



STATE OF INDIANA

Request for Proposal/Partnership 26-85525

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
All State Agencies**

**Solicitation For:
Door Hardware Services**

**Submission Due Date and Time:
December 31st, 2025
by 3:00 PM Eastern Time**

Mike Huth, Procurement Consultant
jonhuth@idoa.IN.gov
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

Contents

Section One General Information and Requested Products/Services	4
1.1 Introduction	4
1.2 Definitions and Abbreviations	4
1.3 Purpose of the Solicitation	6
1.4 Summary Scope of Work	6
1.5 Solicitation Outline	11
1.6 Pre-Proposal Conference	12
1.7 Question/Inquiry Process	12
1.8 Due Date for Proposals	13
1.9 Modification or Withdrawal of Offers	14
1.10 Pricing	14
1.11 Proposal Clarifications	14
1.12 Best and Final Offer (BAFO)	14
1.13 Reference Site Visits	15
1.14 Type and Term of Contract	15
1.15 Confidential Information	15
1.16 Taxes	16
1.17 Procurement Division Registration	16
1.18 Secretary of State Registration	16
1.19 Compliance Certification	16
1.20 Equal Opportunity Commitment	17
1.21 Minority & Women Business Enterprises Subcontractor Commitment (MWBE)	17
1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)	19
1.23 Americans with Disabilities Act	22
1.24 Summary of Milestones	22
1.25 Evidence of Financial Responsibility (25 IAC 1.1-1-5)	23
1.26 Conflict of Interest	23
1.27 Procurement Protest Policy	23
Section Two Proposal Preparation Instructions	24
2.1 General	24

2.2	Executive Summary	24
2.2.1	Summary of Ability and Desire to Supply the Required Products or Services	24
2.2.2	Signature of Authorized Representative	24
2.2.3	Respondent Notification	25
2.2.4	Secretary of State.....	25
2.2.5	Other Information.....	25
2.3	Business Proposal	25
2.3.1	General (optional)	25
2.3.2	Respondent's Company Structure	25
2.3.3	Company Financial Information.....	26
2.3.4	Integrity of Company Structure and Financial Reporting	26
2.3.5	Contract Terms/Clauses.....	26
2.3.6	References	27
2.3.7	Registration to do Business.....	28
2.3.8	Authorizing Document.....	28
2.3.9	Diversity Subcontractor Agreements.....	29
2.3.10	Evidence of Financial Responsibility	29
2.3.11	General Information	29
2.3.12	Experience Serving State Governments	29
2.3.13	Experience Serving Similar Clients	29
2.3.14	Payment	29
2.3.15	Extending Pricing to Other Governmental Bodies	30
2.3.16	Cloud Terms and Conditions	30
2.4	Technical Proposal	30
2.5	Cost Proposal	31
2.6	Attestation Form	32
2.6.1	Indiana Economic Impact.....	32
2.6.2	Buy Indiana Initiative (Indiana Business Preference) /Indiana Company	32
2.6.3	Subcontractors.....	33
Section Three Proposal Evaluation		35
3.1	Proposal Evaluation Procedure	35
3.2	Evaluation Criteria	35
3.2.1	Adherence to Requirements – Pass/Fail.....	37
3.2.2	Management Assessment/Quality	37
3.2.3	Price	37
3.2.4	Buy Indiana Initiative – 5 points	37
3.2.5	Minority Business Subcontractor Commitment – 5 points	38
3.2.6	Women Business Subcontractor Commitment - 5 points	38
3.2.7	Indiana Veteran Owned Small Business Subcontractor Commitment - 5 points	39
3.2.8	Qualified State Agency Preference Scoring	40

Section One

General Information and Requested Products/Services

1.1 Introduction

In accordance with applicable Indiana Code provisions, Rules and Policies, the Indiana Department of Administration (IDOA), acting on behalf of the All State Agencies, requires one or more vendors who will provide high quality door hardware, door installation, and door repair support. It is the intent of IDOA to solicit responses to this solicitation in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This solicitation is being posted to the IDOA Bidding Opportunities website, at <https://www.in.gov/idoa/procurement/current-business-opportunities/> for downloading. Neither this solicitation nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 Definitions and Abbreviations

The following are explanations of terms and abbreviations appearing throughout this solicitation. Other special terms may be used in the solicitation, but they are more localized and defined where they appear, rather than in the following list.

Award Recommendation	IDOA's summary, typically in letter format, of the solicitation and suggestion on respondent selected for the purposes of beginning contract negotiations.
BAFO	Best and Final Offer is an opportunity for short-listed respondents to propose an improved cost for final score consideration.
Contract Award	The acceptance of IDOA's Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this solicitation for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
IAC	Indiana Administrative Code

IC	Indiana Code
Installation	The delivery and physical setup of products or services requested in this solicitation
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: <ul style="list-style-type: none"> 1) The judicial branch 2) The legislative branch 3) A political subdivision as defined in IC 5-22-2-22 and IC 36-1-2-13 (includes school corporations, municipal corporations, Legislative body, Taxing district, Town, Township, and Unit) 4) A State educational institution
Prime Contractor	As used in Attachments A and A1 , refers to the entity responding to the solicitation.
Products	Tangible goods or manufactured items as specified in this solicitation
Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18; and any entity or person who does business with the State and is registered as same. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the company who will be ultimately responsible for performance of the contract.
Services	Work to be performed as specified in this solicitation
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "State Agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of State government

Subcontractor	As used in Attachments A and A1 refers to the entity entering into a contract with the Prime Contractor for a portion of the scope of the solicitation.
Total Bid Amount	The amount that the Respondent proposes on Attachment D that represents their total, all-inclusive price.
VSC (Valuable Scope Contribution)	The benefit the proposed certified subcontractors(s) must provide to the project set forth in the solicitation.

1.3 Purpose of the Solicitation

The purpose of this solicitation is to select one or more respondents that can satisfy the State's need for door related hardware installation and repair service support. It is the intent of IDOA to contract with one or multiple respondents that provide high quality installation and repair service support for door related hardware for all state agencies at a competitive price as specified in this Request for Proposal.

