

REQUEST FOR PROPOSAL 25-79482
VICTIM COMPENSATION CLAIM SYSTEM

INDIANA DEPARTMENT OF ADMINISTRATION
ON BEHALF OF
INDIANA CRIMINAL JUSTICE INSTITUTE

PRE-PROPOSAL CONFERENCE

ANGIE ALEXANDER
IDOA/PROCUREMENT DIVISION



Agenda

- General Information
- Purpose of RFP
- Term of Contract
- Key Dates
- Proposal Preparation
 - *Executive Summary*
 - *Attestation Form*
 - *Confidential Information*
 - *Indiana Economic Impact Form*
 - *Business Proposal*
 - *Technical Proposal*
 - *Cost Proposal*
- Evaluation Criteria
- Minority and Women's Business Enterprises (M/WBE)
- Indiana Veteran Owned Small Business Enterprises (IVOSB)
- Submission Requirements
- Optional Forms/Documents
- Required Forms/Documents
- Additional Information
- Questions (Attachment G)

General Information

- Potential Respondents (prime contractors and subcontractors) will be given the opportunity to express interest in this solicitation and to have their company and contact information posted to the solicitation website by submitting the Pre-Proposal Network Opportunities Form (Attachment I) to rfp@idoa.in.gov no later than **EOB June 15, 2024**. This form is optional.
- Potential Respondents to the solicitation are encouraged to submit any questions pertaining to the RFP via the Question/Inquiry process. Please use Attachment G of this RFP for this purpose. Questions regarding the solicitation must be submitted by **3:00 PM ET on June 17, 2024**.
- Proposals are due no later than **3:00 PM ET on August 19, 2024**.



Purpose of the RFP

- The purpose of this solicitation is to select a respondent that can satisfy the State's need for Cloud-Based Victim Compensation Claim System (VCCS). It is the intent of Indiana Criminal Justice Institute to contract with a respondent that provides quality Cloud-Based Services for Victim Compensation Claim System (VCCS).



Term of Contract

- The term of the contract shall be for a period of four (4) from the date of contract execution. There may be one (1) four-year renewals for a total of four (8) years at the State's option.

Key Dates

Activity	Date
Issue of solicitation	May 30, 2024
Pre-Proposal Conference	June 10, 2024 @ 2:00PM Teams Link
Deadline for Attachment I	June 15, 2024
Deadline to Submit Written Questions	June 17, 2024 by 3:00 PM Eastern Time
Response to Written Questions/Amendments	July 1, 2024
Submission Due Date/Time	August 19, 2024 by 3:00 PM Eastern Time
Submission of Reference Check Forms to State	August 19, 2024 by 3:00 PM Eastern Time

Executive Summary

At a minimum, your Executive Summary must address the following (also outlined in Section 2.2 of the RFP):

- Summarize your ability and desire to supply the required services
- Make sure the Executive Summary is signed by an authorized representative
 - Include your primary contact
- State your understanding of the respondent notification
- Indicate status regarding Secretary of State registration
- You may include additional “cover letter” information within the Executive Summary if desired.

Attestation Form

- The Attestation Form (Attachment J) must be completed and returned with your submission.
 - Mandatory Submission and Requirements
 - Confirm Mutual Understanding and Submission
 - Claim Clarification (Buy Indiana), if applicable
 - Subcontractors per RFP 2.3.10
 - Confidential / Redacted File Information

Confidential Information

■ Confidential Information (RFP Main Document - Section 1.15)

- All materials contained in proposals are subject to the Access to Public Records Act (APRA) and can be accessed by any member of the public after contract award. The responses are deemed to be “public records” unless a specific provision of IC 5-14-3 protects it from disclosure.
- In order to request certain information be kept confidential, Respondents must claim a statutory exception to the APRA in their **Attestation Form (Attachment J)**, including describing which specific provision applies to which specific part of their response.
- Confidential information must also be clearly marked and kept separate from the proposal in the electronic copies. IDOA recommends sending a “public” file that has the confidential information redacted (may be in PDF format) and a “final” file that includes all required information (must be in format provided).
- **DO NOT LABEL YOUR ENTIRE RESPONSE AS CONFIDENTIAL**



