

AWARD RECOMMENDATION

Notice of Intent to Award Number: NIA1 260000000245

Notice of Intent to Award Date: 3/3/2026

The Department of Technology, Management, & Budget’s Procurement office has completed the evaluation of **RFP # 230000001040** and has recommended an award to **Deloitte Consulting LLP** in the amount of **\$48,233,268.32**, pending State Administrative Board approval, if applicable. More information on the State Administrative Board can be found at: [State Administrative Board](#).

Bidders who were not recommended for the award are encouraged to schedule a debriefing session with the Solicitation Manager. The debriefing session will provide the bidder with the State’s rationale on why the bidder was not recommended for the award. The Solicitation Manager may be contacted as follows:

Jarrod Barron, Solicitation Manager
 Barronj1@michigan.gov
 517-284-7045

Public copies of all bidder proposals can be found here: [DTMB - Bid Proposals \(michigan.gov\)](#)

Background Information:

This Request for Proposal (RFP) was to solicit responses for selection of a Contractor to provide a **Comprehensive Child Welfare Information System (CCWIS)**. The term of this contract is 4 years, with up to 7 renewal options.

Bidders:

The RFP was posted on SIGMA VSS on 2/3/2023. The following bidders submitted proposals by the published due date of 4/21/2023.

Bidder	Address, City, State, Zip Code	SDVOB*	GDBE**
Accenture LLP	1001 Woodward Avenue, Suite 400, Detroit, MI, 48226	No	No
Business Integra Technology Solutions, Inc.	6550 Rock Spring Drive, Suite 600, Bethesda, MD 20817	No	No
CGI Technologies and Solutions Inc.	11325 Random Hills Road, Fairfax, VA 22030	No	No
Creative Information Technology, Inc.	7799 Leesburg Pike, Suite 500 North, Falls Church, VA 22043	No	No
Deloitte Consulting LLP	30 Rockefeller Plaza, New York, NY 10112	No	No
Elixir Lab USA Inc d/b/a Cardinality.ai	267 Kentlands Boulevard, Suite #5092, Gaithersburg, MD 20878	No	No

*SDVOB: Service-Disabled Veteran Owned Business

**GDBE: Geographically Disadvantaged Business Enterprise

EVALUATION SYNOPSIS

I. Evaluation Process

A Responsible Vendor is a vendor that demonstrates it has the ability to successfully perform the duties identified by the solicitation. A Responsive proposal is one that is submitted in accordance with the solicitation instructions and meets all mandatory requirements identified in the solicitation.

Proposal Instructions: Mandatory Minimum Requirements

To avoid disqualification, the Bidder must provide documentation to support the following:

Minimum Requirements
1. Solution must be built on SOM's Salesforce PaaS
2. Solution must comply with State of Michigan (SOM) and federal regulations. E.g., CCWIS, ISEP and federal reporting regulations
3. Solution must integrate with the existing Licensing module and Legacy systems until decommissioned, in addition to ongoing integrations with internal and external partners.

Proposal Instructions: Evaluation Process

If all mandatory minimum requirements are met, the State will evaluate each proposal based on the following factors:

Evaluation Criteria Name	Evaluation Weight
Project Scope <ul style="list-style-type: none"> Schedule A – Statement of Work: Sections 1-15 and 20-23 Schedule D – Service Level Agreement Schedule E – Data Security Requirements Schedule G – Transition In/Out Plan 	30
Solution Requirements / Specifications <ul style="list-style-type: none"> Schedule A, Table 1 – Business Specification Worksheet 	40
Staffing <ul style="list-style-type: none"> Schedule A – Statement of Work: Sections 16-19 Attachment 1, Resume Templates 	15
Company Background <ul style="list-style-type: none"> Vendor Questions Worksheet 	15
Total Weight	100

The full evaluation process is stated in the RFP Proposal Instructions.

