

AWARD RECOMMENDATION

Notice of Intent to Award Number: NIA1# 22000000713

The Department of Technology Management and Budget office has completed the evaluation of RFP 220000000933 - MDHHS Bureau of Community Action and Economic Opportunity (BCAEO) – Client Management System and has recommended an award to CSST Software, LLC in the amount of \$2,542,600.00 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:

Mecca Martin, Solicitation Manager.
 Martinm42@michigan.gov
 517-230-5694

Background Information:

This Request for Proposal (RFP) was to solicit responses for selection of a Contractor to provide a Case Management System. The term of this contract is 5 years, with up to 5 1-year renewal options.

Bidders:

The RFP was posted on SIGMA VSS on 1/20/2022 for 32 days. The following bidders submitted proposals by the published due date of 2/22/2022.

Bidder	Address, City, State, Zip Code	SDVOB*
Capluck, Inc.	21781 Ventura Blvd. #101 Woodland Hills, CA 91364	No
CaseWorthy, Inc.	3995 S 700 E Ste 420 Salt Lake City, UT, 84107-2541	No
CoreSphere, LLC	10411 Motor City Drive, Suite 410 Bethesda, MD 20817	No
CSST Software, LLC	104 Center St, Oakland MD 21550 Mailing: 948 D St, Salida CO 81201	No
Link2feed USA, Inc.	400 Renaissance Center, Suite 2600, PMB 1129, Detroit, MI, 48243	No

*SDVOB: Service-Disabled Veteran Owned Business

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

Minimum Requirements	
1.	The vendor must provide a multi-page, multi-data field interface that provides for Client Applications & Client Referrals, Client Intake & Eligibility, and Track Client Outcomes and Services based on CSBG/ROMA Requirements.
2.	The vendor must provide a data storage solution/data warehouse that allows for data import/export and reporting on stored data elements.
3.	The vendor must provide a data solution that allows for the tracking and submission of CSBG Management Requirements such as: Community Action Plans, Organizational Standards, and Logic Modules.
4.	The vendor must provide a data solution that allows for external data connections and program interoperability via API's or other vendor provided connection platforms.

Proposal Instructions: Evaluation Process

The State evaluated each proposal based on the following factors:

Evaluation Criteria Name	Evaluation Weight
Schedule A - Statement of Work	30
Schedule A - Table 1, Business Specification Worksheet	50
Vendor Questionnaire Worksheet	15
Attachment 1, Resume Templates	5
Total Weight	100

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

II. Evaluation Method

Responses to this solicitation were reviewed by Solicitation Manager in collaboration with the Joint Evaluation Committee, which consisted of the following individuals:

Voting	Advisory
Mecca Martin DTMB – Solicitation Manager	Mike Bartkowiak - DTMB
Dustin Hartigan - DTMB	Nichole Balknight - DTMB
Melanie Sanford - DHHS	Jeremy Biddle - DHHS
Kris Schoenow - DHHS	Elysse Christenson - DHHS
	Jennifer Colling - (OLHSA)
	Ben Gulker - DHHS
	Kristen Hedley - (HDC)
	Maddy Kamalay - DHHS
	Duane Kerkstra - DTMB
	Michelle Lajoie - ED (AMCAB)
	Charles Lee - DTMB
	Brenda Molendyk - (CAAC)
	Nadeem Siddiqi - (WMCAA)
	Thomas Rogers - DTMB
	Mark Rutledge - DTMB
	Keith Schafer - (MCA)
	Cassandra Secrest - DHHS
	Ashley Slack (SMCAA)
	James Suandi - DTMB
	Tracy Thompkins - DHHS
	Laura Visser - DTMB

III. Technical Evaluation Summary

Selection Criteria	Possible Points	CAPLUCK, INC.	CaseWorthy, Inc.	CoreSphere, LLC.	CSST Software, LLC	Link2Feed USA, Inc.
Schedule A - Statement of Work	30	28.33	25.83	26.66	20.83	27.50
Schedule A - Table 1 - Business Specification Worksheet	50	50.00	50.00	47.75	50.00	41.62
Vendor Questions Worksheet	15	15.00	14.50	15.00	14.50	14.50
Attachment 1 - Personnel Resumes	5	5.00	5.00	5.00	0.00	5.00
Total	100	98.33	95.33	94.41	85.33	88.62

IV. Evaluation Scores

Bidder A

Vendor Name: Capluck, Inc. Score: 98.33

	Possible Points	Technical Score/100	Comments
Schedule A - Statement of Work	30	28.33	#3 Bidder did not explain how they will meet their portion of requirements in Schedule E. Partial Compliance Deduction: 0.833 points #4 Bidder not currently ADA Compliant. Partial Compliance Deduction: 0.833 points
Schedule A – Table 1, Business Specification Worksheet	50	50.00	
Vendor Questionnaire Worksheet	15	15.00	
Attachment 1, Resume Template	5	5.00	
TOTAL	100	98.33	

Bidder B

Vendor Name: CaseWorthy, Inc.

Score: 95.33

	Possible Points	Technical Score/100	Comments
Schedule A - Statement of Work	30	25.83	<p>#3 Bidder did not explain how they will meet their portion of requirements in Schedule E. Partial Compliance Deduction: 0.833 points</p> <p>#4 Bidder is not certified with WCAG 2.0 Level AA specifications. Partial Compliance Deduction: 0.833 points</p> <p>#7 Bidder did not respond to "The State will need the ability to delete data, even data that may be stored off-line or in backups." Partial Compliance Deduction: 0.833 points</p> <p>#17 Bidder took exception to the state background checks and drug screens for all supporting the project. Fails to Meet Deduction: 1.666</p>
Schedule A – Table 1, Business Specification Worksheet	50	50.00	
Vendor Questionnaire Worksheet	15	14.50	<p>Bidder did not provide responses to vendor questions worksheet sections 5 – 10.</p> <p>Partial Compliance Deduction: 0.50</p>
Attachment 1, Resume Template	5	5.00	
TOTAL	100	95.33	

Bidder C

Vendor Name: CoreSphere, LLC.