Indiana Economic Impact Form (IEI)

■ Indiana Economic Impact, Attachment C

- Respondents must submit this completed attachment, **but it will not be used for evaluation purposes.**
- Definitions of FTE (Full-Time Equivalent)
- Example: If a Respondent has five (5) full time employees, is bidding on its 5th contract, and all contracts get an equal amount of commitment from the employees, then each employee commits 20% of his/her time to the new contract:
 - 0.2 x 5 employees – 1 FTE



Business Proposal (Attachment E)

■ Company Financial Information (Section 2.3.4)

- Respondents must provide documents to demonstrate financial stability including, for example, the most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, Respondents must explain why and include an income statement and balance sheet for each of the two (2) most recently completed fiscal years.
- If the documents are from a parent or holding company, Respondents must explain the business relationship between the entities and demonstrate the financial stability of the entity which is directly responding to this RFP.

■ Contract Terms (Section 2.3.6)

- Respondents should review sample State contract and note exceptions to State non-mandatory clauses in Business Proposal and Executive Summary. Mandatory clauses are non-negotiable.

■ References (Section 2.3.7)

- Respondents must have at least three (3) references who:
 - Can speak to the Respondent's experience in providing products and/or services that are the same, or similar, to those products and/or services requested in this solicitation
 - Can speak to the Respondent's performance on contracts of similar scope for government clients
- Respondents must ask each reference to complete Attachment H - Reference Check Form and email it directly to IDOA (idoareferences@idoa.in.gov) by **3:00 PM EST August 19, 2024**.



Technical Proposal (Attachment F)

- The Technical Proposal Template is Attachment F.
- Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response.
- Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the Technical Proposal must contain a meaningful summary of the referenced material. **The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked.** If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State.

Cost Proposal (Attachment D)

- Please complete the template provided for the Cost Proposal by populating ONLY the yellow shaded cells. The Total Cost will populate automatically. The Cost Proposal (Attachment D) must be returned in the original Excel format (No PDFs).
- Cost Proposals will be scored based on the Total Cost for the initial four (4) year term. The lowest cost proposal receives a total of 30 points. The normalization formula is as follows:
$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 30$$
- The Respondent should provide a brief narrative (not longer than two pages) in support of each Cost Proposal item and return this document in a PDF format, labeled as “Cost Proposal Narrative.”
- The Respondent should list and describe as part of its Cost Proposal any special cost assumptions, conditions, and/or constraints relative to, or which impact, the prices presented on the Cost Schedules. The Respondent should return this document in a PDF format, labeled as “Cost Assumptions, Conditions and Constraints”.



Evaluation Criteria

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	45 points
3. Cost (Cost Proposal)	35 points
4. Buy Indiana	5 points
5. Minority Business Enterprise Subcontractor Commitment	5 points (1 bonus point is available, see Section 3.2.5)
6. Women Business Enterprise Subcontractor Commitment	5 points (1 bonus point is available, see Section 3.2.6)
7. Indiana Veteran Owned Small Business Subcontractor Commitment	5 points (1 bonus point is available, see Section 3.2.7)
Total	100 (103 if bonus awarded)



Minority and Women's Business Enterprises

Mission/Vision

- Promote, monitor, and enforce the standards for certification of minority and women's business enterprises.
- Provide equal opportunity to minority and women enterprises in the state's procurement and contracting process.

