# STATE OF INDIANA

## Request for Proposal 16-053

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**
**Indiana State Library**

**Solicitation For:**
## INSPIRE Database Content

**Response Due Date: March 11, 2016**

Greg Moorman, Strategic Sourcing Analyst
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

SECTION ONE

## GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

### 1.1 INTRODUCTION

In accordance with Indiana statute, including IC 5-22-9, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana State Library, requires Database Content Services for the Indiana State Library's INSPIRE.in.gov. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the IDOA website (http://www.IN.gov/idoa/2354.htm) for downloading. A nominal fee will be charged for providing hard copies. Neither this RFP 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 RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

| | |
|---|---|
| IAC | Indiana Administrative Code |
| IC | Indiana Code |
| CUF | Commercially Useful Function – A business function that supports the scope of this solicitation |
| Full Time Equivalent (FTE) | The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP 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 |
| Implementation | The successful implementation of INSPIRE.in.gov at the Indiana Government Center as specified in the contract resulting from this RFP |
| Installation | The delivery and physical setup of products or services requested in this RFP |
| Other Governmental | An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any |

| | |
|---|---|
| Body | of the following:<br>1) The judicial branch<br>2) The legislative branch<br>3) A political subdivision (includes towns, cities, local governments, etc.)<br>4) A state educational institution |
| Products | Tangible goods or manufactured items as specified in this RFP |
| Proposal | An offer as defined in IC 5-22-2-17 |
| Respondent | An offeror as defined in IC 5-22-2-18. 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 respondent who will be ultimately responsible for performance of the contract |
| Services | Work to be performed as specified in this RFP |
| 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 |
| Total Bid Amount | The amount that the respondent proposes on Attachment D that represents their total, all-inclusive price. |
| Vendor | Any successful respondent selected as a result of the procurement process to deliver the products or services requested by this RFP |

## 1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select one or more vendors that can satisfy the State's need for Database Access Services for INSPIRE.in.gov. It is the intent of Indiana State Library to contract with a vendor(s) that provides quality database content for INSPIRE.in.gov. Database content is needed for INSPIRE.in.gov, which is the statewide Indiana Virtual Library, and the mission of INSPIRE is to provide high quality, authoritative, web-based information resources to the residents of Indiana. These resources and services are aimed at improving the quality of life for Indiana's citizens through enriching their education and daily life experiences and by providing information beneficial to enhancing their economic well-being. The resources and services available in INSPIRE.in.gov are made freely available to all Indiana residents who have internet access at home, at their workplace, at school or in libraries. All users must be Indiana residents

and are authenticated via IP geo location software

## 1.4 SUMMARY SCOPE OF WORK

Indiana State Library is seeking database and access services to periodicals and other electronic content for all residents of Indiana at libraries, homes, schools, and business via the internet. Audiences include general citizens, academics, children and teens. Subject coverage includes general information, business, health and medical, foreign languages, materials for children, genealogy, biography and literature, and Indiana related content.

Delivery of these services are provided through the INSPIRE webpage (http://INSPIRE.in.gov). INSPIRE is Indiana's Virtual Library and the mission of INSPIRE is to provide high-quality, authoritative, web-based information resources to the residents of Indiana. The purpose of these resources and services is to improve the quality of life of Indiana's citizens through enriching their education and daily life experiences and providing information beneficial to enhancing their economic well-being. INSPIRE resources and services are available to all Indiana residents who have internet access at home, their workplace, in schools or in libraries. Users must be Indiana residents and are authenticated via IP geo location software.

The State estimates to spend $1,900,000 annually under a 4 (four)-year contract term. This figure is only an estimate and are not to be construed as an amount to be offered under this RFP. **However, when completing Minority and Women's Business Enterprises Participation Plan Form (Attachment A), the Indiana Economic Impact Form (Attachment C) and IVBE Participation Plan Form (Attachment A1) please use the total bid amount from the Cost Proposal (Attachment D).**

## 1.5 RFP OUTLINE

The outline of this RFP document is described below:

| Section | Description |
|---|---|
| Section 1 – General Information and Requested Products or Services | This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this RFP |
| Section 2 – Proposal Preparation Instruction | This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal |
| Section 3 – 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 | IVBE 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 | Assistive Technology Compliance form |
| Attachment I | RFP Form Checklist |

## 1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time** on **February 18, 2016**. Questions/Inquiries must be submitted in Attachment G, Q&A Template, via email to gmoorman@idoa.IN.gov and must be received by the time and date indicated above.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the RFP 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 official 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 Indiana State Library. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP 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.

