

Attachment E
RFI 25-002; Accounts Payable Supplier Management Solution
Question and Answer Document

Questions below were submitted to the Indiana State Comptroller's Office prior to the 8/18/2025 3PM ET deadline.

#	PAGE # OR SECTION #	RESPONDENTS QUESTION	COMPTROLLER ANSWER
1	From Pre-proposal Conference	What is the estimated timeline that you're looking at for the solution to be up and running? From the day that it's awarded.	The State Comptroller's Office does not have an expectation for timeline. We'll consider the proposed solution and associated timeline.
2	From Pre-proposal Conference	Is there an estimated budget that has been set aside for this opportunity or are you also open to that according to what the costing would be submitted by everybody who's participating?	We have not determined our final budget for the project. We'll evaluate all potential solutions, including the proposed cost for each respondent's proposed solution.
3	From Pre-proposal Conference	You're looking at a customizable solution as opposed to a product, is that correct?	We're seeking any solution that can help us meet the objectives identified in the RFI Documents to help us automate the management of suppliers, increase security, reduce fraud, etc. The 12 Requirements in RFI Section IV are our top focus areas, while we're very interested in learning as much as we can through each respondent's answers to the 28 questions in RFI Section V.
4	Page 4	In regards to the 79,391 "active suppliers" in the system; Can you please confirm what the state defines an "active supplier" to be? Are these suppliers that have been paid by the state in the last 12 months?	The State Comptroller's Office keeps suppliers active when they have received payment within the last 24 months.
5	Page 4	Can you please provide us with an estimated annual AP spend that the state pays to its suppliers in a year?	FY 25: \$34,510,503,026.18 FY 24: \$33,523,094,776.70 FY 23: \$34,384,541,650.80
6	Page 3	Other than ACH, is the State interested in providing additional rebate generating payment types like Virtual Card? If a supplier is unable to accept ACH and opts for the waiver, would the State default to alternative payment methods like paper check or wire?	The two payment options available are ACH (preferred) and paper check. If ACH is not designated for a supplier, a paper check is issued and mailed to the supplier. We are interested in learning about other payment types, however, adding payment types is beyond the expected scope of this RFI.
7	Section IV	What additional documentation will State be able to provide upon starting the program (other than 2 process documents already provided) (e.g. what is the level of maturity of functional and technical documentation related to this process??)	The RFI documents are the most current process documents. The State has an internal SOP that may be referenced at the discretion of the State in future conversations when starting the program.
8	Section IV	What specific integration methods are preferred or required for interfacing with Oracle PeopleSoft Financials 9.2 (e.g., APIs, flat files, web services)? Are there existing APIs or integration points we should be aware of? Does the State currently have a middleware platform in place?	The preferred method would likely be component interface based web services. The middleware may be MuleSoft depending on the type of request. If MuleSoft is used, it would most likely only be used as a proxy to receive an external web service request before sending it to PeopleSoft.
9	Section IV	Will the State provide access to IRS TIN matching services and federal registries (e.g., OFAC)?	The State is interested in learning what services are available through the respondent's solution that would ease the burden of manually utilizing these services. The State is not aware of a functionality in which the State provides access to these registries on behalf of a 3rd party as the State does not oversee these registries.
10	Section V	Who are the key stakeholders and decision-makers for supplier data governance, and how are responsibilities divided between the Comptroller's Office and other agencies?	The Indiana State Comptroller's Office has ownership of the responsibility for onboarding and managing state suppliers. Each business unit/agency is required to follow the process requirements as outlined by the Comptroller's Office. The Comptroller's Office then performs a thorough review of the materials provided by the agencies before entering or modifying supplier records.
11	Section V	What KPIs does the State currently track for supplier onboarding and maintenance (e.g., cycle time, error rate, approval lag)? Are there baseline metrics available for benchmarking?	The State strives to process requests regarding supplier onboarding/maintenance within 10 business days of receipt of request. The State is interested in tools that will assist in tracking other benchmarks.