Score: 94.41

	Possible Points	Technical Score/100	Comments
Schedule A - Statement of Work	30	26.66	<p>#3 Bidder did not explain how they will meet their portion of requirements in Schedule E. Partial Compliance Deduction: 0.833</p> <p>#6 Bidder did not explain how they will integrate with the State's Single Sign-on solution. Partial Compliance Deduction: 0.833</p> <p>#8 Bidder did not address their own software releases. Partial Compliance Deduction: 0.833</p> <p>#13 Bidder did not discuss software documentation. Partial Compliance Deduction: 0.833</p>
Schedule A – Table 1, Business Specification Worksheet	50	47.75	<p>#9 Bidder did not respond to NASCSP smart form. Partial Compliance Deduction: 1.125</p> <p>#13 Bidder did not provide a response to column C. Partial Compliance Deduction: 1.125</p>
Vendor Questionnaire Worksheet	15	15.00	
Attachment 1, Resume Template	5	5.00	
TOTAL	100	94.41	

Bidder D

Vendor Name: CSST Software, LLC.

Score: 85.33

	Possible Points	Technical Score/100	Comments
Schedule A - Statement of Work	30	20.837	<p>#4 - Bidder Solution is not ADA Compliant. Partial Compliance Deduction: 0.833</p> <p>#12 Bidder did not provide Schedule G. Fails to Meet Deduction: 1.666</p> <p>#16 Bidder did not provide a response. Fails to Meet Deduction: 1.666</p> <p>#17 Bidder did not confirm their compliance with this requirement. Fails to Meet Deduction: 1.666</p> <p>#20 Bidder did not provide a response. Fails to Meet Deduction: 1.666</p> <p>#21 Bidder did not provide a response Fails to Meet Deduction: 1.666</p>
Schedule A – Table 1, Business Specification Worksheet	50	50.00	
Vendor Questionnaire Worksheet	15	14.50	<p>Bidder only provided 1 reference.</p> <p>Partial Compliance Deduction: 0.50</p>
Attachment 1, Resume Template	5	0.00	<p>Bidder did not provide Resumes</p> <p>Fails to Meet Deduction: 5.00</p>

TOTAL	100	85.33	
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Bidder E

Vendor Name: Link2Feed USA

Score: 88.62

	Possible Points	Technical Score/100	Comments
Schedule A - Statement of Work	30	27.50	<p>#4 Bidder not currently ADA compliant Partially Compliant Deduction: 0.833</p> <p>#17 Bidder took exception to fingerprinting and drug tests for all supporting the project. Fails to Meet Deduction: 1.666</p>
Schedule A – Table 1, Business Specification Worksheet	50	41.62	<p>#2 Bidder does not discuss Weatherization. Fails to Meet Deduction: 2.25</p> <p>#9 No mention of NASCSP Smart Forms and language of response demonstrates lack of knowledge regarding CSBG reporting which makes their production by State staff and partners questionable. Lack of full confidence in system capability. Fails to Meet Deduction: 2.25</p> <p>#11 Bidder did not discuss their ability to create Ad-Hoc reports Fails to Meet Deduction: 2.25</p>

			#13 Bidder did not initially respond to question Partial Compliance Deduction: 1.125 #32 Did not provide a response to column C. Fails to Meet Deduction: 0.5
Vendor Questionnaire Worksheet	15	14.50	3 References not similar in size and scope. Partial Compliance Deduction: 0.50
Attachment 1, Resume Template	5	5.00	
TOTAL	100	88.62	

V. Oral Presentations/Demonstrations

All Bidders that passed Technical Evaluation participated in Oral Presentations/Demonstrations.

VI. Pricing Summary

Pricing was evaluated for the bidders who passed technical. The following is a summary of their price proposals:

Deliverable		CAPLUCK, INC.	CaseWorthy, Inc.	CoreSphere, LLC.
1	Implementation	\$98,000.00	\$23,000.00	\$544,000.00
2	5 Year Total (Licensing + Analytics)	\$1,210,000.00	\$3,135,552.00	\$1,459,980.00
Total Price		\$1,308,000.00	\$3,158,552.00	\$2,003,980.00

Deliverable		CSST Software, LLC.	Link2Feed USA, Inc.
1	Implementation	\$525,000.00	\$119,750.00
2	5 Year Total (Licensing + Analytics)	\$2,017,600.00	\$1,428,000.00
Total Price		\$2,542,600.00	\$1,547,750.00

VII. 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.

CSST Software, LLC, provided the best value to the State. Best value factors for Award Recommendation include:

- CSST Software staff are ROMA trained and familiar with Community Action Agencies
- empowOR connects to ChildPlus and has a native HS module
- CSST was the only bidder with extensive data warehousing capabilities able to Map external Systems
- empowOR software updates every 6 months
- A strong training plan that incorporates on-going webinar discussions and/or classes that may include, but are not limited to, the following topics:
 - Basic Conceptual Overview of EmpowOR and Sneak Peek
 - Participants, Case Notes, Supplemental forms
 - Assessments, Work Templates & Dashboards
 - Community & Business Participants, Enrollments & Services
 - Programs & Program Rules
 - Plans, Outcomes & Reporting

Award Recommendation is made to CSST Software, LLC., in the amount of \$2,542,600.00.