1.4 Summary Scope of Work

The State requires that the selected Respondent or Respondents be the State's partners for all matters that encompass and pertain to the contract throughout the duration/life of said contract. As a result, the Respondent or Respondents shall be responsible for all coordinating efforts with any Respondent subcontractors that the Respondent may need in order to remedy issues/problems in response to door hardware installation and repair related service request submittals. Door hardware installation and repair related service requests will be requested for all State-owned buildings, facilities, and locations, including but not limited to the Indiana Government Center, state parks, and correctional facilities. When submitting a proposal, respondents must list or describe in Attachment F (Technical Proposal) the service area, such as if the bid is for state-wide service, for a region of the state, or specific cities.

1.4.1 Service Time Response

For standard service request submittals, the State will notify the Respondent via phone notification and/or an emailed service request submittal. The Respondent shall respond to each emailed service request submittal and/or phone notification no later than 24-hours (next business day) from the date and time a service request submittal is initiated by the State via phone and/or email. A business day is considered Monday through Friday from 7:30 A.M. through 5:00 P.M. (EST and CST), excluding State of Indiana recognized holidays.

The State may determine that the service request is an emergency. For emergency service request submittals, the State will notify the Respondent via phone notification and/or an emailed service request submittal. The Respondent shall arrive onsite to troubleshoot problem/issue within twenty-four (24) hours from the date and time an emergency service request submittal is initiated by the State via phone and/or email.

When unable to correct the problem during the initial onsite visit, the Respondent shall temporarily correct the applicable problem/issue in those instances that require additional time in order to execute a more effective corrective action. For example, a door will not secure properly and thus requires a specific part(s) that are/is unavailable but necessary to fix the problem. For this example, a temporary solution would be identified by the Respondent that ensures the door will remain secure until arrival of part(s).

In the event the Contractor is unable and/or does not adhere to the emergency directed service request submittal within the twenty-four (24) hour requirement parameter, the applicable standard hourly labor rate as listed within Attachment D (Cost Proposal Template) shall apply.

1.4.2 High Volume List of Supplies and Services

The State uses three categories of doors and door hardware products. Although not all encompassing, the supplies and services listed in this paragraph is reflective of the high volume list of supplies and services that are anticipated throughout the duration of the resulting contract. Respondents must provide a percentage off the Manufacturer’s Suggested Retail Price (MSRP) for each specified door hardware and products manufacturer and for all other door hardware products in the Respondent’s catalogue. These prices will be specified Respondents must provide the price per hour for Installation, Consultation Training, Repairs, and Emergency Repairs (within 4 hours).

1.4.2.1 Categories

Category	Required Manufacturers	
Door Hardware	Dormakaba Best	Schlage
Door Closures	Dormakaba Best	LCN
Exit Devices	Dormakaba Best	Von Duprin
All other door hardware products	Any other manufacturer	

1.4.2.2 Services

Services	Unit of Measure	Service Time Response
Installation	Per hour	1-7 days, More than 7 days
Consultation Training	Per hour	1-7 days, More than 7 days
Repairs	Per hour	1-7 days, More than 7 days
Locksmith	Per hour	1-7 days, More than 7 days
Emergency Repairs	Per hour	Within 24 hours

When completing the Minority and Women's Business Enterprises Participation Form (Attachment A), the Indiana Veteran Owned Small Business Subcontractor Participation Form (Attachment A1) and the Indiana Economic Impact Form (Attachment C), please use the following Two Year Total: \$429,204 (Estimated Total of Supplies and Services). The Minority and Women's Business Enterprises Participation Form (Attachment A) and Indiana Veteran Owned Small Business Participation Form (Attachment A1) requires a two-year subcontractor commitment input for those applicable Respondents per Sections 1.21 and 1.22 of this RFP.

1.4.3 Minimum Requirements

The Minimum Requirements indicate the minimum requirements all Respondents must adhere to in order to be considered as a responsive Respondent. All Respondents must state their ability and willingness to meet these Minimum Requirements in their Transmittal Letter of their proposal. Failure to do so may be considered grounds for disqualification from further consideration. The Minimum Requirements for this RFP are as follows:

- 1) Vendor must be trained on the door hardware family for which the vendor is submitting a bid.
- 2) Vendor must be able to maintain stock of high usage parts on hand.

1.4.4 Single Dedicated Point of Contact

The Respondent will assign an individual/account member to the contract that shall be the primary single point of contact throughout the duration of the contract for all matters that relate to billing/invoicing and any warranty period coverage that apply to supplies and services purchased through the contract. The State reserves the right to request replacement of the assigned account member at any point in the contract period. In the event of a Respondent

derived change (e.g. termination, voluntary departure, or for other reasons) to the previously assigned account member, the Respondent shall provide the State with updated point of contact information specific to the newly assigned account member in an effective and timely manner that shall ensure no lapse/gap in account member coverage provided to the State. The Respondent must also coordinate with Indiana Department of Corrections locations in order for the agency to vet and provide access at correctional facilities.

1.4.5 Billing/Invoicing

The State requires that Respondent invoices shall include, but not limited to the following detail (when applicable) within and/or attached to each invoice:

- 1) Make and Model of Material
- 2) Quantity of Material and/or Labor Hours
- 3) Date, Time, and Location of Onsite Installation and/or Service
- 4) General Summary Outlining the Work Performed (e.g. Troubleshooting, Installation of Materials, Repairs, Etc.)
- 5) Manufacturer Warranty Information for Installation of New Material

1.4.6 Performance Reviews and Remedies

If the State deems that the Contractor has failed to meet contract performance standards, the State reserves the right to ask the Contractor for a Corrective Action Plan (CAP), or to invoke the Termination for Default clause. The State has the discretion to accept multiple CAPs over the life of the contract, if deemed appropriate. Reference Attachment B for additional information.

1.4.7 Materials and Workmanship

The Contractor shall furnish all materials, equipment and/or services necessary to perform contractual requirements throughout the length of the contract. Materials and workmanship for this contract shall conform to all codes, regulations and requirements for such equipment, specifications contained herein, and the normal uses for which intended. Materials shall be manufactured in accordance with the best commercial practices and standards for this type of equipment.

