



STATE OF INDIANA

Eric Holcomb, Governor

Department of Administration  
Procurement Division

402 W Washington Street, Room W468  
Indianapolis, Indiana 46204

Award Recommendation Letter

Date: October 14, 2022

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

*Mark Hempel*

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

Subject: Recommendation of Selection for RFP 22-71589 DCS Competency Attainment Services

Based on its evaluation of responses to RFP 22-71589, it is the evaluation team's recommendation that Damar Services, Inc. and Syra Health Corp be selected to begin contract negotiations to provide DCS Competency Attainment Services for the Indiana Department of Child Services (DCS).

*Damar Services, Inc. has no MBE, WBE, or IVOSB subcontractor commitments to enumerate on this project.*

*Syra Health Corp has committed to subcontract 8.50% of the contract value to **Virag dba CPS Clinical Services** (a certified Minority-owned Business (MBE)), 11.50% of the contract value to **Axon Advisors LLC** (a certified Women-owned Business (WBE)), and 4.00% of the contract value to **Bingle Research Group, Inc.** (a certified Indiana Veteran-owned Small Business (IVOSB)).*

The evaluation team received two (2) proposals from:

1. Damar Services, Inc. ("*Damar Services*")
2. Syra Health Corp ("*Syra Health*")

The proposals were evaluated by DCS 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 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 and adhered to the mandatory requirements.

**B. Management Assessment/Quality: Initial Consensus Scoring**

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

**Business Proposal (8 points)**

For the Business Proposal evaluation, the evaluation team considered the information the Respondents provided in the Business Proposal. These areas were reviewed to assess the Respondents’ ability to serve the State:

- Company Information
- References

**Technical Proposal (42 Points)**

For the Technical Proposal evaluation, the evaluation team considered the Respondents’ proposals in the following areas:

- Scope of Work Sections 1, 2, and 3 – Introduction, Background and Objectives, and Minimum Contractor Qualifications
- Scope of Work Sections 4 and 5 – Eligible Population and Geographic Coverage of Services
- Scope of Work Section 6.1, 6.2, and 6.3 – Competency Evaluation, DCS Competency Attainment Services Overview, and Competency Attainment Curriculum
- Scope of Work Section 6.4 – Additional Supporting Services
- Scope of Work Sections 6.5 and 6.6 – DCS Competency Attainment Service Settings and Duration and Contractor Collaboration
- Scope of Work Sections 7 and 8 – Project Management and Staffing
- Scope of Work Sections 9, 10, 11, and 12 – Implementation and Transition Requirements, Billing and Invoicing, Performance Measures, Corrective Actions and Payment Withholds

The evaluation team’s Round 1 scoring is based on a review of the Respondents’ proposed approach to each section of the Business Proposal and Technical Proposal. The initial results of the Management Assessment/Quality (MAQ) Evaluation are shown below:

**Table 1: Round 1 – Management Assessment/Quality Scores**

<b>Respondent</b>	<b>MAQ Score 50 pts.</b>
Damar Services	38.50
Syra Health	29.00

**C. Cost Proposal (30)**

Cost points were awarded based on a Respondent’s proposed Effective Hourly Rate.

Points were awarded on a graduated scale, with a maximum of thirty points (30) going to the Respondent with the lowest proposed Effective Hourly Rate. Points were allocated proportionately to the other Respondents.

Points were awarded using the following formula:

Score =

- If the Respondent's proposed Effective Hourly Rate is lowest among all Respondents, then the score is 30.
- If the Respondent's proposed Effective Hourly Rate is NOT lowest among all Respondents, then the score is:

$$30 * \frac{(\text{Lowest Respondent's Effective Hourly Rate})}{(\text{Respondent's Proposed Effective Hourly Rate})}$$

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

**Table 2: Round 1 – Cost Scores**

Respondent	Cost Score 30 pts.
Damar Services	30.00
Syra Health	19.14

#### 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**

Respondent	Total Score 80 pts.
Damar Services	68.50
Syra Health	48.14

The evaluation team elected not to shortlist any vendors.

The evaluation team elected to issue Oral Presentations invites, Clarification Questions, and Best and Final Offer (BAFO) requests to all Respondents.

#### E. Post Oral Presentations, Clarification Responses, and BAFOs

The Respondents' MAQ scores were reviewed and re-evaluated based on the Oral Presentations and Clarification Responses. Respondents were also given the opportunity to update their cost proposal during the separate Best and Final Offer (BAFO) round.

The scores for the Respondents after these updates are as follows:

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

Respondent	MAQ Score (50)	Cost Score (30)	Total Score (80)
Damar Services	38.50	30.00	68.50
Syra Health	29.00	19.71	48.71

#### F. IDOA Scoring

IDOA scored the Respondents 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 tabulated and are as follows:

**Table 5: Final Evaluation Scores**

**Award Summary**

<b>Respondent</b>	<b>MAQ Score</b>	<b>Cost Score</b>	<b>Buy Indiana</b>	<b>MBE</b>	<b>WBE</b>	<b>IVOSB</b>	<b>Total Score</b>
<b>Points Possible</b>	<b>50</b>	<b>30</b>	<b>5</b>	<b>5 (+1 bonus pt.)</b>	<b>5 (+1 bonus pt.)</b>	<b>5 (+1 bonus pt.)</b>	<b>100 (+3 bonus pts.)</b>
Damar Services	38.50	30.00	0.00	-1.00	-1.00	-1.00	65.50
Syra Health	29.00	19.71	5.00	5.00	5.00	6.00	69.71

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 proposals based on the stipulated criteria outlined in the RFP document.

The term of the contract shall be for a period of two (2) years from the date of contract execution. At the State's option, there may be either two (2) two-year renewals, four (4) one-year renewals, or a combination of two-year and one-year renewals. In no event shall the term of this Contract exceed a total of six (6) years.