Nondiscrimination and Antidiscrimination Laws

- Pursuant to Indiana Civil Rights Law, specifically IC §22-9-1-10, every state contract shall contain a provision requiring the contractor and subcontractors to not discriminate against any employee or applicant with respect to Protected Characteristics



Minority and Women's Business Enterprises

Contact Information

- Phone: 317-232-3061
- E-mail: mwbecompliance@idoa.in.gov
- Web: www.in.gov/idoa/mwbe

Complete Attachment A, MBE/WBE Form

- Include sub-contractor letter of commitment

Goals for Proposal

- 8% Minority Business Enterprise of Total Bid Amount
- 11% Women's Business Enterprise of Total Bid Amount



**ATTACHMENT A
MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR
COMMITMENT FORM**

In accordance with IC 4-13-16.5 and 25 IAC 5, it has been determined that there is a reasonable expectation of Minority and/or Women Business Enterprise subcontracting opportunities on a contract awarded under this RFP. The MWBE Subcontractor Commitment form is **Attachment A**. The MWBE Subcontractor Commitment Form is to be submitted as a part of the Respondent's proposal. In order for the subcontractor commitment to result in evaluation points for the Respondent, the entity must be on the State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>.

If participation is met through use of respondents who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "TOTAL BID AMOUNT" should match the amount entered in the **Attachment D**, Cost Proposal Template, cell E37. The MBE and/or WBE subcontractor amount and subcontractor percentage is based on the initial term of the contract for scoring purposes only. The subcontractor commitment shall apply to the life of the contract including any time after the initial term.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MBE/WBE Subcontractor Commitment Form.

Prime Contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be on the State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe> on or before the proposal due date
- Prime Contractor must include with their proposal the subcontractor's M/WBE Certification Letter provided by IDOA, to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE, or IVOSB (see section 1.22)
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement (see 25 IAC 5-6-2(d))
- **Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or services only in the industry area for which it is certified.
- Must be used to provide the goods or services specific to the contract.
- National Diversity Plans are generally not acceptable

MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT (MWBE)

A signed letter(s), on company letterhead, from the MBE(s) and/or WBE(s) must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The MBE and/or WBE subcontractor amount and subcontractor percentage is based on the initial term of the contract for scoring purposes only. The subcontractor commitment shall apply to the life of the contract including any time after the initial term.

The State may deny evaluation points if the letter(s) is/are not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount, subcontract amount as a percentage of



Minority and Women's Business Enterprises

Prime contractors must ensure that the proposed subcontractors meet the following criteria:

- Are listed in the IDOA Directory of Certified Firms, on or before the proposal due date, national diversity plans are generally not accepted. The directory can be found here: <http://www.in.gov/idoa/mwbe/2743.htm>.
- **Serve a Valuable Scope Contribution (VSC) on the engagement, as confirmed by the State.**
- Provide the goods or services specific to the contract and within the industry area for which it is certified.
- National Diversity Plans are generally not acceptable.



Minority and Women's Business Enterprises

Prime contractors should note the following:

- Subcontractors' MBE/WBE Certification Letter, provided by IDOA, must accompany the proposal to show current status of certification.
- Each firm may only serve as one classification – MBE or WBE (see section 1.22)
- Pursuant to 25 IAC 5-6-2(b)(d), a Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.



Minority and Women's Business Enterprises

RFP#: 23-74523

TOTAL BID AMOUNT:

<input type="checkbox"/> MBE Firm <input type="checkbox"/> WBE Firm	
Company Name:	Contact Person:
Address:	E-mail:
	Telephone Number: () Fax Number: ()
Sub-Contract Amount:	Describe service/product to be provided and <u>how this is a Valuable Scope Contribution of the Contract:</u>
Sub-Contract Percentage of Total Bid:	
Provide approximate dates when Sub-Contractor will perform on this project:	

Minority and Women's Business Enterprises

■ **MBE/WBE Scoring Methodology:** MBE/WBE scoring is conducted based on 10 points plus a possible 2 bonus points scale

- MBE: Possible 5 points + 1 bonus point
- WBE: Possible 5 points + 1 bonus Point