1.4.8 Labor Warranty Requirement

The Contractor shall include a ninety (90) day (calendar days) warranty/guarantee for invoiced labor applicable to the installation of materials and/or repairs that are executed and invoiced per Section 1.4.5 of this RFP. The

ninety (90) day warranty/guarantee shall begin on the following calendar day labor was completed as outlined/stated within the Respondent invoice per Section 1.4.5 of this RFP. For any warranty claim request notifications submitted by the State via phone notification and/or an emailed service request submittal, the Contractor shall respond to each warranty claim submittal no later than 48-hours (2 business days) from the date and time a warranty claim submittal is initiated by the State via phone and/or email. A business day is considered Monday through Friday from 7:30 A.M. through 5:00 P.M. (EST and CST), excluding State of Indiana recognized holidays.

All labor/work and material required by the Contractor in order to rectify/resolve any warranty claim notifications received by the State shall be submitted to the State upon completion of required labor/work and include the following:

- 1) Make and Model of Material
- 2) Quantity of Material and/or Labor Hours
- 3) Date, Time, and Location of Onsite Installation and/or Service
- 4) General Summary Outlining the Work Performed (e.g. Troubleshooting, Installation of Materials, Repairs, Etc.)
- 5) Manufacturer Warranty Information for Installation of New Material
- 6) Reference the specific Invoice # that applies to the Warranty Claim Request

1.4.9 Follow-Up Warranty Claim Requirement

The Contractor shall include a ninety (90) day (calendar days) warranty/guarantee for all labor required by the Contractor in order to rectify/resolve any warranty claim notifications received by the State per Section 1.4.8 of this RFP.

Technology Security Standards

The State has robust and comprehensive security standards that permeate all levels of the organization. The Indiana Office of Technology (IOT) has been tasked with establishing and maintaining these security standards. The security standards include assessing security risks, developing, and implementing effective security procedures, and monitoring the effectiveness of those procedures. If the proposed solution involves information technology-related products or services, all such products or services are to be compatible with any of the technology standards found in [Information Security Framework \(https://www.in.gov/iot/iot-vendor-engagement/\)](https://www.in.gov/iot/iot-vendor-engagement/) that are applicable, including the assistive technology standard. Respondents will be required to sign a Non-Disclosure Agreement (NDA) to access the IOT Information Security Framework; Respondent's should review the IOT Information Security Framework, and ensure their proposed solution meets all standards therein.

These figures are only an estimate and are not to be construed as an amount to be offered under this solicitation. **However, when completing Minority and Women’s Business Enterprises Participation Plan Form (Attachment A), Indiana Veterans’ Participation Plan Form (Attachment A1), and the Indiana Economic Impact Form (Attachment C) please use the total bid amount from the Cost Proposal (Attachment D).**

1.5 Solicitation Outline

The outline of this solicitation document is described below:

Section	Description
Section One – General Information and Requested Products or Services	This section provides an overview of the solicitation, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this solicitation
Section Two – Proposal Preparation Instruction	This section provides instructions on the format and content of the solicitation including an Executive Summary, Business Proposal, Technical Proposal, and a Cost Proposal
Section Three – Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate Respondents’ proposals
Attachment A	M/WBE Participation Plan Form
Attachment A1	IVOSB Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F	Technical Proposal Template
Attachment G	Q&A Template
Attachment H	Reference Check Form
Attachment I	Pre-proposal Network Opportunities Form
Attachment J	Attestation Form
Attachment K	Artificial Intelligence Technical Proposal Questions
Attachment L	Cloud Questionnaire

Attachment M	Infrastructure Overview
Attachment N	Resource Usage Template

1.6 Pre-Proposal Conference

A pre-proposal conference will be held at the date, time and location specified in [Section 1.24](#). At this conference, potential respondents may ask questions about the solicitation and the solicitation process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

The pre-proposal conference provides an opportunity for potential Prime Contractors and 7/potential Subcontractors to connect. The State strongly encourages potential Prime Contractors and potential Subcontractors to complete and submit **Attachment I** directly to rfp@idoa.in.gov no later than the time and date outlined in [Section 1.24](#). Compiled company contact information will be posted to the solicitation website to allow networking to take place among the vendor community. Though **Attachment I** is not required, the State encourages its use.

1.7 Question/Inquiry Process

All questions/inquiries regarding this solicitation must be submitted by the date and time outlined in [Section 1.24](#). Questions/Inquiries may be submitted in **Attachment G**, Q&A Template, via email to rfp@idoa.IN.gov and must be received by the time and date indicated in [Section 1.24](#).

The subject line of the email submissions must clearly state the following:
“RFP 26-85525 Questions/Inquiries – [INSERT COMPANY NAME]”.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents, redacting the name of the company who submitted the question. The responses will be posted to the IDOA website according to the timetable established in [Section 1.24](#). Only answers posted on the IDOA website will be considered binding and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

If it becomes necessary to revise any part of this solicitation, or if additional information is necessary for a clearer interpretation of provisions of this solicitation prior to the due date for proposals, an Addendum will be posted on the IDOA website. If such Addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.8 Due Date for Proposals

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.

Multi-Factor Authentication:

<https://www.in.gov/iot/customer-service/myshareingov/multi-factor-authentication/>

Supplier Portal:

<https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>

Instructions on to submit an electronic bid:

<https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/manage-my-bidder-profile/submitting-a-bid/>

Important notes:

Remember that you cannot update the primary contact's email address and use it to sign into the Supplier Portal on the same day.

No more than one proposal per Respondent may be submitted.

Responses may no longer be sent in on flash drives.

The State encourages Respondents to break down their proposals into small file sizes and use compressed zip files, where possible. Uploading large files may lengthen the time to successfully submit your proposal. Checking file sizes of the proposal documents by viewing file properties is also recommended to reduce risks when uploading files.

A bidder ID and password are required to submit a response. For more information on that process, visit: <https://www.in.gov/idoa/wbt/SupplierPortal/index.html>. Bidder ID and password issues are handled by submitting a request for assistance to the State of Indiana Office of Technology and are handled in the order in which they are received. IDOA is not able to assist with these types of issues and they are not justification to miss the submission deadline.

