requirements (Scope of Work Section 4.1 and corresponding tabs in Attachment K – Functional and Technical Requirements Matrix)
- Technical Requirements (Scope of Work Section 4.2 and corresponding tabs in Attachment K – Functional and Technical Requirements Matrix)
- Implementation Services, Training (Scope of Work Section 5.1 and 5.2)
- Ongoing Support (Scope of Work Section 5.3)
- Business Continuity and Disaster Recovery (Scope of Work Section 6)
- System and Contractor Service Levels (Scope of Work Section 7)
- End of Contract Duties (Scope of Work Section 8)

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: Initial Management Assessment/Quality (MAQ) Scores

Respondent	MAQ Score 50 pts.
Accenture LLP	20.00
Bamboo Health, Inc.	39.50
MTX Group, Inc.	4.25

With IDOA approval, the evaluation team elected to invite all Respondents to give an oral presentation. Additionally, the evaluation team elected to issue a request for responses to clarification questions.

C. Post Oral Presentations and Clarification Questions

The Respondents’ MAQ scores were reviewed and re-evaluated based on the oral presentations and the responses to the clarification questions. The scores for all Respondents after the oral presentations and clarification questions were as follows:

Table 2: Post-Oral Presentations and Clarification Questions MAQ Scores

Respondent	MAQ Score 50 pts.
Accenture LLP	17.75
Bamboo Health, Inc.	38.00
MTX Group, Inc.	6.50

D. Cost Proposal (30 Points) and Shortlisting

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 3: Cost Scores

Respondent	Cost Score 30 pts.
Accenture LLP	13.40
Bamboo Health, Inc.	30.00
MTX Group, Inc.	10.54

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

Table 4: Combined MAQ and Cost Scores

Respondent	Combined Score 80 pts.
Accenture LLP	31.15
Bamboo Health, Inc.	68.00
MTX Group, Inc.	17.04

The evaluation team elected to shortlist Bamboo Health, Inc. based on Total Scores. Additionally, the evaluation team issued a request for a Best and Final Offer (BAFO) from the short-listed Respondent.

E. BAFO Evaluations and IDOA Scoring

The short-listed Respondent’s cost score was updated based on their BAFO. IDOA scored the Respondent in the following areas: Buy Indiana, 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) using the criteria outlined in the RFP. When necessary, IDOA clarifies certain M/WBE

and IVOSB information with Respondents. Once the final M/WBE and 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	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.)
Bamboo Health, Inc.	38.00	30.00	0.00	5.00	5.00	6.00	84.00

* See Section 3.2.5/6/7 of the RFP for information on available M/WBE and IVOSB bonus points.

Award Summary

During the course of evaluation, the State scrutinized all proposals to determine the viability of the proposed solutions’ ability to meet the goals of the program and the needs of the State. The team evaluated proposals 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. There may be two (2) additional one (1) year renewals for a total of six (6) years at the State’s option.

Teresa Deaton-Reese, CPPB, CPPO, Procurement Consultant
 Indiana Department of Administration