## 1.7 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time** on **March 11, 2016**. Each Respondent must submit **one original CD-ROM (marked "Original") and ten (10)** complete copies **on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original** CD-ROM will be considered the official response in evaluating responses for scoring and protest resolution. **The respondent's proposal response on this CD may be posted on the IDOA website, (**http://www.in.gov/idoa/2462.htm**) if recommended for selection.** Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

**If you hand-deliver solicitation responses:**
To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public entrance. The public entrance to Indiana Government Center South is located at 302 W. Washington St. (the eastern-most Washington St. entrance). This entrance will be equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police.
Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.
**If you ship or mail solicitation responses:** United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

Regardless of delivery method, all proposal packages must be **sealed** and clearly marked with the RFP number, due date, and time due. IDOA will not accept any unsealed bids. Any proposal received by the Department of Administration, Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

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

## 1.8 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held on **February 16, 2016 at 10:00AM** in Indiana Government Center South Conference Center **Room 14**. At this conference, potential respondents may ask questions about the RFP and the RFP 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.

## 1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format consistent with the submittal of the original response, acceptable to IDOA and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Procurement Division will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered.

## 1.10 PRICING

Pricing on this RFP must be firm and remain open for a period of not less than 180 days from the proposal due date. 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.

Please refer to the Cost Proposal sub-section under Section 2 for a detailed discussion of the proposal pricing format and requirements.

## 1.11 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. **Respondents selected to make oral presentations to the review committee should be prepared to provide log-ins to their products for testing purposes.**

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 oral discussions must be confirmed in writing.

A sample contract is provided in Attachment B. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.5 for details). The State reserves the right to 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

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 on the basis of 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 offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

## 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 RFP.

The term of the contract shall be for a period of four (4) years from the date of contract execution.

## 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 RFP file may be viewed and copied by any member of the public, including news agencies and

competitors. **Respondents claiming a statutory exception to the APRA must indicate so in the Transmittal Letter. Confidential Information must also be clearly marked in a separate folder on any included CD-ROM. The Respondent must also specify which statutory exception of APRA that applies.** The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

## 1.16 TAXES

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

## 1.17 PROCUREMENT DIVISION REGISTRATION

In order to receive an award, you must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm .

## 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 RFP serve as a representation that it 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

Pursuant to IC 4-13-16.5 and in accordance with 25 IAC 5, it has been determined that there is a reasonable expectation of minority and woman business enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore a contract goal of 8% for Minority Business Enterprises and 8% for Woman Business Enterprises have been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5.

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

## 1.21 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITTMENT

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a MWBE Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at http://www.in.gov/idoa/2352.htm.

If participation is met through 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 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 Total Bid Amount entered in the Attachment D, Cost Proposal Template.

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

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

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

- Must be listed on the IDOA Directory of Certified Firms, on or before the proposal due date
- Each firm may only serve as one classification – MBE, WBE, or IVBE (see section 1.21)
- 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.

- **Must serve a Commercially Useful Function (CUF). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at http://www.in.gov/idoa/2352.htm
- Must be used to provide the goods or services specific to the contract
- National Diversity Plans are generally not acceptable

**MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT**

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The State reserves the right to deny evaluation points if the letter(s) is not attached. The State may deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract 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 regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or http://www.in.gov/idoa/2352.htm.

1.22 INDIANA VETERANS BUSINESS ENTERPRISE SUBCONTRACTOR COMMITMENT

In accordance with Executive Order 13-04 and IC 5-22-14-3.5, it has been determined that there is a reasonable expectation of Indiana Veterans Business Enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore, a contract goal of 3% for Indiana Veterans Business Enterprises has been established. The IVBE Subcontractor Commitment Form is to be submitted alongside the respondent's proposal. The Form must show that they are participating in the proposed contract and IVBE firms that meet the requirements listed at the Veteran's Business Program website (http://www.in.gov/idoa/2862.htm).