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.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

1.9 Modification or Withdrawal of Offers¹

Responses may be modified by Respondents until the time and date the response is due. The Respondent's authorized representative may withdraw the proposal prior to the due date by sending notice to the address listed above in Section 1.8.

1.10 Pricing

Pricing on this solicitation must be firm and remain open for a period of not less than one hundred eighty (180 days) from the date of award issuance. Any attempt to manipulate the format of the document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk of being removed from consideration.²

Please refer to the Cost Proposal sub-section under [Section Two](#) for a detailed discussion of the proposal pricing format and requirements.

1.11 Proposal Clarifications

The State may request clarifications, in writing, on proposals submitted. These clarifications could include, but are not limited to, request for additional information, or request for Cost or Technical proposal revision. Additionally, in conducting clarifications, the State may use information derived from proposals submitted by competing Respondents only if the identity of the Respondent providing the information is not disclosed to others. The State will provide equivalent information to all Respondents which have been chosen for clarifications.

A sample contract is provided in **Attachment B**. Any requested changes to the sample contract must be submitted with your response (See [Section 2.3.6](#) for details). The State may reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.12 Best and Final Offer (BAFO)

Each proposal should contain the Respondents' best terms from a price and technical perspective.

¹ Please note if the State elects to cancel the solicitation, all submitted responses would remain confidential, until the replacement solicitation is concluded, and an Award Recommendation made.

² Making modifications to the Cost Proposal could result in the proposal being removed from consideration.

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract based on initial proposals received.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offer(s) that are most advantageous to the State.

1.13 Reference Site Visits

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.14 Type and Term of Contract

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this solicitation.

The term of the contract shall be for a period of four (4) years from the date of contract execution. There may be two (2) one-year renewals for a total of six (6) years at the State's option.

1.15 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire solicitation file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA **must indicate so per Attachment J** which specific provision applies to which specific part of the response.

Please note citing "Confidential" on an entire section is not sufficient or acceptable.

The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- [18-INF-06; Redaction of Public Procurement Documents Informal Inquiry](#)

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance.

1.16 Taxes

Proposals should not include any tax from which the State is exempt.

1.17 Procurement Division Registration

In order to submit a proposal per [Section 1.8](#), Respondents must be registered as a bidder with the Department of Administration, Procurement Division.

At Bidder Profile Registration, <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/> the following may be completed.

- To register, follow instructions provided in Section 2.3.8.
- If registered, a Bidder ID # list is available to complete the Submission Form per Section 2.1.

1.18 Secretary of State Registration

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.19 Compliance Certification

Responses to this solicitation serve as a representation that the Respondent has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory, or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.20 Equal Opportunity Commitment

It has been determined that there is a reasonable expectation of minority, woman, and Indiana veteran business enterprises subcontracting opportunities on a contract awarded under this solicitation. Therefore, a contract goal of 8% for Minority Business Enterprises, 11% for Woman Business Enterprises, and 3% for Indiana Veteran Owned Small Businesses has been established.

Failure to address these requirements may impact the evaluation of your proposal.

1.21 Minority & Women Business Enterprises Subcontractor Commitment (MWBE)

Indiana Code 4-13-16.5 and 25 IAC 5 governs the Division of Supplier Diversity program as it relates to the certification, oversight, and responsibilities around the certified Indiana Minority and/or Women Business Enterprises (MWBE). The contract goal for this solicitation is 8% Minority participation and 11% for Women participation.

If participation exists, the vendor must submit with its quote an MWBE Subcontractor Commitment Form. 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 the use of vendors 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 quote and the cost of direct supplies for this quote. Respondents must complete the Subcontractor Commitment Form in its entirety. The total amount proposed should match the amount entered on the Supplier Commitment form. The subcontractor commitment shall apply to the life of the contract including any time after the initial term.

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.

Questions about those rules and requirements should be directed to: Division of Supplier Diversity at (317) 232-3061 or the Supplier Diversity website at <https://www.in.gov/idoa/mwbe>. Indiana Code 4-13-16.5 and 25 IAC 5 governs the Division of Supplier Diversity program as it relates to the certification, oversight, and responsibilities around the certified Indiana Minority and/or Women Business Enterprises (MWBE). As stated in [Section 1.20](#), there is a commitment goal for this solicitation. 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 the use of Subcontractors, the Respondent must provide the scope of work of the products and/or services to be provided by the Subcontractor(s). This must include explanation of whether the products and/or services are to be utilized directly by the Respondent and/or directly by the State, a description of the process through which the products/services will be received and applied to the benefit of the award, the deliverable requirements as agreed upon between the Contractor and Subcontractor, the certified UNSPSC that applies to the award, and the cost of supplies being utilized by the Respondent 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. The MBE and/or WBE Subcontractor amount and Subcontractor percentage is based on the initial term of the contract for scoring purposes only. The overall committed Subcontractor percentage shall be sustained throughout 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 will verify all information included on the MWBE 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 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. For scoring purposes, the MBE and/or WBE Subcontractor amount and Subcontractor percentage is based on the initial term of the contract. However, 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 the “**TOTAL BID AMOUNT**” and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the proposal, the Respondent acknowledges and agrees to be bound by the rules and requirements of the State’s Division of Supplier Diversity. Questions about those rules and requirements should be directed to: Division of Supplier Diversity at (317) 232-3061 or the Supplier Diversity website at <https://www.in.gov/idoa/mwbe>.

MINORITY & WOMEN’S BUSINESS COMPLIANCE (MWBE)

If awarded the contract with MWBE Subcontractor participation, the Respondent will be required to report payments made to Division of Supplier Diversity certified Subcontractors under the Contract monthly using the online audit tool, commonly referred to as “Pay Audit.” The Contractor should also notify Subcontractors that they must confirm payments received from Contractor in Pay Audit. The Pay Audit system can be accessed on the IDOA Pay Audit System webpage at www.in.gov/idoa/mwbe/payaudit.htm.

Further, a copy of each Subcontractor agreement must be submitted to IDOA’s Division of Supplier Diversity within thirty (30) days of the effective date of this contract. The contracts may be uploaded into Pay Audit, emailed to MWBECompliance@idoa.IN.gov; or mailed to Division of Supplier Diversity Compliance 402 W. Washington Street, Indianapolis IN 46204. Failure to provide a copy of any Subcontractor agreement or failure to meet these commitments could be considered a material breach of this contract and result in sanctions per 25 IAC 5.

