



STATE OF INDIANA

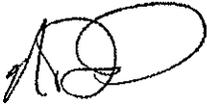
Michael R. Pence, Governor

DEPARTMENT OF ADMINISTRATION
Commissioner's Office

Indiana Government Center South
402 West Washington Street, Room W469
Indianapolis, IN 46204

Award Recommendation Letter

Date: June 4, 2013

To: Nate Day, Director of Strategic Sourcing
Indiana Department of Administration 

From: Mark Hempel, Sr. Account Manager
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 13-41,
Maintenance, Modification, Enhancement, and Operational Support of the Indiana Prosecutor
Case Management System (PCMS)

Estimated Amount of Two Year Contract: \$739,317.20

Based on the evaluation of our team, we recommend the selection of **BCforward** to begin contract negotiations, which will provide ongoing support and enhancement needs to the Indiana Prosecuting Attorneys Council ("IPAC"). *BCforward has committed to subcontract 10% to The Consultants Consortium, Inc. (a certified Minority Business) and 10% to Indecon Solutions (a certified Woman Business).* Terms of this recommendation are included in this letter.

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

- BCforward
- Karpel Solutions¹
- Proslink, Inc.
- Software Unlimited

Note¹: Submitted notices declining to bid.

The proposals were evaluated by IPAC and Indiana Department of Administration ("IDOA"), according to the following criteria published in Request for Proposal 13-41 ("RFP"):

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality ("MAQ") (25 points)
- Cost Proposal (30 points, with an additional 5 bonus points if certain criteria are met)
- Indiana Economic Impact (15 points)
- Buy Indiana/Indiana Company (10 points)
- Minority and Women Business Participation (20 points, with an additional 2 bonus if certain criteria are met)

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

All three (3) proposals were reviewed for adherence to mandatory requirements. Software Unlimited failed to adhere to the mandatory requirements stipulated in the RFP resulting in its elimination and removal from the remainder of the evaluation process.

Software Unlimited failed to adhere to the following mandatory requirements: Respondent did not respond using the business, technical and cost proposal templates provided; the requirements for the transmittal letter were not met; its proposal was therefore deemed incomplete.

B. Management Assessment/Quality

Business Proposal (5 points)

For the business proposal evaluation, the team considered each respondent’s ability to serve the State regarding the following sections of the business proposal:

- Respondent Information and Financial Stability
- References
- Proposed Subcontractors and Team Structure

Technical Proposal (20 points)

For the technical proposal evaluation, the team considered each respondent’s proposal in the following areas:

- Core PCMS Functions
- Testing, Issue Resolution, and Disaster Recovery
- Reporting
- Standards and Requirements
- Staffing and Governance
- Problem Tracking and Technical Support
- Transition

The evaluation team’s scores were based on a review of each respondent’s proposed approach the technical proposal, which was set forth in Section 2.4 of the RFP, as well as specific questions that respondents were asked to respond and subsequent clarifications.

Results of the MAQ evaluation are shown below:

Table 1: First Round MAQ Scores

Respondent	MAQ Score (25 Pts Max)
BCforward	19.56
Proslink, Inc.	19.00

During the business and technical proposal evaluation, the evaluation team observed the following regarding each respondent. This is not intended to be an exhaustive discussion of what the evaluation team considered, but attempts to highlight some of the primary considerations that led to the evaluation team’s scores.

BCforward

BCforward scored **19.56** out of the possible **25** qualitative points. The evaluation team found BCforward's references to be impeccable and they all offered valuable comments concerning vendor's practical approach to service. This was demonstrated during the review process when BCforward and one of its subcontractors produced unsolicited solutions to issues such as data sensitivity and security issues. The evaluation team also appreciated that BCforward introduced its subcontractor vendors to the evaluation team. It was clear that the prospective team members were familiar with each other's roles and that they would work seamlessly together.

