



STATE OF INDIANA

Request for Proposal 22-70307

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of
Family and Social Services Administration, Division of Mental Health
and Addiction

Solicitation For:
Mobile Crisis Services Pilot

Response Due Date and Time:
February 21, 2022 by 3:00 PM ET

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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 Family and Social Services Administration (FSSA), Division of Mental Health and Addiction (DMHA), requires behavioral health mobile crisis services for the DMHA Mobile Crisis Pilot. 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://fs.gmis.in.gov/psc/guest/SUPPLIER/ERP/c/SCP_PUBLIC_MENU_FL.SCP_PUB_BID_CMP_FL.GBL?& for downloading. Neither this solicitation nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 Definitions and Abbreviations

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 |
| Implementation | The successful fulfillment/execution/implementation of mobile crisis services as specified in the contract resulting from this solicitation |
| 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: 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. |

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| VSC | Valuable Scope Contribution – A business function that supports the scope of this solicitation |
|------------|------------------------------------------------------------------------------------------------|

1.3 Purpose of the Solicitation

The purpose of this solicitation is to select a respondent that can satisfy the State’s need for behavioral health mobile crisis services. It is the intent of FSSA-DMHA to contract with a respondent that provides quality behavioral health mobile crisis services for DMHA Mobile Crisis Pilot.

1.4 Summary Scope of Work

DMHA proposes pilot implementation of mobile crisis services provided by five (5) mobile crisis teams across the state of Indiana in March 2022. Mobile crisis services are mobile, face-to-face, home and community-based interventions that serve individuals experiencing a mental health or substance use-related crisis. A crisis may be defined as:

- substance intoxication or overdose
- serious mental illness or serious emotional disturbances (e.g., psychosis, grave disability, emotional distress or dysregulation, disruptive behavior, etc.)
- suicide attempts
- suicidal thoughts/gestures/behaviors
- other risk of harm to self
- risk of harm to others
- disruptive behavior
- domestic violence situation
- other crises as defined by the individual.

As stated by the National Guidelines for Behavioral Health Crisis Care, “While an individual crisis cannot be fully predicted, we can plan how we structure services and organize approaches to best meet the needs of those individuals who experience a mental health crisis. Too often that experience is met with delay, detainment and even denial of service in a manner that creates undue burden on the person, law enforcement, emergency departments and justice systems.” The gaps that exist in our current system, leading to treatment delay, treatment denial, detainment, and even death, can be filled by crisis stabilization services such as mobile crisis teams and crisis stabilization units.

Mobile crisis services consist of a multidisciplinary team of trained providers who arrive and respond to MH/SU crises in the community within 60 minutes, operating 24-hours, 7 days/week. The purpose of a mobile crisis response team is to divert individuals in crisis away from hospitals, emergency departments, and jails and effectively eliminate the overuse and misuse of these services as well as to better service individuals in crisis and prevent fatalities from suicide, drug overdose, and other mental health and substance use emergencies. Mobile crisis services are intended to be immediate and short term and utilize evidence-based

practices to screen, assess, stabilize, and refer persons in need to crisis stabilization units (CSUs), inpatient hospitals, certified respite facilities, or an individual's established provider.

The presence of such crisis stabilization services in the community is long overdue. The State of Indiana already sees an overburdening of psychiatric inpatient units, a shortage in acute psychiatric services for youth, a significant rate of emergency department visits for suicide attempts and self-inflicted injury, and growing rates of crises involving substance use disorders. Pilot implementation of crisis stabilization services in March 2022 is a goal that aligns with Indiana's July 2022 roll out of the 988 crisis call center being established to coordinate crisis calls. These services can effectively divert individuals away from law enforcement, jails, and emergency departments while preserving resources and saving lives.