II. Evaluation Method

Responses to this solicitation were reviewed by Joint Evaluation Committee, which consisted of the following individuals:

Voting	Advisory
Jarrold Barron, DTMB Beth Cooley, DHHS Sudhakar Ramaswamy, DHHS DeMona Willingham-Davis, DHHS Heather Williams, DHHS Lina Alarie, DTMB	Jennifer Boose, DHHS Nathan Buckwalter, DTMB Sean Hennika, DHHS Jeni Jacques, DHHS Tom Manzagol, DTMB-Contractor) Megan Reetz, DHHS Kelly Sesti, DHHS

III. Evaluation Results

The JEC determined that each of the six bidders’ proposals met the mandatory minimum requirements.

The JEC then determined that four of the six proposals met the minimum 80 technical evaluation point threshold. The JEC derived the technical scores below from the bidders’ initial written proposals:

DEDUCTIONS SUMMARY

Criteria	Accenture	BI	CGI	CITI	Deloitte	Cardinality
Project Scope • Schedule A – Statement of Work: Sections 1-20 and 24-28 • Schedule D – Service Level Agreement • Schedule E – Data Security Requirements • Schedule F – Transition In/Out Plan	-3	-5	-5	-8	-4	-14
Solution Requirements / Specifications • Schedule A, Table 1 – Business Specification Worksheet	0	0	0	0	0	0
Staffing • Schedule A – Statement of Work: Sections 21-23 • Attachment 1, Resume Templates	-4	-7.5	-5.5	-9	-2.5	-8.5
Company Background • Vendor Questions Worksheet	-4	-6	-7	-6	-2	-4
Total Technical Evaluation Deductions	-11	-18.5	-17.5	-23	-8.5	-26.5
Technical Evaluation Score	89	81.5	82.5	77	91.5	73.5

DEDUCTIONS BREAKDOWN

Project Scope							
PROPOSAL SECTION	Description	Accenture	BI	CGI	CITI	Deloitte	Cardinality
SOW Sec 4. Purpose	Provided only a high-level response related to data synchronization.		-1				-1
SOW Sec 10. Data Retention	Response fails to address data archival or provided only a high-level response related to data archival.		-1		-1		-1
SOW Sec 12. Software	Failed to provide a detailed description of the Solution to be provided.				-1		
SOW Sec 13. Solution Requirements	Provided only limited detail regarding release plan.		-1				
SOW Sec 13. Solution Requirements- UI Between Legacy and CCWIS	Failed to provide detail or provided only limited detail regarding the UI interoperation between the legacy and CCWIS systems.	-1	-1	-1	-1		-1
SOW Sec 13. Solution Requirements- UI Between Legacy and CCWIS	Failed to provide examples of User Interface (UI) screens utilizing Salesforce.						-1
SOW Sec 13. Solution Requirements	Did not answer this question: "Bidder must demonstrate an understanding of the current MiSACWIS functions and interfaces that must transition to be part of the CCWIS solution and how these items will be included in the proposed solution."			-2			
SOW Sec 13. Solution Requirements	Provided only limited detail regarding the question: "Bidder must demonstrate an understanding of the current MiSACWIS functions and interfaces that must transition to be part of the CCWIS solution and how these items will be included in the proposed solution."						-1