BCforward has extensive experience and success with migration of other complex application codes and provided convincing evidence that it had been capable of transitioning control and operation of systems regardless of incumbent vendor cooperation. It was also noted that BCforward has a deep bench of programmers who could shift to the project and ensure the capture of data from legacy systems if needed in the future to accommodate a few county prosecutors are not using the PCMS. The team liked the fact that their programmers are certified in a wide range of the industry's standard software solution providers are not beholden to any one code writing or other software solution. Thus, as they work through problem resolution and otherwise identify any scope enhancements, they will not be bound limited to the current solution used for producing the PCMS code.

The evaluation team was concerned that BCforward lacked understanding about the interplay between the Indiana Criminal Code, the PCMS interface and how the constant flow of legislative changes affects the extent of customer requests for assistance. However, BCforward's team included an experienced criminal law practitioner who will be available to resolve issues as they arise. This additional staffing should bridge the gap between real world applications and the technical implementation.

Proslink, Inc.

Proslink, Inc. scored **19.00** out of the possible **25** qualitative points. The evaluation team had little doubt that Proslink would be successful in maintaining the PCMS as they are the incumbent vendor and the author of the current system. From its submission, it was clear that Proslink had an outstanding track record, not only as to system maintenance, but it has staff with subject matter expertise and who are familiar with the criminal code.

Its responses to problems have been timely, but its proposal evidenced that its approach would continue to be mostly reactive. Although the staff is capable, it is small and its continued viability is a concern. The evaluation team appreciated the depth of experience Proslink has with IPAC PCMS, but were disappointed that Proslink did not have other projects or references available for review. The only software solution Proslink is currently utilizing is PHP although its staff is experienced, dedicated, and seemingly capable of offering broader solutions.

The team has concerns that there may not be available resources who could shift to the project and ensure the capture of data from legacy systems if needed in the future to accommodate a few county prosecutors not using the PCMS.

C. Cost Proposal

Respondents' cost proposals were measured against the State's baseline cost for this scope of work. The State estimated a baseline cost of \$824,821 over a two year period. Cost scoring points were assigned as follows:

- Respondents who met the State’s current baseline cost received zero (0) cost points.
- Respondents who proposed a decrease to the State’s current costs received positive points at the same rate as bid increasing cost.
- Respondents who proposed an increase to the State’s current cost received negative points at the same rate as bid lowering cost.
- Respondents who proposed a 10% decrease to the State’s current baseline cost received all of the available cost points.
- If multiple respondents decreased costs below 10% of the current baseline, an additional 5 points was added to the respondent who proposed the lowest cost to the State.

The scoring for Step 2 of the evaluation process, after clarifications, is outlined below:

Table 2: Cost Scores

Respondent	Cost Score (30 Pts Max)
BCforward	30.00
Proslink, Inc.	-30.00

D. IDOA Scoring

IDOA scored the remaining respondents in the following areas – Buy Indiana (10 points), Indiana Economic Impact (15 points), and Minority and Women Business Participation (10 points each) using the criteria outlined in the RFP. When necessary, IDOA clarified certain Buy Indiana, Indiana Economic Impact, and Minority and Women Business Participation information with the respondents. Once the final MWBE and IEI forms were received from the respondents, the total scores out of 107 possible points were tabulated, and are as follows:

Table 6: Final Overall Evaluation Scores

Respondent	MAQ Score (25 Pts Max)	Cost Score (30 Pts Max)	Buy Indiana (10 Pts Max)	IEI (15 Pts Max)	MBE (11 Pts Max)	WBE (11 Pts Max)	Total Score (107 Max)
BCforward	19.56	30.00	10.00	8.75	11.00	11.00	90.31
Proslink, Inc.	19.00	-30.00	10.00	15.00	-1.00	-1.00	12.00

Award Summary

During the course of the evaluation, the State scrutinized all 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 proposals based on the stipulated criteria outlined in the RFP document. The evaluation team was made up of the

members of IPAC's standing Technology Committee. The committee's recommendation to commence contract negotiations with BCforward was approved by a vote of 19-1 at a meeting of the IPAC Officers and Board of Directors held on May 17, 2013.

This agreement will be for a period of two (2) years. There may be five (2) one (1) year renewals for a total of four (4) years at the State's option.