Any changes to this information during the term of the contract must be approved by Division of Supplier Diversity Compliance at MWBECompliance@idoa.IN.gov.

1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)

In accordance with IC 5-22-14 and 25 IAC 9, it has been determined that there is a reasonable expectation of Indiana Veteran Owned Small Business subcontracting opportunities on a contract awarded under this solicitation. The IVOSB Subcontractor Commitment form is **Attachment A1**. The IVOSB 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 the use of Subcontractors, the Respondent must provide the scope of work of the products and/or services to be provided by the Subcontractor(s). This must include explanation of whether the products and/or services are to be utilized directly by the Respondent and/or directly by the State, a description of the process through which the products/services will be received and applied to the benefit of the award, the deliverable requirements as agreed upon between the Contractor and Subcontractor, the certified UNSPSC that applies to the award, and the cost of supplies being utilized by the Respondent 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. The IVOB subcontractor amount and Subcontractor percentage is based on the initial term of the contract for scoring purposes only. The overall committed Subcontractor percentage shall be sustained throughout the life of the contract including any time after the initial term.

If the Respondent to the solicitation is an IVOB certified entity, the letter confirming same should be submitted with their response. The Respondent has the responsibility to alert IDOA of their certification. The IVOB Respondent will receive the total points for the IVOB evaluation criteria per [Section 3.2.7](#). Additional IVOB Subcontractors must be included if the IVOB Respondent is seeking the additional bonus point.

The IVOB Respondent must list their **company contact information only** on the IVOB Subcontractor Commitment Form.

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

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

- Must be listed on Federal Center for Veterans Small Business Certification VETCERT at <https://veterans.certify.sba.gov/> 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. VETCERT at <https://veterans.certify.sba.gov/>, to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE (see Section 1.21) or IVOB
- IVOB must have a Bidder ID (see [Section 2.3.8](#) - Department of Administration, Procurement Division).
- A Prime Contractor who is an IVOB 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 VETCERT federal registry, at <https://veterans.certify.sba.gov/> 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 SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the IVOSB 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 of products and/or services to be provided on this project, and approximate date the Subcontractor will perform work on this contract. For scoring purposes only, the IVOSB Subcontractor amount and Subcontractor percentage is based on the initial term of the contract. However, 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 the **“TOTAL BID AMOUNT”** and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the proposal, the Respondent acknowledges and agrees to be bound by the rules and requirements of the State’s IVOSB Program. Questions about those rules and requirements should be directed to: Division of Supplier Diversity at indianaveteranspreference@idoa.in.gov, (317) 232-3061 or the Supplier Diversity website at <https://www.in.gov/idoa/mwbe>.

INDIANA VETERAN OWNED SMALL BUSINESS COMPLIANCE (IVOSB)

If awarded the contract with IVOSB Subcontractor participation, the Respondent will be required to report payments made to Division of Supplier Diversity certified Subcontractors under the Contract monthly using the online audit tool, commonly referred to as “Pay Audit.” The Contractor should also notify Subcontractors that they must confirm payments received from Contractor in Pay Audit. The Pay Audit system can be accessed on the IDOA Pay Audit System webpage at www.in.gov/idoa/mwbe/payaudit.htm.

Further, a copy of each Subcontractor agreement must be submitted to IDOA’s Division of Supplier Diversity within thirty (30) days of the effective date of this Contract. The contracts may be uploaded into Pay Audit, emailed to MWBECompliance@idoa.IN.gov; or mailed to Division of Supplier Diversity Compliance 402 W. Washington Street, Indianapolis IN

46204. Failure to provide a copy of any Subcontractor agreement or failure to meet these commitments could be considered a material breach of this Contract and result in sanctions.

Any changes to this information during the term of the contract must be approved by Division of Supplier Diversity Compliance at MWBECompliance@idoa.IN.gov.

1.23 Americans with Disabilities Act

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.24 Summary of Milestones

The following timeline is only an illustration of the solicitation process. Not all the dates below are binding.³ Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

Key Dates	
Activity	Date
Issue of solicitation	November 19 th , 2025
Pre-Proposal Conference	December 3 rd , 2025 9:30 AM Eastern Time Indiana Government Center – South Conference Room B
Deadline to Submit Written Questions	December 10 th , 2025 by 3:00 PM Eastern Time
Response to Written Questions/Amendments	December 17 th , 2025
Submission Due Date/Time	December 31 st , 2025 by 3:00 PM Eastern Time
Submission of Reference Check Forms to State	December 31 st , 2025 by 3:00 PM Eastern Time

³ Submission dates for Proposals, and Reference Check Forms to State ARE binding and not subject to change.

<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	January 6 th , 2026
Proposal Discussions/Clarifications (if necessary)	January 7 th , 2026
Oral Presentations (if necessary)	January 9 th , 2026
Best and Final Offers (if necessary)	January 12 th , 2026
Award Recommendation	February 2 nd , 2026

1.25 Evidence of Financial Responsibility (25 IAC 1.1-1-5)

Removed at the request of the agency.

1.26 Conflict of Interest

Any person, firm or entity that assisted with and/or participated in the preparation of this solicitation document is prohibited from submitting a proposal to this specific solicitation. For the purposes of this solicitation, a “person” means a State officer, employee, special State appointee, or any individual or entity working with or advising the State or involved in the preparation of this solicitation proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this solicitation, a person that assisted with and/or participated in the preparation of this solicitation.

1.27 Procurement Protest Policy

The State’s procurement protest policy can be found at <https://www.in.gov/idoa/files/ProcurementProtestPolicy.pdf>. Per the policy, there are two periods of protest allowable for the solicitation:

- Specifications Protest - written letter of protest regarding inadequate, unduly restrictive, or ambiguous requirements or specifications must be received by IDOA by the close of business not less than ten (10) business days (as defined by the State work calendar) prior to the proposal due date.
- Award Recommendation Letter Protest - written letter of protest regarding the procurement methods and/or procedures used during the procurement process must be received by IDOA by the close of business within five (5) business days (as defined by the State work calendar) after the date of the Award Recommendation Letter.