SOW Sec 13. Solution Requirements	Failed to provide a "response to the envisioned roadmap and release plan" (bidder's section marked # 40)						-1
SOW Sec 13. Solution Requirements	Proposed 6-phase roll-out would not be administratively feasible.				-1		
SOW Sec 15. Migration	Failed to explain how they would handle data synchronization.				-1		-1
SOW Sec 17. Services - HCD/BPR	Failed to describe its experience with successfully incorporating HCD into its solutions				-1		
SOW Sec 17. Services - OCM	Provided only limited detail regarding OCM.		-1				-1
SOW Sec 17. Services - OCM	Failed to provide a detailed OCM strategy and plan for sustaining adoption of new roles, processes, behavior, communication, and technology.						-1
SOW Sec 23. State Resources/Responsibilities	Did not answer the question.						-2
SOW Sec 24. Meetings and Agile Ceremonies	Response unclear how whether or how bidder will incorporate 18f QASP and product demonstrations into project ceremonies.						-1
SOW Sec 26. Milestones, Staffing, Deliverables and Documentation	Failed to agree to GDBE requirements.				-1		
SOW Sec 26. Milestones, Staffing, Deliverables and Documentation	Failed to agree to use Azure DevOps						-1
SOW Sec 26. Milestones, Staffing, Deliverables and Documentation	Provided only a high-level provide a Work Breakdown Structure.						-1
Schedule D - SLA	Failed to agree to terms as presented.	-1		-1		-1	
Schedule E - Data Security Requirements	Failed to agree to terms as presented.	-1		-1		-1	

Schedule F – Transition In and Out Plan	Failed to provide transition in plan.					-1	
Schedule F – Transition In and Out Plan	Failed to provide transition out plan demonstrating the steps to migrate services between Bidder and a third-party or the State.				-1	-1	
Deductions Subtotal		-3	-5	-5	-8	-4	-14
Solution Requirements / Specifications							
SPECIFICATIONS SECTION	Description	Accenture	BI	CGI	CITI	Deloitte	Cardinality
Deductions Subtotal		0	0	0	0	0	0
Staffing							
PROPOSAL SECTION	Description	Accenture	BI	CGI	CITI	Deloitte	Cardinality
Project Manager Resume	Proposed resource does not have requested project management certifications.		-0.5				-0.5
Project Manager Resume	Failed to provide years in which experience was obtained for all skillsets.			-0.5	-0.5		-0.5
Child Welfare Functional Lead Resume	Proposed resource's 3 years in Child Welfare or projects involving Child Welfare including organizing IT discovery and/or interpreting business need into successful IT is from 2006 and before.		-0.5				
Child Welfare Functional Lead Resume	Proposed resource does not appear to have been involved with a prior ACIS CCWIS implementation.	-0.5					
Child Welfare Functional Lead Resume	Failed to provide years in which experience was obtained for all skillsets.			-0.5	-0.5		-0.5
Agile Team Lead/Scrum Master Resume	Proposed resource does not have 5 years' experience as a lead for a platform-based solution of similar size and scope as this RFP.			-0.5			

Agile Team Lead/Scrum Master Resume	Proposed resource does not have 7 years of experience leading Agile projects.			-0.5	-0.5		
Agile Team Lead/Scrum Master Resume	Proposed resource does not have the requested certification.	-0.5	-0.5	-0.5	-0.5	-0.5	-0.5
Agile Team Lead/Scrum Master Resume	Failed to provide years in which experience was obtained for all skillsets.			-0.5	-0.5		-0.5
Technical Lead Resume	Proposed resource does not have 5 years' experience as a Technical Lead for a Salesforce solution of similar size, integration complexity and scope as this RFP.	-0.5					
Technical Lead Resume	Proposed resource does not have 5 years proven experience in Salesforce org optimizations, architecting DevOps automation with a focus on no touch/low touch continuous deployments.	-0.5		-0.5	-0.5		
Technical Lead Resume	Proposed resource does not have or did not provide 7 years of experience leading Agile and projects using DevOps practices.	-0.5	-0.5				
Technical Lead Resume	Failed to provide years in which experience was obtained for all skillsets.			-0.5	-0.5		-0.5
Technical Lead Resume	Bidder failed to respond to communication and organization skills requirement.		-0.5				
Technical Lead Resume	Resource is proposed for multiple roles					-0.5	
Test Lead Resume	No prior experience as a test lead	-0.5					
Test Lead Resume	Failed to provide years in which experience was obtained for all skillsets.			-0.5			-0.5

