



STATE OF INDIANA

ERIC J. HOLCOMB, GOVERNOR

DEPARTMENT OF ADMINISTRATION
Commissioner's Office

402 W Washington Street, Room W468
Indiana Government Center – South
Indianapolis, Indiana 46204-2746

Award Recommendation Letter

Date: July 12, 2024

To: L. Erin Kellam, Deputy Commissioner, Indiana Department of Administration

From: Teresa Deaton-Reese, Procurement Consultant, Indiana Department of Administration

Subject: Recommendation of Selection for RFP 24-78490, Home and Community Support Professional (HCSP) Training Services

Initial four (4) year contract, with two (2) one-year renewals for a total of six (6) years at the State's option, with an estimated initial contract amount of **\$5,827,726.63**.

Based on its evaluation of responses to RFP 24-78490, it is the evaluation team's recommendation that **Syra Health Corp.** be selected to begin contract negotiations to provide Home and Community Support Professional (HCSP) Training Services for the State of Indiana.

Syra Health Corp. has committed to subcontract 10.5% of the contract value to **RADcube**, a certified Minority-owned Business (MBE), 12.5% of the contract value to **Briljent, LLC**, a certified Women-owned Business (WBE), and 5% of the contract value to **Bingle Research Group, Inc.**, a certified Indiana Veteran-Owned Small Business (IVOSB).

Terms of this recommendation are included in this letter.

The evaluation team received proposals from four (4) vendors:

- CareAcademy
- Syra Health Corp.
- TechServ
- Trustees of Indiana University

According to the following criteria, which were published in Section 3, Proposal Evaluation, of the RFP, proposals were evaluated by the Indiana Department of Administration ("IDOA") and scored by the evaluation team:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	45
3. Cost (Cost Proposal)	35

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 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 four Respondents met these requirements. **TechServ, CareAcademy, Trustees of Indiana University, and Syra Health Corp.** were selected to move forward and evaluated based on Business Proposals, Technical Proposals, and Cost Proposals.

B. Management Assessment/Quality (“MAQ”): Initial Scoring (45 points)

Business Proposal

For the Business Proposal evaluation, the evaluation team considered the respondent’s ability to serve the State regarding the following sections of the Business Proposal:

- Company Information
- References

Technical Proposal

For the Technical Proposal evaluation, the team considered the respondent’s ability to serve the State regarding the following sections of the Technical Proposal:

- Overview; Introduction; and Minimum Qualifications
- Summary of Activities and Deliverables; Curriculum Development & Maintenance
- Core Competency Testing and/or Training Needs Assessment; Training Specifications; Training Completion Tracking/Training Registry, Certification Issuance; and Supporting HCSP Career Lattice Advancement
- Marketing and Outreach; Customer Service and Support Requirements
- Technology Requirements; Business Contingency and Disaster Recovery Plans
- Staffing; Incoming Implementation and Outgoing Transition Activities; and Subcontracting
- Monitoring and Reporting Requirements; Healthy Equity and Cultural Competency; and Quality Assurance
- Invoicing and Payments; Key Performance Measures and Contractor Performance
- Overall ability to meet the needs of the State

The evaluation team’s initial scores were based on a review of the Respondents’ proposed approach to each section of the Business and Technical Proposals. The initial results of the Management Assessment/Quality evaluation are shown below:

Table 1: Initial MAQ Scores

Respondent	MAQ Score (45 Max)
TechServ	15.75
CareAcademy	25.75
Trustees of Indiana University	25.75
Syra Health Corp.	35.75

C. Cost Proposal (35)

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

Score =

- If Respondent's Cost amount is lowest among all Respondents, then score is 35.
- If Respondent's Cost amount is NOT lowest among all Respondents, then score is:

$$35 * \frac{(\text{Lowest Respondent's Cost Amount})}{(\text{Respondent's Cost Amount})}$$

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

Table 2: Initial Cost Scores

Respondent	Cost Score (35 Max)
TechServ	22.72
CareAcademy	16.71
Trustees of Indiana University	33.79
Syra Health Corp.	35.00

D. Initial Round Total Scores

The Cost Scores were then combined with the Management Assessment and Quality Score to generate the total scores. The combined scores out of a maximum possible 80 points are tabulated in the tables below.

Table 3: Initial MAQ + Cost Score

Respondent	MAQ Score (45 Max)	Cost Score (35 Max)	Total Score (80 Max)
TechServ	15.75	22.72	38.47
CareAcademy	25.75	16.71	42.46
Trustees of Indiana University	25.75	33.79	59.54
Syra Health Corp.	35.75	35.00	70.75

After reviewing the combined MAQ and initial Cost Scores, a short-list was developed. The evaluation team elected to invite three (3) Respondents, **CareAcademy, Trustees of Indiana University, and Syra Health Corp.**, to give oral presentations.

E. Oral Presentation

CareAcademy, Trustees of Indiana University, and Syra Health Corp. were invited to deliver oral presentations to the State's evaluation team. MAQ scores were updated based on the oral presentation and subsequent clarifications. The updated scores were as follows:

Table 4: Post Oral Presentation MAQ Score

Respondent	MAQ Score (40 Max)
CareAcademy	25.75
Trustees of Indiana University	25.75
Syra Health Corp.	35.75

F. Best and Final Offer

Short-listed respondents were given the opportunity to update their Cost Proposal during the Best and Final Offer (BAFO) round. The scores for the short-listed respondents after these updates are as follows:

Table 5: BAFO Cost Score

Respondent	Cost Score (35 Max)
CareAcademy	17.13
Trustees of Indiana University	32.88
Syra Health Corp.	35.00

G. IDOA Scoring

IDOA scored the 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. When necessary, IDOA clarified certain MBE/WBE/IVOSB information with Respondents. Once the final MBE/WBE/IVOSB forms were received from the Respondents, the total scores out of 103 possible points were tabulated and are as follows:

Table 6: Final Evaluation Scores

Respondent	MAQ Score	Cost Score	MBE*	WBE*	IVOSB*	Buy Indiana	Total Score
Points Possible	45	35	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5	100 (+3 bonus pts.)
CareAcademy	25.75	17.13	5.00	5.00	5.00	0	57.88
Trustees of Indiana University	25.75	32.88	5.00	5.00	5.00	5.00	78.63

Syra Health Corp.	35.75	35.00	6.00	6.00	6.00	5.00	93.75
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* 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

During the course of evaluation, the State scrutinized the proposals to determine the viability of the proposed business solutions to meet the goals of the program and to meet the needs of the State. The team evaluated the proposals based on the stipulated criteria outlined in the RFP, **Syra Health Corp.** has been recommended to begin contract negotiations.

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) one-year renewals for a total of six (6) years at the State's option.