If participation is met through 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 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 Total Bid Amount entered in Attachment D, Cost Proposal Template.

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

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

- Must be listed on Federal Center for Veterans Business Enterprise VetBiz registry, on or before the proposal due date
- Must qualify as a Buy Indiana Business under designation 1, on or before the proposal due date. See section 2.7 for more information
- Each firm may only serve as one classification – MBE, WBE (see Section 1.21) or IVBE
- A Prime Contractor who is an IVBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- **Must serve a Commercially Useful Function (CUF). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or service only in the industry area for which it is certified as listed in the VetBiz directory http://www.in.gov/idoa/2352.htm
- Must be used to provide the goods or services specific to the contract

**INDIANA VETERAN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT**

A signed letter(s), on company letterhead, from the IVBE must accompany the IVBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the IVBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The State reserves the right to deny evaluation points if the letter(s) is not attached. The State may deny evaluation points if the letter(s) is 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 policies and processes involving the State's IVBE Program. Questions involving the regulations governing the IVBE Subcontractor Commitment Form should be directed to: indianaveteranspreference@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 RFP process. The dates associated with each step are not to be considered binding. 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 RFP Dates***

| Activity | Date |
|---|---|
| Issue of RFP | February 9, 2016 |
| Pre-Proposal Conference | February 16, 2016 |
| Deadline to Submit Written Questions | February 18, 2016 |
| Response to Written Questions/RFP Amendments | February 25, 2016 |
| Submission of Proposals | March 11, 2016 |

## 1.25 CONFLICT OF INTEREST

Any person, firm or entity that assisted with and/or participated in the preparation of this RFP document is prohibited from submitting a proposal to this specific RFP. For the purposes of this RFP "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 RFP proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

## 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:

- Each item must be addressed in the Respondent's proposal.
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.
- The electronic copies of the proposal submitted via CD-ROM should be organized to mirror the sections below and the attachments.
- Each item, i.e. Transmittal Letter, Business Proposal, Technical Proposal, Cost Proposal, etc, must be separate stand alone electronic files on the CD-ROM. **Please do not submit your proposal as one large file.**
- Whenever possible, please submit all attachments in their original format.
- Confidential Information must also be clearly marked in a separate folder/file on any included CD-ROM.

### 2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as "optional."

#### 2.2.1 Agreement with Requirements listed in Section 1

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

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

The Transmittal Letter 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 RFP. The letter must also contain a statement indicating the Respondent's willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

#### 2.2.3 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 Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.**

2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, 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 addresses.

2.2.5 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.* (see section 1.16).

Provide the following information:

- List all documents where claiming a statutory exemption to the APRA;
- Specify which statutory exception of APRA that applies for each document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document.

2.2.6 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.**

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 RFP.

### 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 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 the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

### 2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular 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).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

### 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 both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's

expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section please review the rest of the contract and indicate your acceptance of the non-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. 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 reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Duties of Contractor, Rate of Pay, and Term of Contract
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Provision and Certification
- Employment Eligibility
- Funding Cancellation
- Governing Laws
- Indemnification
- Information Technology
- Non-Discrimination Clause
- Payments
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract

2.3.6 References

The Respondent must include a list of at least three (3) 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 RFP. The State prefers at least one reference from a client who required statewide installation. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, 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. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at http://www.in.gov/idoa/2464.htm.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to http://www.in.gov/idoa/2464.htm. 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 do need to be registered to bid on and receive email notifications. 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. To receive an award, you must be registered as a bidder. Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

### 2.3.9 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. 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 RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women Business information.

### 2.3.10 General Information

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

2.3.11 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 quasi-governmental accounts.

2.3.12 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.

2.3.13 Indiana Preferences

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, 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 when the RFP response is submitted to the State.**

<u>Buy Indiana</u>
Refer to Section 2.7 for additional information.