Test Lead Resume	Proposed resource does not have 5 years' experience as a Test Lead for a platform-based solution of similar size and scope as this RFP.				-0.5		
Training and Business Readiness Lead Resume	Proposed resource does not have 5 years' experience as a Training Lead for an IT solution of similar size and scope as this RFP.		-0.5				
Training and Business Readiness Lead Resume	Proposed resource does not have bachelor's degree.		-0.5				
Training and Business Readiness Lead Resume	Resource is proposed for multiple roles					-0.5	
Production Support Engineer Resume	Mostly developer experience, not production support		-0.5				
Production Support Engineer Resume	Proposed resource does not have 5 years' experience in production support on Salesforce and proven experience with using dev ops and agile methodologies.			-0.5	-0.5		-0.5
Production Support Engineer Resume	Failed to provide years in which experience was obtained for all skillsets.				-0.5		-0.5
Production Support Engineer Resume	Resource is proposed for multiple roles					-0.5	
HCD/UX Design Lead Resume	Bidder failed to fully respond to communication and organization skills requirement.		-0.5				
HCD/UX Design Lead Resume	Failed to provide years in which experience was obtained for all skillsets.				-0.5		-0.5
HCD/UX Design Lead Resume	Failed to articulate HCD experience				-0.5		
OCM Lead Resume	Proposed resource does not possess certification in change management practices.	-0.5					

OCM Lead Resume	Proposed resource failed to demonstrate 5 years' experience leading OCM design practices on a project of similar scope and size as described in the RFP.		-0.5				-0.5
OCM Lead Resume	Experiences don't align to IT system change management.	-0.5					
OCM Lead Resume	No certification		-0.5				-0.5
OCM Lead Resume	Failed to demonstrate bachelor's degree		-0.5				
OCM Lead Resume	Failed to provide years in which experience was obtained for all skillsets.				-0.5		
OCM Lead Resume	Resource is proposed for multiple roles					-0.5	
OCM Lead Resume	Experience is more related to business/policy than to IT technology adoption.						-0.5
Conversion Lead Resume	Failed to demonstrate 5 years experience with Salesforce and leading data migration and conversion.				-0.5		
Conversion Lead Resume	Failed to demonstrate 5 years experience and familiarity with using DevOps and agile methodologies		-0.5		-0.5		
Conversion Lead Resume	Failed to demonstrate 5 years of experience facilitating meetings with technical partners, clients & stakeholders		-0.5				
Conversion Lead Resume	Failed to demonstrate communication and organization skills required		-0.5				
Conversion Lead Resume	Failed to provide years in which experience was obtained for all skillsets.						-0.5

Conversion Lead Resume	Does not demonstrate significant data conversion experience.							-0.5
Integration/Interface Lead Resume	Failed to provide years in which experience was obtained for all skillsets.			-0.5				-0.5
Integration/Interface Lead Resume	Failed to demonstrate 5 years experience with Salesforce and leading integrations and interfaces with State partner systems and technologies/software.				-0.5			
Integration/Interface Lead Resume	Failed to demonstrate 5 years experience and familiarity with using DevOps and agile methodologies.				-0.5			
Business Analyst Lead Resume	Failed to provide years in which experience was obtained for all skillsets.				-0.5			-0.5
Deductions Subtotal		-4	-7.5	-5.5	-9	-2.5		-8.5

Background and Experience

VENDOR QUESTIONS WORKSHEET SECTION	Description	Accenture	BI	CGI	CITI	Deloitte	Cardinality
Prior Experience 1	Not CCWIS experience			-1	-1		
Prior Experience 1	Not the full scope of CCWIS services requested in this RFP						
Prior Experience 1	Not child welfare experience		-2				
Prior Experience 2	Not CCWIS experience	-1					
Prior Experience 2	Not the full scope of CCWIS services requested in this RFP						-1
Prior Experience 2	Not child welfare experience		-2	-2	-2		
Prior Experience 3	Not CCWIS experience						
Prior Experience 3	Not the full scope of CCWIS services requested in this RFP	-1	-1				-1
Prior Experience 3	Not child welfare experience			-2	-2		
Contract Terms	Failed to agree to terms as presented.	-1		-1		-1	-1
Insurance Terms	Failed to agree to terms as presented.	-1		-1		-1	