■ **Professional Services Scoring Methodology:**

- The points will be awarded on the following schedule:

MBE:

%	1%	2%	3%	4%	5%	6%	7%	8%
Pts.	.45	.9	1.35	1.8	3.125	3.75	4.375	5.0

WBE:

%	1%	2%	3%	4%	5%	6%	7%	8%	9%	10%	11%
Pts.	0.45	0.9	1.35	1.8	2.25	2.7	3.15	3.6	4.05	4.5	5.0

- Fractional percentages will be rounded up or down to the nearest whole percentage
- If the respondent's commitment percentage is rounded down to 0% for MBE or WBE participation the respondent will receive 0 points.
- Submissions of 0% participation will result in a deduction of 1 point in each category
- The highest submission which exceeds the goal ("exceeds" defined as a commitment percentage that is equal to or greater than 9% before rounding) for the MBE participation or equal to or greater than 12% before rounding) for the WBE participation will receive 6 points (5 points plus 1 bonus point). In case of a tie both firms will receive 6 points.



Indiana Veteran Owned Small Business

Contact Information

- Phone: 317-232-3061
- E-mail: Indianaveteranspreference@idoa.in.gov
- Web: www.in.gov/idoa/2862.htm

Complete Attachment A1, IVOSB Form

- Include sub-contractor letters of commitment

Goals for Proposal

- 3% Veteran Owned Small Business of Total Bid Amount



**ATTACHMENT A1
INDIANA VETERAN OWNED SMALL BUSINESS RFP SUBCONTRACTOR
COMMITMENT FORM¹**

If participation is met through use of respondents who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "TOTAL BID AMOUNT" should match the amount entered in the Attachment D, Cost Proposal Template, cell E37. The IVOSB subcontractor amount and subcontractor percentage is based on the initial term of the contract for scoring purposes only. However, the subcontractor commitment shall apply to the life of the contract including any time after the initial term. In order for the subcontractor commitment to result in evaluation points for the Respondent, the entity must be on the State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>.

If the Respondent to the solicitation is an IVOSB certified entity, the letter confirming same should be submitted with their response. Therefore, the Respondent has the responsibility to alert IDOA of their certification. The IVOSB Respondent will receive the total points for the IVOSB evaluation criteria per section 3.2.7. Additional IVOSB subcontractors must be included if the IVOSB Respondent is seeking the additional bonus point.

The IVOSB respondent must list their **company contact information only** on the IVOSB Subcontractor Commitment Form.

Failure to address these goals may impact the evaluation of your Proposal. The Department will verify all information included on the IVOSB Subcontractor Commitment Form.

Prime Contractors must ensure that the proposed IVOSB subcontractors meet the following criteria:

- Must be listed on Federal Center for Veterans Business Enterprise VETBIZ at <https://www.vetbiz.va.gov/vip/> under INDIANA, or listed at State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>, on or before the proposal due date.
- Prime Contractor must include with their proposal the subcontractor's veteran business Certification Letter provided by either IDOA or Federal Govt. VETBIZ at <https://www.vetbiz.va.gov/vip/>, to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE (see Section 1.21) or IVOSB
- IVOSB must have a Bidder ID (see [Section 2.3.8](#) - Department of Administration, Procurement Division).
- A Prime Contractor who is an IVOSB can count their own workforce or companies to meet this requirement, (see IAC 25-9-4-1 (c))
- Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.
- Must provide goods or services only in the industry area for which it is certified as listed in the VETBIZ federal registry, at <https://www.vetbiz.va.gov/vip/> under INDIANA or at State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>. Must be used to provide the goods or services specific to the contract.

INDIANA VETERAN OWNED SMALL BUSINESS RFP SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the IVOSB(s) must accompany the IVOSB Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the IVOSB of its subcontract amount, a description

¹ The Indiana Veteran Business Program is governed by IC 5-22-14 and 25 IAC 9.