Additional details as to the required content in the letter and the steps involved in a protest can be found in the State’s Procurement Protest Policy at <https://www.in.gov/idoa/files/ProcurementProtestPolicy.pdf>.

Section Two Proposal Preparation Instructions

2.1 General

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Proposals will be disqualified if received after 1.24 Summary of Milestones, Due Date.
- Each item must be addressed in the Respondent's proposal.
- The Executive Summary must be in the form of a letter.
- Each item, Executive Summary, and attachments must be separate standalone electronic files. Please do not submit your proposal as one large file.
- A Bidder ID is required. See 1.8 Due Date for Bid Responses.
- Please submit all attachments in their original format. Any attempt to manipulate the format of the documents that deviates from the current format will put your proposal at risk of disqualification.
- Confidential Information must also be clearly indicated in Attachment J, Attestation Form and a redacted file provided (See 1.15 Confidential Information).

2.2 Executive Summary

The Executive Summary must address the following topics except those specifically identified as "optional." The Executive Summary is to be attached to the Submission Form by the response due date and Eastern time.

2.2.1 Summary of Ability and Desire to Supply the Required Products or Services

The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section One of this solicitation.

2.2.2 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in [Section 2.3.4](#), must sign the Executive Summary. **In the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone, and e-mail address, if that contact is different than the individual authorized for signature.**

2.2.3 Respondent Notification

Unless otherwise indicated in the Executive Summary, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor, contractor or respondent addresses.

2.2.4 Secretary of State

The Respondent shall indicate their status with respect to the Office of the Indiana Secretary of State.

2.2.5 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

2.3 Business Proposal

The Business Proposal must address the following topics except those specifically identified as "optional." **The Business Proposal Template is Attachment E.**

Any attempt to manipulate the format of the document that deviates from the current format will put your proposal at risk for disqualification.

2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this solicitation.

2.3.2 Respondent's Company Structure

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

2.3.3 Company Financial Information

This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include 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, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this solicitation. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this solicitation.**

2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

2.3.5 Contract Terms/Clauses

A sample contract that the State expects to execute with the successful Respondent(s) is provided in **Attachment B**. This contract contains mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are substantively required. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in **Attachment B**.

Please review the contract and indicate per **Attachment J**, your acceptance of mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause in **Attachment E**. If you require additional contract terms, please include them in this section. To reiterate it's the State's strong desire to not

deviate from the contract provided in the attachment and as such the State may reject all requested changes.

The mandatory contract terms are as follows:

- Agreement to Use Electronic Signatures
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Certification
- Employment Eligibility Verification (E-Verify)
- Funding Cancellation
- Governing Law
- Indemnification
- Information Technology Enterprise Architecture Requirements
- Nondiscrimination Clause
- Penalties/Interest/Attorney's Fees
- Renewal Option
- Termination for Convenience
- Non-Collusion and Acceptance

The substantively required terms are as follows:

- Duties of Contractor, Consideration, and Term of Contract
- Ownership of Documents and Materials
- Payments

This solicitation and all portions of the Respondent's response will be incorporated as part of the final contract.⁴

2.3.6 References

Reference information is captured on **Attachment H**. Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone number or email of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and emailed by the reference DIRECTLY to the State. The State should receive no more than three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are

⁴ The contracting agency will make the determination during contract negotiations whether proposed alternative language is acceptable. Proposed alternative language is not automatically accepted. The agency has the option to decline proposed language. Inability for the agency and the awardee(s) to agree to terms could jeopardize the contract and end the negotiations.

the same, or similar, to those products and/or services requested in this solicitation.

- **Attachment H** should be submitted to <mailto:idoareferences@idoa.in.gov>.
- **Attachment H** should be submitted by the due date listed in [Section 1.24](#) of the solicitation. Please provide the customer information for each reference.

2.3.7 Registration to do Business

Secretary of State

Respondents providing the products and/or services required by this solicitation must be registered to do business within the State by the Indiana Secretary of State. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State at www.in.gov/sos. The Respondent must indicate the status of registration, in the Executive Summary.

Department of Administration, Procurement Division

To complete the on-line Bidder registration, go to the Bidder Profile Registration website at <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents need to be registered to submit a proposal. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database.

2.3.8 Authorizing Document

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the bid response meets all general conditions must sign the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone number, and e-mail address, if that contact is different than the individual authorized for signature. Additionally, the Company's Bidder ID #, FEIN, Type of Business (i.e., Corporation, Sole Proprietor, LLC, etc.), and North American Industry Classification System (NAICS) Code should all be included in the Executive Summary with the contact information.

2.3.9 Diversity Subcontractor Agreements

- a. Per RFP Section 1.21, Minority & Women's Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.
- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

2.3.10 Evidence of Financial Responsibility

Removed at the request of the agency.

2.3.11 General Information

Each Respondent must enter your company's general information including contact information.

- a. Does your Company have a formal business continuity and/or disaster recovery plan? Please provide a yes/no response. If not, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.
- b. What is your company's technology and process for securing any State information that is maintained within your company?

2.3.12 Experience Serving State Governments

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or other governmental bodies.

2.3.13 Experience Serving Similar Clients

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

2.3.14 Payment

Respondent should be able to accept payment by credit card as an optional form of payment but should be able to accept other forms of payment from the State

as well. In the Respondent's proposal, the Respondent should agree to accept any credit card-user handling fees associated with acceptance of the State's Purchasing Card. Please demonstrate how your company will meet this requirement of accepting payment by credit card as the only form of payment if the State chooses to implement this policy.

2.3.15 Extending Pricing to Other Governmental Bodies

The Respondent must indicate within its Executive Summary if it agrees to extend the prices of awarded products and/or services to other governmental bodies. The Respondent should note the following:

- Other Governmental Bodies are defined as an agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:
 1. The judicial branch
 2. The legislative branch
 3. A political subdivision as defined in IC 5-22-2-22 and IC 36-1-2-13 (includes school corporations, municipal corporations, Legislative body, Taxing district, Town, Township, and Unit)
 4. A State educational institution
- The State DOES NOT accept any responsibility for purchase orders issued by other governmental bodies.
- All other governmental bodies must be willing to accept items as described in the specifications without any changes once the solicitation is awarded.