12	Section V	What audit requirements must be supported (e.g., IRS, State auditors, federal grants)? Should the solution dashboards be designed to support these audits directly?	The State is required to follow all IRS tax reporting requirements therefore the appropriate documentation needs to be collected, maintained, and applied to each supplier record to accurately report payments to the IRS. The State is interested in learning how the respondent's solution may be able to assist with this process.
13	Section V	Are there predefined approval workflows for supplier changes, or should the solution support configuration by agency or supplier type?	Approval workflows have been established based on the current manual process. The State is open to alternative workflows based on the proposed solution. The Comptroller's Office is able to determine if alternative workflows are allowed based on the proposed solution -
14	Page 3	Does the implementation scope include all Accounts Payable forms, such as #SF11294 Claim Voucher?	The scope does not include all Accounts Payable forms, such as #SF11294 Claim Voucher, but does include W-9 Form, SF# 47551 Automated Direct Deposit Authorization Agreement, SF# 52254 Request for Waiver of Direct Deposit Requirement.
15	Page 4	Is the total number of active vendors unique entities? If not, are there multiple records for the same companies?	The intent of supplier setup within the State's ERP is for each entity to be a unique supplier using their tax identification number as the unique identifier. However, it is possible there may be some duplicate entries for the same supplier in the existing repository.
16	Page 4	Is the total number of active vendors include payees who receive transfers, reimbursements, or payments? If so, are those payees in scope for supplier management? How many of the 79,391 active suppliers are payees?	Yes, the total number of suppliers represents entities which receive Accounts Payable payments from the State of Indiana. The payees are in scope for supplier management, including the need to establish new suppliers in the State's ERP. All 79,391 represent Accounts Payable payees.
17	Attachment B1	Do the New Supplier Setup and Supplier Maintenance transaction processes also apply to payees?	Yes. The new supplier setup and supplier maintenance transaction processes apply to all Accounts Payable supplier (payee) records. The intent is to improve the setup and management of supplier records in the State's ERP.
18	Page 6	What State-required security methods and protocols must be enforced regarding user access control, as well as integrating with other systems?	The State uses Entra and Okta for MFA to Applications that are being accessed either on network or on VPN.
19	Page 8	What limitations or regulations has the State imposed on the use of AI technologies or add-ons that would be applicable to this implementation?	The State of Indiana provides guidance for use of artificial intelligence (AI) at https://www.in.gov/mpb/AI/ . All use of AI must be properly vetted through the State's Readiness Assessment Questionnaire prior to implementation or use of an AI tool or system.
20	Page 7	What level of training and support is expected during the onboarding phase for all applicable parties involved in the process?	The State is seeking information regarding the required or recommended training should the proposed solution be implemented. The level of training and support during the onboarding phase is dependent upon the complexity of the solution.
21	Page 8	What specific industry standard fraud prevention controls does the State have in place currently?	This information is confidential pursuant to the signed NDA. Please e-mail RFI25-002@comptroller.in.gov if you wish to receive this information. A signed NDA must be on file for this information to be released.
22	Section IV, Page 4, #6	Is there a requirement for the completed W-9 form to be available in a downloadable and/or printable format? Do any other supplier forms need to be in a downloadable and/or printable format?	The State currently saves the W9/DD forms to the supplier record in PeopleSoft. The State would prefer to maintain some type of historical documentation in PeopleSoft as future reference.
23	Section IV, Page 4, #2	Does the State have a single or multiple SSO solutions for different user groups (e.g. internal employees, citizens and vendor/payee)? Does the State intend to integrate multiple SSO solutions with the new Supplier Management solution?	The state uses Okta for MFA for employees and also external entities accessing state network resources. Okta is also the MFA used for access to HR systems. The state intends to only use Okta as the identity provider moving forward.
24	Section IV, Page 4, #7	For documentation, what are the permissible file types and file sizes that are accepted by the State ERP system? Is the target for the file integration the PeopleSoft ERP system or another file store/database?	Documentation is stored in PDF format. The requirement is to upload these documents as attachments on the Supplier record in PeopleSoft and would be stored on the attachment database table. The State isn't aware of a size limitation.