Services rendered shall include the following:

- *Triage/Screening: Screening to determine the level of risk faced by the individual in crisis and assessing the most appropriate response*
- *Assessment: Completed by a qualified behavioral health professional (QBHP), an assessment should collect information on the circumstances of the crisis event, safety and risk related to the individual and others involved, medication and substance use, strengths and resources of the individual, recent inpatient hospitalizations or mental health services, mental health conditions, medical history, and other pertinent information.*
- *De-escalation through brief counseling: Brief counseling techniques specific to the crisis that aims to lower risks and resolve the crisis so that a higher level of care is not needed.*
- *Case Management/Care Coordination: Linkage of the individual in crisis to ongoing services to address the identified need(s). Services may include referrals for crisis stabilization, inpatient hospitalization, acute detoxification services, residential treatment services, recovery support services, medication services, home-based services, outpatient services, respite services, housing, and follow-up contacts.*
- *Crisis Intervention: Refers to short-term emergency behavioral health services, available twenty-four (24) hours a day, seven (7) days a week. Crisis Intervention includes but is not limited to crisis assessment planning and counseling specific to the crisis, intervention at the site of the crisis (when clinically appropriate), and pre-hospital assessment. The goal of Crisis Intervention is to resolve the crisis and transition the consumer to routine care through stabilization of the acute crisis and linkage to necessary services.*
- *Follow-up stabilization services: Refers to follow up contacts in-person, via phone, or telehealth up to 90 days following initial crisis intervention. These services include coordination/warm hand-offs with identified resource needs (such as insurance navigation, housing, benefits and entitlements, physical health concerns, educational and/or vocational supports, etc.) which are intended to address precipitating factors leading to the crisis.*
- *Safety Planning: During a mobile crisis intervention, the behavioral health provider and peer support professional should engage the individual in a crisis planning process;*

resulting in the creation or update of a range of planning tools including an individualized safety plan. The safety plan will aim to keep an individual in crisis and their environment safe and may include distribution of naloxone kits, lethal means counseling, and other evidence-based interventions.

- *Community Health Worker (CHW Service): medically necessary health care services provided by a certified community health worker within the scope of the applicable certification program*
- *Peer Recovery Support: Support provided by paraprofessional with lived experience with MH and/or SUD concerns. Support is provided through rapport building, increasing engagement, instillation of hope, care coordination, and referral.*
- *Medication Management: Refers to monitoring medication compliance, providing education and training about medications, monitoring medication side effects, and providing other nursing/medical assessments. Allows for distribution of naloxone kits and monitoring of MAT and/or psychotropic medication services.*

Mobile crisis team members are to be trained, within their scope of practice, in trauma-informed care, de-escalation strategies, harm reduction, and other evidence-based practices such as Motivational Interviewing, Cognitive Behavioral Therapy (CBT), evidence-based practices for suicide prevention (Collaborative Assessment and Management of Suicidality [CAMS], Safety Plan Intervention based on Stanley and Brown, lethal means restriction, and Crisis Response Planning). Mobile crisis teams will be supervised by a psychiatrist, HSPP, or licensed clinician with at least five years of experience in crisis management and trauma treatment. For social work providers, supervision must be completed by an LCSW. There should be availability of a debrief following each run and regularly scheduled clinical supervision with a frequency of at least weekly.

The mobile crisis teams **must include a peer certified by the division and at least one individual from the following:**

(A) an Other behavioral health professional (OBHP) under **440 IAC 11-1-12** when appropriate or needed.

(B) Emergency medical services personnel licensed under IC 16-31 when appropriate or needed.

(C) Law enforcement based **co-responder** behavioral health teams when appropriate or needed.

Crisis response services must be provided under the supervision of:

(1) licensed professional or a QBHP **under 440 IAC 11-1-14 with two years of post-graduation experience responding to a mental health, substance use, and/or suicide-related crisis.**

(2) a physician including a Data Waived Prescriber; or

(3) **advanced practice registered nurse or** clinical nurse specialist; licensed to practice in Indiana.

(4) Supervision can be done via telehealth during the crisis response.

24/7 coverage requires that team members funded under this program spend the entirety of their shift dedicated to responding to mobile crisis incidents using a firehouse staffing model.

Mobile crisis services will be available for all individuals within the provider's defined service area, including youth and adult populations. Services are intended to reach any individual identified as experiencing a mental health or substance use-related crisis anywhere, anytime outside of a hospital or other facility setting. Mobile crisis teams will be trained in crisis stabilization strategies appropriate for special populations such as individuals with intellectual or developmental disabilities, the aging population, BIPOC, LGBTQ+, among others.