2.3.16 Cloud Terms and Conditions

Additional Terms and Conditions related to Cloud-based systems the State expects to execute with the successful Respondent(s) are provided in **Attachments B1, B2, and B3**, respectively Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS). Depending on your proposed System, you could be required to agree to one or more of the Additional Terms and Conditions. It is the State's strong desire not to deviate from the Additional Terms and Conditions that are provided in these attachments and as such the State reserves the right to reject all requested changes. Any or all portions of this RFP and any or all portions of your response may be incorporated as part of the final contract.

2.4 Technical Proposal

The Technical Proposal must be divided into the sections as described below. 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. **The Technical Proposal Template is Attachment F.**

Any attempt to manipulate the format of the document that deviates from the current format will put your proposal at risk of disqualification.

2.5 Cost Proposal

The Cost Proposal Template is Attachment D.

The Cost Proposal must be submitted in the original format. Any attempt to manipulate the format of the Cost Proposal document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk of disqualification. Bids for door hardware, door closures, exit devices, and all other door hardware products will be in the form of a percentage taken off of Manufacturer's Suggested Retail Price (MSRP) and will be listed as a positive percentage. For example, if a respondent's bid for Dormakaba Best door hardware is fifty-percent taken off of these products' MSRP the bid will be listed as "50%." Bids for all services will be in the form of a cost per hour. For example, if a respondent's bid for installation services is ten dollars per hour the bid will be listed as "\$10.00." Each category is further divided into bids for Same Day (within 24 hours), 1 to 7 days, and More than 7 days. Bids should be provided for any of the listed categories or services that respondents are offering.

Cost Proposal Narrative

The Respondent should provide a brief narrative (not longer than two pages) in support of each Cost Proposal item. The narrative should be focused on clarifying how the proposed prices correspond directly to the Respondent's Technical Proposal. For example, evaluators will expect detailed explanation of *Maintenance and Support* to correspond to *Maintenance and Support items* if described in the Technical Proposal. **Please compose and return this document in a PDF format, labeled as "Cost Proposal Narrative".**

Cost Assumptions, Conditions and Constraints

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. It is of particular importance to describe any assumptions made by the Respondent in the development of the Respondent's Technical Proposal that have a material impact on price. It is in the best interest of the Respondent to make explicit the assumptions, conditions, and/or constraints that underlie the values presented on the Cost Schedules. Assumptions, conditions, or constraints that conflict with the solicitation requirements is not

acceptable. **Please compose and return this document in a PDF format, labeled as “Cost Assumptions, Conditions and Constraints”.**

2.6 Attestation Form

The Attestation Form is **Attachment J**. This is the formal declaration of responses to the following as well as to the additional areas cited within **Attachment J** as it relates to this solicitation. **Attachment J**, Attestation Form is to be attached to the Submission Form due on the Submission Form due date and Eastern time.

2.6.1 Indiana Economic Impact

All companies desiring to do business with State Agencies must complete an “Indiana Economic Impact” form (**Attachment C**). This is not a separate evaluation item scored as set forth in [Section 3.2](#) but still a required form. The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the State. The amount entered in Line 16 “Total amount of this proposal, bid, or current contract” should match the amount entered in the **Attachment D**, Cost Proposal Template.

2.6.2 Buy Indiana Initiative (Indiana Business Preference) /Indiana Company

It is the Respondent’s responsibility to confirm its Buy Indiana certification is active as of the submission date the sourcing event. Check status within the Buy IN Designation List at <https://www.in.gov/idoa/procurement/supplier-resource-center/programs-and-preferences/buy-indiana/>.

Buy IN must be affirmatively claimed per Attachment J. The State will only validate the Respondent’s claim to determine eligibility of potential points.

The State will not look up status on behalf of each Respondent without the Respondent’s claim on Attachment J, Attestation Form.

If Respondents are not certified but wish to be, follow the Department of Administration, Procurement Division instructions within 2.3.8 Registration to Do Business. Along with registering, the Respondent can begin the Buy IN certification process.

When applying to Buy IN status, be sure to allow sufficient time to complete this process, at least twenty (20) business days. The Respondent’s Buy Indiana status must be finalized when the solicitation response is submitted to the State.

Defining an Indiana Business:

“Indiana business” refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.
- (4) A business that makes significant capital investments in Indiana.
- (5) A business that has a substantial positive economic impact on Indiana.

Substantial Capital Investment:

Any company that can demonstrate a minimum capital investment in Indiana of \$5 million or more in plant and/or equipment or annual lease payments in Indiana of \$2.5 million or more shall qualify as an Indiana business under I.C.5-22-15-20.5 (b)(4).

Substantial Indiana Economic Impact:

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under I.C. 5-22-15-20.5 (b)(5).

2.6.3 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this solicitation and shall not be relieved by the non-performance of any subcontractor. Respondent’s proposal must identify all subcontractors including those not submitted in **Attachment A and/or Attachment A1** and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, either a copy of the **executed subcontract** or a **letter of agreement** over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, **the Attestation Form, Attachment J, must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience.**

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent

must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this solicitation or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women's Business Enterprise, or Veteran Owned Small Business under IC 4-13-16.5-1 and IC 5-22-14-3.5. See [Section 1.21](#), [Section 1.22](#) and **Attachments A/A1** for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a Bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see [Section 2.3.8](#) for details).

Section Three Proposal Evaluation

3.1 Proposal Evaluation Procedure

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with solicitation requirements. All evaluation personnel will use the evaluation criteria stated in [Section 3.2](#).

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to mandatory requirements, per Section 3.2, Step 1, on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration. Further any proposals not meeting the Mandatory Requirements listed in [Section 3.2](#), Step 1 and noted in **Attachment J** will be disqualified.
- 3.1.2 Each proposal will be evaluated based on the categories included in [Section 3.2](#). A point score has been established for each category.
- 3.1.3 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State may be selected by IDOA for further action, such as contract negotiations. If, however, IDOA decides that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, the State may begin contract preparation with another Respondent or determine that no such alternate proposal exists.

