



Award Recommendation Letter

Date: November 8, 2021

To: Roxie Coble, Director Strategic Sourcing
Indiana Department of Administration

From: Traci Davidson, Sr. Strategic Sourcing Analyst
Indiana Department of Administration

Subject: RFP 22-68785 HIV Medical Benefits Administrative Services

Estimated 1-year Contract Amount: \$37,000,000.00

Based on the evaluation of our team, we recommend **Unified Group Services, Inc.** as the successful respondent of the RFP process for HIV Medical Benefits Administrative Services.

Unified Group has not committed to any Minority, Women, or Veteran business participation.

The evaluation team received proposals from one (1) vendor:

- Unified Group Services, Inc.

The proposal was evaluated by IDOA and the evaluation team according to the following criteria established in the RFP:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (45 points)
- Price (35 points)
- Buy Indiana (5 points)
- Minority Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Women Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Indiana Veteran Small Business Participation (5 points plus 1 bonus point if certain criteria are met)

The proposal was evaluated according to the published process outlined in Section 3.2, "Evaluation Criteria, of the RFS. Scoring was completed as follows:

A. Adherence to Requirements

All proposals were reviewed for adherence to mandatory requirements. The respondent adhered to the mandatory requirements and was then evaluated based on their business proposal, technical proposal, and cost proposal.

B. Management Assessment/Quality ("MAQ")

Business Proposal

For the business proposal evaluation, IDOA and the evaluation team considered the respondent's ability to serve the State regarding the following sections of the business proposal:

- Respondent's Company Structure

- Contract Terms/Clauses
- References
- Experience Serving State Governments
- Experience Serving Similar Client

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:

- Pharmacy Network
- Drug Cards
- 3rd Party Administration
- Payer of Last Resort
- Enrollment Management
- Formulary
- Provider Network
- Technical Support
- Data System
- Reports
- Payment
- Client Confidentiality
- Logical & Operations Security Controls
- Grievance Process
- Implementation

The evaluation team's scores were based on a review of the respondent's business proposal, Section 2.3, and the respondent's proposed approach to each section of the technical proposal, Section 2.4, as well as responses to proposal clarifications.

Results of the initial management assessment/quality evaluation are shown below:

Table 1: Initial MAQ Score

Respondent	MAQ Score (45 pts Max)
United Group Services	33

C. Cost Proposal

Cost scores were normalized, based on the lowest cost proposal evaluated. The lowest cost proposal, relative to their total cost, received a total of 35 points. Other proposals received scores based on the following normalization formula shown below.

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 40 \text{ points}$$

The cost scoring is as follows:

Table 2: Initial Cost Score

Respondent	Cost Score (35 pts Max)
United Group Services	35

D. Short List

The initial Management Assessment and Quality Score in Table 1 (above) were combined with the Initial Cost Scores in Table 2 (above) to generate the total scores in Table 3.

Table 3: Pre-Short Scores

Respondent	MAQ Score (45 Max)	Cost Score (35 max)	Total Score (90 max)
United Group Services	33	35	68

E. IDOA Scoring

IDOA then scored the respondent in the following areas –Minority and Women Business Participation (5 points each) using the criteria outlined in the RFS. Once the final MWBE and Veteran forms were received from the respondents, the total scores out of 103 possible points were tabulated, and are as follows:

Table 4: Final Overall Evaluation Scores

Respondent	MAQ Score (45 Max)	Cost Score (35 Max)	Buy Indiana (5)	MBE (5 max + 1 bonus)	WBE (5 max + 1 bonus)	IVOSB (5 max + 1 bonus)	Total Score¹ (100 max + 3 bonus)
United Group Services	33	35	0	-1	-1	-1	65

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.

The term of the contract shall be for a period of one (1) year from the date of contract execution. There may be four (4) one-year renewals for a total of five (5) years at the State's option.

Traci Davidson
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Indiana Department of Administration

¹ Totals may not foot due to rounding differences.