Data to be tracked may include, but is not limited to:

- Volume and type of crises responded to
- Number served by type (SUD, MH, SED, co-occurring; special populations)
- Response time
- Demographics of individuals served (age)
- Referral sources
- Number of Referrals and Referral Types
- Percentage of services resolved in the community
- Number of assessments completed
- Use of evidence-based practices
- Follow through with services
- Diversion from EDs and/or jails
- Youth, diversion from out of home placements (DCS)
- Suicide attempts (prior or subsequent)
- Naloxone dispensation(s)
- Recovery capital scales
- Cost of services
- Consumer satisfaction
- Deaths due to suicide
- Deaths due to drug overdose (any)
- Any death for individual seen regarding this response
- ICD 10 social determinants of health

In addition to quantitative and qualitative data regarding service utilization and outcomes, vendors will also be expected to complete time studies as assigned during the contract term in order to inform future funding needs for mobile crisis teams.

Expected outcomes include, but are not limited to:

- Reduction in emergency department and EMS utilization
- Increase in crisis stabilization utilization (SED and MH)
- Increase in behavioral health services utilized
- Reduction in psychiatric hospitalizations
- Reduction in suicide deaths
- Reduction in drug overdose deaths
- Increase in SUD services utilization (MAT, recovery housing)

- Increased diversion from criminal justice system to mental health system
- Increased access to behavioral health services from historically underserved populations
- Decreased use of law enforcement to address behavioral health crises
- Main individuals in the community (youth)
- Reduction in suicide attempts and death
- Decrease in time from crisis to intake into services

The DMHA has allocated \$5,000,000 to fund up to five (5) pilot mobile crisis teams for one year. The funding available under this RFP may not be used to supplant existing funding.

Successful respondents will demonstrate within their proposals consideration of and adherence to the Essential Practices and Principles of the Crisis Now Model, which are:

- Recovery orientation
- Trauma-informed care
- Significant use of peer staff
- A commitment to Zero Suicide/Suicide Safer Care
- Strong commitments to safety for consumers and staff
- Collaboration with law enforcement

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 |

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| Attachment A1 | IIVOSB 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 |

1.6 Pre-Proposal Conference

A pre-proposal conference will be held at the date, time and virtual 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 potential sub-contractors 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 22-70307 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](#). The question/inquiry and answer link will become active after responses to all questions have been compiled. 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.

Inquiries are not to be directed to any staff member of FSSA-DMHA, or any other participating agency. Such action may disqualify Respondent from further consideration from this solicitation.

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 Eastern time outlined in [Section 1.24](#). The proposal received as of the submission date and Eastern time cited per [Section 1.24](#) will be considered the official response in evaluating responses for scoring and protest resolution. The selected proposal **will be posted on the IDOA Award Recommendations website, at <https://www.in.gov/idoa/2462.htm> if recommended to begin contract negotiations.**

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.

No more than one proposal per Respondent may be submitted.

For quicker and manageable uploading of proposal documents, the State encourages Respondents to break down their proposals into small file sizes and use compressed zip files, where possible.

There is no limit on the number of files that you may upload. Ensure that you allocate sufficient time to upload the appropriate files ahead of the submission deadline cited in [Section 1.24](#).

A Bidder ID and password are required to submit a response. For more information on that process, visit:

Support Portal Help Center at
https://fs.gmis.in.gov/psc/guest/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL?&

The State strongly encourages Respondents to pre-test their access to the submission system immediately upon reading this document for the first time. It is not the State's responsibility nor does IDOA Procurement have the ability to assure access to the Respondents' Bidder

profile. It is the Respondent's responsibility to allow plenty of time when accessing their Bidder profile and when electronically submitting their proposals. The Supplier Portal allows documents to be edited until the proposal due date and Eastern time. Therefore, documents can be loaded over several days. The Supplier Portal will not accept proposals once the proposal due date and Eastern time has expired, even if a Respondent has already begun uploading documents. Bidder ID and password issues are handled by reporting an issue to the State of Indiana Office of Technology. Issues are handled in the order in which they are received. It is the Respondents' risk to rely upon the system and State technical support on the day the response is due. IDOA is not able to assist with these types of issues and these issues are not justification to miss the submission deadline. Requests to extend the due date for these reasons will be denied. Responses not submitted by the deadline will not be considered; nor will sending it via email be a viable alternative.