3.2 Evaluation Criteria

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the solicitation in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 103). Negative points may be assigned in the cost score.

Additionally, there is an opportunity for a bonus of three points if certain criteria are met. For further information, please reference [Section 3.2.3](#). If any one or more of the listed criteria on which the responses to this solicitation will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or

criteria will be disregarded, and the responses will be evaluated and scored without considering such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	47 available points
3. Cost (Cost Proposal)	33 available points
4. Buy Indiana	5
5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus points are available, see Section 3.2.5)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus points are available, see Section 3.2.5)
7. Indiana Veteran Owned Small Business Subcontractor Commitment	5 (1bonus points are available, see Section 3.2.6)
Total	100 (103 if bonus awarded)

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. The Mandatory Requirements are:

- Executive Summary and required content
- **Attachment C** Indiana Economic Impact Form, completed;
- **Attachment D** Cost Proposal, **Attachment E** Business Proposal, **Attachment F** Technical Proposal, unaltered and complete with all requested supporting documents.
- **Attachment J** Attestation Form, complete with all requested supporting documents

Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that fulfill the Step 1 Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. All proposals will be ranked based on their combined scores for Criteria

2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be further evaluated.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, and/or demonstrations focused on cost and other proposal elements. Step 2 may include additional “short lists” at the State’s sole discretion.

Step 3

The short-listed proposals will then be evaluated based on the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short-listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

- 3.2.1 **Adherence to Requirements** – Pass/Fail
Respondents passing this category move to Phase 2

The following 2 categories cannot exceed 80 points.

- 3.2.2 **Management Assessment/Quality**
47 available points

- 3.2.3 **Price**
33 available points

Cost scores will then be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 33 points. The normalization formula is as follows:

- *Respondent’s Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 33*

- 3.2.4 **Buy Indiana Initiative** – 5 points

Respondents qualifying, and documenting per **Attachment J**, as an Indiana Company as defined in [Section 2.6.2](#) will receive 5 points in this category.

3.2.5 Minority Business Subcontractor Commitment – 5 points⁵

The following formula will be used to determine points to be awarded based on the MBE goals listed in [Section 1.20](#) of this solicitation. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-points, scale. Points are assigned for respective MBE participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established MBE goal, the maximum points achieved will be awarded according to the following schedule:

%	1%	2%	3%	4%	5%	6%	7%	8%
Pts.	.625	1.25	1.875	2.5	3.125	3.75	4.375	5.0

NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 4.375 pts., 7.50% will be rounded up to 8% = 5.00 pts. Rounding will be calculated based on the Sub-Contract Amount, divided by the Total Bid Amount.)

If the respondent's commitment amount is greater than \$0 but the commitment percentage is rounded down to 0% for MBE participation the respondent will receive 0 points.

If the respondent's commitment amount is \$0 and thus the commitment percentage is 0% for MBE participation, a deduction of 1 point will be discounted on the respective MBE score.

The respondent with the greatest applicable VSC participation which exceeds the stated goal ("exceeds" defined herein as a commitment percentage that is equal to or greater than 9% before rounding) for the respective MBE category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable VSC participation and both firms exceed the goal for the respective MBE category both firms will receive 6 points.

3.2.6 Women Business Subcontractor Commitment - 5 points ⁶

The following formula will be used to determine points to be awarded based on the WBE goals listed in [Section 1.20](#) of this solicitation.

Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for WBE participation based upon the BAFO meeting or

⁵ Required documentation must, of course, be provided to receive points as described.

⁶ Required documentation must, of course, be provided to receive points as described.

exceeding the established goals.

If the Respondent's commitment percentage is less than the established WBE goal, the maximum points achieved will be awarded according to the following schedule:

%	1%	2%	3%	4%	5%	6%	7%	8%	9%	10%	11%
Pts.	0.45	0.9	1.35	1.8	2.2 5	2.7	3.1 5	3.6	4.05	4.5	5.0

NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 3.15 pts., 7.50% will be rounded up to 8% = 3.6 pts. Rounding will be calculated based on the Sub-Contract Amount, divided by the Administrative Bid Amount.)

If the Respondent's commitment amount is greater than \$0 but the commitment percentage is rounded down to 0% for WBE participation the Respondent will receive 0 points.

If the Respondent's commitment amount is \$0 and thus the commitment percentage is 0% for WBE participation, a deduction of 1 point will be discounted on the WBE score.

The Respondent with the greatest applicable VSC participation which exceeds the stated goal ("exceeds" defined herein as a commitment percentage that is equal to or greater than 12% before rounding) for the WBE category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable VSC participation and both firms exceed the goal for the WBE category both firms will receive 6 points.

3.2.7 **Indiana Veteran Owned Small Business Subcontractor Commitment - 5 points**⁷

The following formula will be used to determine points to be awarded based on the IVOSB goal listed in [Section 1.20](#) of this solicitation. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for IVOSB participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established IVOSB goal, the maximum points achieved will be awarded according to the following schedule:

⁷ Required documentation must, of course, be provided to receive points as described.

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

NOTE: 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)

If the respondent's commitment percentage is 0% for IVOSB participation, a deduction of 1 point will be assessed.

The IVOSB prime respondent commitment will be 3% and will receive 5 points. Any additional IVOSB subcontractor commitments will be added to the 3%.

The respondent with the greatest applicable VSC participation which exceeds the stated goal for the IVOSB category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable VSC participation and both firms exceed the goal for the IVOSB category both firms will receive 6 points.

3.2.8 Qualified State Agency Preference Scoring

"Qualified Agency" refers to a nonprofit agency for persons with severe disabilities that meets the provisions of IC 5-22-13. When applicable, pursuant to Indiana Code 5-22-13, the qualified agency submitting or participating in a response to this solicitation will be awarded preference points for Minority, Women's, and Indiana Veteran Business Enterprise equal to the Respondent awarded the highest combined points awarded for such preferences in the scoring of this solicitation. A list of active/certified "Qualified Agencies" can be found at: https://web.abilityin.org/state_use/Certified-Ability-Indiana-Organizations.