Indiana Veteran Owned Small Business

Prime contractors should note the following:

- Pursuant to 25 IAC 9-4-1(c), a Prime Contractor who is an IVOSB can use their own workforce to count toward the goal.
- IVOSB must have a Bidder ID (see section 2.3.7 - Department of Administration, Procurement Division).
- Prime contractor and/or subcontractors' Certification Letter(s), provided by IDOA or Federal Center for Veterans Business Enterprise ([VA OSDBU](#)), must accompany the proposal to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE, or IVOSB (see section 1.22).



Indiana Veteran Owned Small Business

Prime contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be listed on [VA OSDBU](#) registry or listed on the IDOA Directory of Certified Firms, **on or before** the proposal due date.
- **Serve a Valuable Scope Contribution (VSC) on the engagement, as confirmed by the State.**
 - ☐ Valuable Scope Contribution – A business function that supports the scope of this solicitation
- Provide the goods or services specific to the contract and within the industry area for which it is certified.



Indiana Veteran Owned Small Business

STATE OF INDIANA IVOSB SUBCONTRACTOR COMMITMENT FORM



RFP#: 23-74523

TOTAL BID AMOUNT:

Company Name:

Address:

Sub-Contract Amount:

Sub-Contract Percentage of Total Bid:

Contact Person:

E-mail:

Telephone Number:
()

Fax Number:
()

Describe service/product to be provided and how this is a Valuable Scope Contribution of the Contract:

Provide approximate dates when Sub-Contractor will perform on this project:



Indiana Veteran Owned Small Business

- **New Process** - IVOSB scoring is conducted based on 5 points plus a possible 1 bonus point scale
 - - IVOSB: Possible 5 points + 1 bonus point

- **Professional Services Scoring Methodology:**

- The points will be awarded on the following schedule:

%	0%	0.6%	1.2%	1.8%	2.4%	3%
Pts.	-1	1	2	3	4	5

- Fractional points will be awarded based upon a graduated scale between whole points. (e.g. a 0.3% commitment will receive .5 points and a 1.5% commitment will receive 2.5 points)
- Submissions of 0% participation will result in a deduction of 1 point in each category
- The highest submission which exceeds the goal will receive 6 points (5 points plus 1 bonus point). In case of a tie both firms will receive 6 points.