- Video instruction on how to submit an electronic proposal at <https://www.in.gov/idoa/wbt/SupplierElectronicBidding/index.html>
- Report an Issue visit Support Portal Help Center at https://fs.gmis.in.gov/psc/guest/SUPPLIER/ERP/c/NUJ_FRAMEWORK.PT_LANDINGPAGE.GBL?&

Please note also, the State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

1.9 **Modification or Withdrawal of Offers**¹

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 removing any submitted files.

1.10 **Pricing**

Pricing on this solicitation must be firm and remain open for a period of not less than 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 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.

1.11 Proposal Clarifications and Discussions, and Contract Discussions

The State may request clarifications on proposals submitted. The State may also conduct proposal discussions, either oral or written, with Respondents. These discussions could include, but is not limited to, request for additional information, or request for cost or technical proposal revision. Additionally, in conducting discussions, 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 discussions. Discussions, along with negotiations with responsible Respondents may be conducted for any appropriate purpose.

The Procurement Division will schedule all discussions. Any information gathered through discussions must be confirmed in writing before it is binding.

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)

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. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

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 one (1) year from the date of contract execution. There may be three (3) one-year renewals for a total of four (4) 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 through the Supplier Portal per [Section 1.8](#), Respondents must be registered as a bidder with the Department of Administration, Procurement Division.

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

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). 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 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]. The MBE and/or WBE 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.

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 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. The IVOSB 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.

If the Respondent to the solicitation is an IVOSB certified entity, the letter confirming same should be submitted with their response. 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 may 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 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.

³ Submission of Proposals and Submission of Reference Check Forms to State ARE binding and not subject to change.

Key Dates

| Activity | Date |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Issue of solicitation | 01/04/2022 |
| Pre-Proposal Conference | 01/21/2022 [Insert virtual meeting information] |
| Deadline to Submit Written Questions and Pre-Proposal Networking Form | 1/24/2022 by 3:00 PM Eastern Time |
| Response to Written Questions/Amendments | 01/31/2022 |
| Submission of Proposals (see footnote 3.) | 02/21/2022 by 3:00 PM Eastern Time |
| Submission of Reference Check Forms to State (see footnote 3.) | 03/7/2022 by 3:00 PM Eastern Time |
| <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 | TBD |
| Proposal Discussions/Clarifications (if necessary) | TBD |
| Oral Presentations (if necessary) | TBD |
| Best and Final Offers (if necessary) | TBD |
| Award Recommendation | TBD |

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:

- The Executive Summary must be in the form of a letter.
- Each item, Executive Summary, Business Proposal, Technical Proposal, Cost Proposal, and attachments as examples, must be separate standalone electronic files. Please do not submit your proposal as one large file. For quicker and manageable uploading of proposal documents, the State encourages Respondents to break down their proposals into small file sizes and use compressed zip files, where possible.
- A Bidder ID and password are required to submit a response. For more information, visit Support Portal Help Center at https://fs.gmis.in.gov/psc/guest/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL?&
Video instruction on how to submit an electronic proposal at <https://www.in.gov/idoa/wbt/SupplierElectronicBidding/index.html>
- Bidder ID and password issues are handled by reporting an issue to the State of Indiana Office of Technology. Issues are handled in the order in which they are received. It is the Respondents' risk to rely upon the system and State technical support on the day the response is due. IDOA is not able to assist with these types of issues and these issues are not justification to miss the submission deadline. Requests to extend the due date for these reasons will be denied. Responses not submitted by the deadline will not be considered.
Report an Issue visit Support Portal Help Center at https://fs.gmis.in.gov/psc/guest/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL?&
- The State strongly encourages respondents to allow plenty of time when electronically submitting their proposals. Waiting until the last day risks the response not being submitted or being disqualified because it is incomplete. The Supplier Portal allows documents to be edited until the proposal due date. Therefore, documents can be loaded over several days. The Supplier Portal will not accept proposals once the proposal due date and Eastern time has expired, even if the Respondent has already begun uploading documents.
- Please submit all attachments in their original format. Any attempt to manipulate the format of the document that deviates from the current format will put your proposal at risk of disqualification.
- Confidential Information must also be clearly marked per **Attachment J**.