25	Section IV, Page 4, #9	Related to the federal foreign registry lists, is the intention to check supplier names against OFAC's Specially Designated Nationals (SDN) and Blocked Persons List? Would all suppliers be checked against this list or just international suppliers?	Yes, the intent is to verify supplier names against OFAC's Specially Designated Nationals (SDN) and Blocked Persons List. All suppliers should be checked against this list.
26	Section III, Page 3	What is the planned or anticipated number of internal/State users? Similarly, what is the anticipated number of supplier users?	Within the State Comptroller's Office, there are approximately 12 users who would need access. Depending on the proposed solution, there may be a need for staff in each business unit to review the information submitted for their suppliers before it is routed to the Comptroller's Office for final review and approval (currently there are approximately 200 business units). Currently there are not any supplier users because the system is not available directly to suppliers to review or manage their information.
27	Section III, Page 3	Related to tax reporting, are there any specific requirements related to 1099 and/or 1042-S reporting?	The State will continue to use delivered functionality within the State's ERP system to complete the required tax reporting.
28	General	Will the State award based on this RFI or will the State release a separate RFP that will require a separate submission?	The State reserves the right to award from the RFI if a proposed solution meets the needs of the state. The State Comptroller's Office seeks to gather as much information as possible through the RFI process. Depending on the proposals and information received, an award may be made, the RFP process may commence, or no further action may be taken.
29	General	Does the State PeopleSoft ERP have multiple Set ID's that will need to be accounted for as part of the supplier integration?	The State uses one SETID for all suppliers.
30	General	Are purchase orders currently entered into Peoplesoft? If not, what system are they entered into? Which agency is responsible for entering purchase orders into a system?	Purchase orders are entered into PeopleSoft by individual business units; the Comptroller's Office is not responsible for this process and is not included in the scope of this RFI.
31	General	Does the State plan to have purchase orders, invoices, and payment status integrated into the supplier management solution to provide suppliers and end users visibility on these items?	Through this RFI, the State is seeking information on best practices to streamline and automate supplier management.
32	General	Is vendor-related information such as insurance, licensing, or certifications etc. entered into other systems outside of the Peoplesoft ERP systems? If so, which agency outside of the Comptroller's office maintains this information and what system do they enter it into?	Vendor-related information such as insurance, licensing, and certifications are not in scope for this RFI as these documents are not required for the Comptroller's Office to onboard/maintain a supplier record. The Comptroller's Office is unable to speak to how other business units maintain this information.
33	General	Is the State looking to track risk and performance at the supplier level in the proposed solution?	Through this RFI, the State is seeking information on best practices to streamline and automate supplier management. Any information and recommendations provided may be used to improve the State's supplier setup and management processes.
34	General	Does the State subscribe to any third party financial providers like Dun & Bradstreet?	The Accounts Payable department within the Comptroller's Office does not use Dun & Bradstreet or other third party financial providers to onboard or maintain supplier records.
35		Is there a specific go-live date for this project?	There is no specific go-live date for the project.
36		Are there any dates that your resources aren't available?	This information is not available because we have not established a project or timeline. However, May, June, December and January include fiscal and calendar year-end activities which require the attention of the team.
37		Would you consider extending the due date?	No. The due date for all RFI responses has been established as 3PM ET on Monday, September 15, 2025.
38		What's your process for requirement sign-off?	The State supports a requirement sign-off process which is structured, collaborative, and communicative to ensure everyone is aligned and that expectations are clearly established. Key stakeholders are identified, a clear sign-off criterion is established upfront, detailed walkthrough sessions and reviews are held, etc. The process is proactive and flexible to enhance accountability and reduce risk.