IDO A Subcontractor Scoring

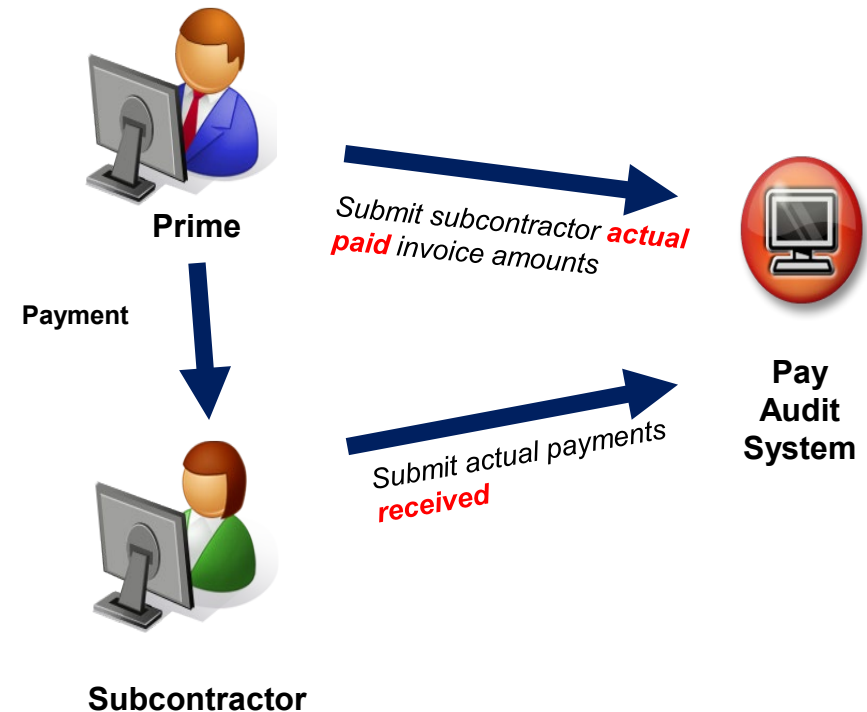
RFP MBE/WBE/IVOSB Scoring Example

Bidder	MBE %	Pts.	WBE %	Pts.	IVOSB %	Pts.	Total Pts.
Bidder 1	12.0%	5.0	13.0%	6.0	3.5%	6.0	17.00
Bidder 2	6.0%	3.75	5.0%	2.25	1.8%	3.0	9.00
Bidder 3	8.0%	5.0	11.0%	5.0	3.0%	5.0	15.00
Bidder 4	16.0%	6.0	0.2%	0.0	0.6%	1.0	7.00
Bidder 5	0.0%	-1.0	0.0%	-1.0	0.0%	-1.0	-3.00

Subcontractor Compliance

Pay Audit System

- Tool utilized to monitor the state's diversity spend for subcontractors
- Selected primes and subcontractors are required to report payments submitted or received through this web-based tool
- Based on contract terms payments should be reported monthly or quarterly
- **Questions?** Contact Division of Supplier Diversity
 - mwbecompliance@idoa.in.gov
 - www.in.gov/idoa/mwbe/payaudit.htm



Submission Requirements

All submissions must be made through the Supplier Portal.

- All proposals must be received through the Supplier Portal at the link below by the Procurement Division no later than the date and time outlined in [Section 1.24](#) Summary of Milestones. The proposal will be considered the official response in evaluating responses for scoring and protest resolution and may be posted on the IDOA website, <https://www.in.gov/idoa/procurement/award-recommendations/> if recommended for selection. The proposal must follow the format indicated in [Section Two](#) of this document. No other method of submission will be accepted. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired.
- <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>
- The State recommends that Respondents break down their proposals into small file sizes and use compressed zip files, where possible.
- The State strongly encourages Respondents to allow plenty of time when electronically submitting their proposals. Waiting until the last day is not recommended. The Supplier Portal allows documents to be edited until the proposal due date. Therefore, documents could be loaded over several days. The Supplier Portal will not accept proposals once the proposal due date and time has expired, even if a Respondent has already begun uploading bid documents.
- **You must be a registered bidder to submit a proposal.**
 - Please refer to the [Bidder Registration](#) tutorial page for instructions about creating or updating your Bidder Profile.

It is your responsibility to ensure that all required documents and forms are submitted prior to the due dates. Failure to complete or submit required documents and forms may result in disqualification or loss of points.



Additional Information

IDOA PROCUREMENT LINKS AND NUMBERS

<http://www.in.gov/idoa/2354.htm>

- A. Link to the developing for bidder registry with IDOA and Secretary of State.
<http://www.in.gov/idoa/2464.htm>
- B. Secretary of State of Indiana:
Can be reached at (317) 232-6576 for registration assistance. www.in.gov/sos
- C. See Vendor and Supplier Resource Center:
<http://www.in.gov/idoa/3106.htm>
- D. Minority and Women Owned Business Enterprises:
Link to more information and full listing of IDOA Minority and Women Owned Businesses
<http://www.in.gov/idoa/2352.htm>
- E. RFP posting and updates:
Go to <https://www.in.gov/idoa/procurement/current-business-opportunities/>
Scroll through table until you find desired RFP number on left-hand side and click the link.



Thank You

Angie Alexander
angalexander@idoa.in.gov

Division Of Supplier Diversity
mwbecompliance@idoa.in.gov
www.in.gov/idoa/mwbe/payaudit.htm