2.2 Executive Summary

The Executive Summary must address the following topics except those specifically identified as "optional."

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 2.4 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/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 **Respondent's Diversity, Equity, and Inclusion Information**

With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the State. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

2.3.4 **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.**

2.3.5 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).

2.3.6 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:

- 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
- 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.

2.3.7 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 DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are 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 no more than ten (10) business days after the proposal submission due date listed in [Section 1.24](#) of the solicitation. Please provide the customer information for each reference.

2.3.8 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://fs.gmis.in.gov/psc/guest/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL?&. 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 location(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database.

2.3.9 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.

2.3.10 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.

2.3.11 Evidence of Financial Responsibility

Removed at the request of the agency.

2.3.12 General Information

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

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, 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?

2.3.13 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.

2.3.14 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.

2.3.15 Payment

Removed at the agencies request.

2.3.16 Extending Pricing to Other Governmental Bodies

Removed at the agencies request.

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.

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.

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 Company

It is the Respondent’s responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA and wishes to be certified as a Buy Indiana entity, go to the Buy Indiana website at <https://www.in.gov/idoa/2467.htm> and click on the Supplier Portal Login link to update this registration. When updating Bidder Registration, indicate interest in learning if the business qualifies for Buy Indiana. Upon

answering YES, look for more information via email. Respondents may only select one category as shown below. Indicate your selection by clicking the check box next to the certification paragraph. Supporting documents may be required. They should be uploaded so the certification team can review. Once this is complete, save your selection and exit your account.

Respondents not previously registered with IDOA must go to the Buy Indiana website at <https://www.in.gov/idoa/2467.htm> and click on the link to register. During the registration process, follow the steps outlined in the paragraph above to certify your business' status. The Respondent's Buy Indiana status must be finalized when the solicitation response is submitted to the State.

Respondent must clearly indicate whether they intend to claim in **Attachment J** (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5).

When applying to Buy IN status, be sure to allow sufficient time to complete this process, at least twenty (20) business days.

Approval will be documented by a system generated notification sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation. If this document cannot be provided, affirm Buy IN status in a letter, on company letterhead. Provide sufficient detail so the State can confirm approval of the entity. Buy IN must be affirmatively claimed and documentation submitted per **Attachment J. The State will not look up status of each Respondent in a search to determine eligibility of potential provide points.**

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 Indiana Preferences

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this solicitation, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points.

Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized by the due date of the solicitation.

Buy Indiana

Refer to [Section 2.6.2](#) for additional information.

2.6.4 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 technical proposal 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 requirements 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 and FSSA-DMHA for further action, such as contract negotiations. If, however, IDOA and FSSA-DMHA decide 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) | 45 available points |
| 3. Cost (Cost Proposal) | 35 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 A** and **A1** with commitment letters, and forms, if applicable;
- **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**
45 available points

- 3.2.3 **Price**
35 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 35 points. The normalization formula is as follows:

- *Respondent's Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 35*

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

Respondents qualifying, and documenting per **Attachment J**, as an Indiana Company as defined in [Section 2.7](#) will receive 5 points in this category.

- 3.2.5 **Minority Business Subcontractor Commitment** – 5 points⁴

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.

⁴ Required documentation must, of course, be provided to receive points as described.

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 ⁵

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 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 | 2.25 | 2.7 | 3.15 | 3.6 | 4.05 | 4.5 | 5.0 |

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

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 ⁶

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:

| | | | | | | |
|-------------|-----------|-------------|-------------|-------------|-------------|-----------|
| % | 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.

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

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

When applicable, pursuant to Indiana Code 5-22-13, a qualified State Agency submitting 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.