39		What level of engagement do you plan from the state during UAT and testing throughout the project?	The answer to this question depends on the proposed solution and accompanying project plan. The state will be involved in thoroughly testing the system and reviewing output to ensure all aspects are implemented appropriately and meet the business needs of the State.
40		Do you have a preferred software solution in mind for this project?	No. The RFI is intended to be crafted in a way to solicit a wide range of proposed solutions and input for how the business objectives can be met in an efficient, secure and cost-effective manner. We are seeking input and recommendations from the experts in this field.
41		What's the expected volume of data migration for this project?	This information is not available because we have not established a solution. The determination for volume of data to be migrated for this project is dependent upon the proposed solution.
42		Are there any factors that dictate the project timeline, such as software sunsetting or regulatory/statutory changes?	No. There are not any known factors which dictate the project timeline.
43		What time frame do they need those tins to be matched in?	TIN matching currently occurs in the beginning of the supplier review process and must be completed before a supplier is entered into the system; the Comptroller's Office currently strives to have all requests completed within 10 business days or less.
44		What sort of validation do you need on routing numbers and bank account numbers? Do you need the new system to be able to say these 9 digits are a valid routing number?	We are interested in learning more about what type of validation is available to best avoid potential fraud and to ensure the provided routing and account numbers are valid accounts.
45		Do you plan on using Okta for MFA or do we need to consider Access Indiana as well as Okta?	Access Indiana is a State of Indiana standard for interacting with state government. The State will consider the guidance in the proposed solution for available security mechanisms.
46		Can you provide a few examples of what required data fields would be and what the validation would look like?	Required data fields are many of the fields on the required forms referenced and included in the RFI. A few examples (not inclusive): Supplier name, TIN, Address, Federal Tax Classification, Routing Number, Bank Account, etc. These fields are all required for us to properly enter the supplier.
47		Is the State's financial ERP API endpoint for all updates what you want to do or would we need to work with the team to build that API endpoint?	The State has not identified a specific solution and seeks guidance from prospective business partners on best practices and industry standards for updates. If a component interface exists and can be used for the purpose of the update, then it's a relatively straight forward setup in the State's ERP. Otherwise, a customization would be required and may include creating a custom component interface or developing a custom web service.
48		How many federal foreign registry lists do you want to interface with?	We are seeking input from prospective business partners to submit information and recommendations based upon best practices and industry standards.
49		Does the State expect batch or real time data transfer between the solution and PeopleSoft?	The State does not have an expectation and is seeking guidance from the proposed solution for the best practice. The only timeline the State currently has is that the requests are completed within 10 business days, though we'd like to decrease this as much as possible with the new solution.
50		Do you expect the Federal Foreign registry lists to be batch or real time validation?	We are seeking input from prospective business partners to submit information and recommendations based upon best practices. The only timeline the State currently has is that the requests are completed within 10 business days, though we'd like to decrease this as much as possible with the new solution.
51		Does the State expect batch or real time data transfer with banking validations?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002. The only timeline the State currently has is that the requests are completed within 10 business days, though we'd like to decrease this as much as possible with the new solution.
52		What is the States retention policy on both incomplete and complete submissions?	The State's standard records retention schedule applies.

53		Do all updates require Comptroller approval or just specific updates?	The State Comptroller's Office is currently responsible for and approves all supplier setups and maintenance activities. However, we are open to learning about other secure solutions that would alleviate us from having to approve all updates.
54		Is there a required API intermediary, and if so, what is it?	Yes, there is a required API intermediary – this required tool is MuleSoft. The State has robust and comprehensive data transmission standards that operate enterprise wide. The Indiana Office of Technology (IOT) established and maintains these standards, which support IOT's data exchange and API-led strategies for the State. The vendor's solution must support the State's standard API and file transfer methods to facilitate secure data transmission. The State's standardized data transmission technologies are the MuleSoft API Management and GoAnywhere Managed File Transfer (MFT) services. See https://www.in.gov/iot/policies-procedures-and-standards/applications-standards/ .
55		Has the State seen any demos, if so what demos?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI.
56		What is the expected volume of data migration? (Total migration, tables, files)	This information is not available because we have not established a solution. The determination for volume of data to be migrated for this project is dependent upon the proposed solution.
57		Will the State cleanse their data or is that part of the project?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. Data cleansing recommendations will be evaluated to determine the most effective method.
58		How long does the State anticipate this implementation taking?	The State Comptroller's Office does not have an expectation for timeline. We'll consider the proposed solution and associated timeline.
59		What document generation software does the State intend to use?	The State does not have an expectation and is seeking guidance from the proposed solution for the best practice.
60		How many roles will be in the system?	The number and type of roles will be dependent upon the solution. However, there may be a need for roles for the following groups: AP Management, Supplier Administrators, IT, State agency staff.
61		How many users does the State anticipate in the system?	Within the State Comptroller's Office, there are approximately 12 users who would need access. Depending on the proposed solution, there may be a need for staff in each business unit to review the information submitted for their suppliers before it is routed to the Comptroller's Office for final review and approval. Currently there are not any supplier users because the system is not available directly to suppliers to review or manage their information.
62		Does the State plan to migrate all historical supplier records or only the active supplier records?	This information is not available because we have not established a solution. The determination for volume of data to be migrated for this project is dependent upon the proposed solution.
63		Will the funding come solely from the Comptroller budget or will other agencies contribute to this financially?	The source of funding may depend on the proposed solution. We have not determined our final budget for the project. We'll evaluate all potential solutions, including the proposed cost for each respondent's proposed solution.
64		Have you established a target budget range?	We have not determined our final budget for the project. We'll evaluate all potential solutions, including the proposed cost for each respondent's proposed solution.
65		How do the validation rules differ for international suppliers vs US suppliers?	We are seeking a solution that can advise on best practices for validation between international vs US suppliers.