Gross Annual Sales	Failed to indicate whether this would increase annual gross sales by more than 25%		-1		-1		-1
	Deductions Subtotal	-4	-6	-7	-6	-2	-4

IV. Clarifications & Oral Presentations/Demonstrations

Clarifications and oral presentations were conducted with the bidders that passed technical scoring. Through this process, Accenture and Deloitte were able to demonstrate that their proposed solutions had better fitness than the other bidders with the State’s requirements because they:

- had pre-existing accelerators that met more of the State’s requirements out of the box or with configuration,
- contained the majority of the required modules,
- required less customization than other proposed solutions, and
- had more industry and CCWIS experience.

Further, only Accenture and Deloitte had relevant experience implementing their respective proposed solutions in other states.

BI and CGI did not move forward from this point due to their proposed products not containing as many of the required modules or meeting as many of the State’s requirements out of the box or with configuration, meaning both solutions would have required significantly more customization than the other proposals. Further, both BI and CGI had significantly less relevant experience in the CCWIS realm.

V. Pricing Summary

As permitted in the RFP Proposal Instructions, negotiations were conducted with multiple bidders. The following shows the total cost of ownership of the proposals that passed technical scoring, irrespective of each solution’s fitness. Costs are based on needing bidder services for only 4 years but needing to incur third-party Salesforce software costs through another contract over the long term:

	Accenture	BI*	CGI*	Deloitte
Implementation	\$44,923,085.00	\$20,135,410.00	\$33,222,100.00	\$39,295,120.34
Maintenance & Support Years 1-4	\$12,400,968.00	\$3,427,560.00	\$4,623,100.00	\$8,938,148.00
Bidder Services	\$57,324,053.00	\$23,562,970.00	\$37,845,200.00	\$48,233,268.34
Salesforce Software (via another contract)	\$72,793,186.00	\$34,387,898.00	\$72,793,186.00	\$34,387,898.00
Total Solution Cost	\$130,117,239.00	\$57,950,868.00	\$110,713,386.00	\$82,867,881.34

*Pricing based on 2023 quote that did not reflect a fully compliant solution because proposed solutions did not meet State requirements for the reasons stated in Section IV above.

VI. Award Recommendation

Award recommendation is made to the responsive and responsible Bidder who offers the best value to the State of Michigan. Best value is based on the proposal meeting the minimum point threshold and offering the best combination of the factors stated in the *Proposal Instructions Evaluation Process* section, and price.

Deloitte Consulting LLP provided the best value to the State. Best value factors for Award Recommendation include:

- The most complete pre-existing system, requiring the least customization and development,
- Significantly lower third-party software costs related to bidder’s proposed Salesforce platform, a cost that is incurred through another contract,
- Lower labor costs relative to the other potentially viable solution,
- The most experience implementing a CCWIS solution in other large states with comparable complexity to the State of Michigan,
- The most comprehensive agile team staffing plan,

- Highly qualified proposed staff with substantial knowledge of and experience meeting Child Welfare business needs.
- Ability to fully leverage prior investments in children’s Salesforce-based applications, including the Child Welfare Licensing Module,
- Ability to continue using the State’s existing Salesforce platform, which is easier to customize and for which State resources already have technical skills,
- No need to migrate the Salesforce-based applications to another platform.

As part of the best value determination, overall economic impact to the State of Michigan was considered and is not a determinative factor in making this award.

Award Recommendation is made to **Deloitte Consulting LLP** in the amount of **\$48,233,268.32** pending State Administrative Board approval.