66		Are there any dates or periods during which your resources will be unavailable?	This information is not available because we have not established a project or timeline. However, May, June, December and January include fiscal and calendar year-end activities which require the attention of the team.
67		What resources have you allocated from your side for this project? How much time have you allocated each resource/role?	This information is not available because we have not established a project or timeline.
68		What data formats are currently used for supplier records (e.g., structured tables, PDFs)?	Forms are submitted to the State Comptroller's Office in PDF format or are completed by hand and then scanned to PDF for submittal. The data is manually entered into the State ERP.
69		What is the expected frequency of data sync between the onboarding system and ERP?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002.
70		What level of access should suppliers have to their historical data?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002.
71		Are there any legacy systems involved in supplier data management?	The State's ERP (PeopleSoft Financials) houses all supplier data.
72		Are there specific reporting metrics or dashboards required by the Comptroller?	The State strives to process requests regarding supplier onboarding/maintenance within 10 business days of receipt of request. The State is interested in tools that will assist in tracking other benchmarks.
73	Attachment A Non-Disclosure Agreement	Will the State of Indiana consider a mutual non-disclosure agreement? If so, can we send our template?	Yes, the State of Indiana will consider a mutual non-disclosure agreement.
74		Does the State/Agency plan to utilize the existing Supplier Portal found behind Access Indiana?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002.
75		Is the State/Agency interested in a new Supplier Portal system to handle all workflows and needs?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002.
76		How many State users will need access to the system?	Within the State Comptroller's Office, there are approximately 12 users who would need access. Depending on the proposed solution, there may be a need for staff in each business unit to review the information submitted for their suppliers before it is routed to the Comptroller's Office for final review and approval. Currently there are not any supplier users because the system is not available directly to suppliers to review or manage their information.
77		Can you clarify if Indiana expects real-time bi-directional integration with Oracle PeopleSoft Financials 9.2, or if nightly batch/scheduled updates would be acceptable?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002.

78		Does Indiana currently use any integration middleware (e.g., MuleSoft, Dell Boomi, Oracle Integration Cloud), or should the solution vendor propose the integration layer?	Yes, Indiana is currently using a required integration middleware – this required tool is MuleSoft. The State has robust and comprehensive data transmission standards that operate enterprise wide. The Indiana Office of Technology (IOT) established and maintains these standards, which support IOT's data exchange and API-led strategies for the State. The vendor's solution must support the State's standard API and file transfer methods to facilitate secure data transmission. The State's standardized data transmission technologies are the MuleSoft API Management and GoAnywhere Managed File Transfer (MFT) services. See https://www.in.gov/iot/policies-procedures-and-standards/applications-standards/ .
79		Does Indiana envision self-service portals for suppliers, or does the Comptroller want all updates submitted via forms routed through staff review?	We are seeking input from prospective business partners to submit information and proposals for potential solutions which meet the business needs identified in the RFI. The State has not identified the method or solution which will be used to achieve strategic business objectives identified in RFI25-002.
80		Should the solution support multilingual supplier access (Spanish, Mandarin, etc.)?	We seek recommendations from prospective bidders for best practices and available options; we are interested in learning more about solutions that support multilingual supplier access.
81		What level of historical supplier data (active vs inactive) must be migrated into the new solution at go-live?	This information is not available because we have not established a solution. The determination for volume of data to be migrated for this project is dependent upon the proposed solution.
82		What is Indiana's desired target timeline for implementation (e.g., 6 months, 12 months), and does the State expect a phased rollout (e.g., new suppliers first, then maintenance)?	The State Comptroller's Office does not have an expectation for timeline. We'll consider the proposed solution and associated timeline.
83		END OF QUESTIONS	END OF QUESTIONS