## 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. RFP language should not be repeated within 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.**

2.4.1 **Content:** The intent of INSPIRE is to provide a rich and complex set of information resources for Hoosiers, representing a wide range of ages, ethnicity and skill levels. Please identify appropriate products for each item listed below that you propose to offer, and include requested information about such item(s). Items are listed in order of relative importance, however all items are desirable. Preference is given to full text collections in all areas (define what percentage of content is considered full-text within each collection).

2.4.1.1 **A collection of medical resources including professional medical, consumer health and nursing information, pharmacology and more.**

- Describe the content, depth and percentage of full-text in the database.
- List sources that are indexed and clearly indicate which ones are full-text versus abstracted.
- Preference will be given to databases that include the entire article content, including images, illustrations, tables, charts, etc.
- Respondents should provide information about each content area included and indicate the percentage of titles in each area that are available in full text.
- Please indicate the percentage of peer-reviewed titles.
- Please indicate which titles are embargoed titles in each subject area.
- Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.

2.4.1.2 **A collection of academic and general periodical articles with indexing**.

- Describe the content, depth and percentage of full-text in the database.
- Preference will be given to databases that include peer reviewed publications in Literature, Social Sciences, Humanities, Science and Technology, Current Events, Education, and Business that meet the needs of undergraduate students and the general public.
- Respondents should provide information about your products' percentage of coverage in the journal lists for each of the specified content areas and indicate the percentage of titles in each area that is available in full text.

- Please indicate the percentage of peer-reviewed titles.
- Please indicate which titles are embargoed titles in each subject area.
- Please include a list of what the embargo periods are for each title. Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.

2.4.1.3 **A collection of general children's and teens' resources suitable for ages 6 years and up, grades K through 12)**.

- Describe the content, depth and percentage of full-text in the database.
- Preference will be given to databases that include age-appropriate publications in Literature, Social Sciences, Humanities, Medicine, Science and Technology, Current Events, Education, and Business.
- Respondents should provide information about your products' percentage of coverage in the journal lists for each of the specified content areas and indicate the percentage of titles in each area that is available in full text and the grade levels/reading levels of the titles included.
- Please indicate the percentage of peer-reviewed titles and embargoed titles included in each subject area. Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.
- Preference will be given to resources that allow for limiting searches by reading level.

2.4.1.4 **A collection of business periodicals and other resources.**

- Describe the content, depth and percentage of full-text in the database.
- Preference will be given to databases that include publications in business and related disciplines such as management, economics, entrepreneurship, finance, technology, small business information and market research.
- Please indicate if company profiles are included, including the frequency of their update.
- Respondents should provide information about each of the content areas and indicate the percentage of titles in each area that are available in full text.
- Please indicate the percentage of peer-reviewed titles.
- Please indicate which titles are embargoed titles in each subject area.
- Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.

2.4.1.5 **Full-text coverage of local newspapers or comparable resources of Indiana statewide and local news sources**.

- Describe the content, depth and percentage of full-text in the database.
- List sources that are indexed and indicate which resources are full-text or abstracted.

- Preference will be given to databases that include all published content, including, but not limited to, columnists, newswire, obituaries, and paid announcements.
- Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments. Explain how the results are presented.
- Indicate the years of coverage in the database.
- Indicate how frequently the database is updated including the delay time for indexing, and the publisher's embargo on new data being added.

2.4.1.6 **Foreign Language Instruction**

- Describe the languages included, content, depth, age guidelines and types of tutorial systems offered.
- Respondents to this section should provide a detailed description of their products, addressing in detail the target audience, content, formats offered and frequency of update.

2.4.1.7 **Testing and Career Materials**.

- Describe the content, depth and percentage of full-text in the database.
- Respondents to this section should provide descriptions of their products, addressing in detail the target audience, content, and frequency of update.
- High school equivalency exams must include TASC.

2.4.1.8 **Materials in international languages.**

- Describe the content, depth and percentage of full-text in the database.
- Preference will be given to databases that include publications of general interest including current events, arts and culture, social sciences and the sciences, and more.
- Preference will be given to databases that include Spanish-language materials.
- Please indicate the percentage of peer-reviewed titles and embargoed titles included in each subject area. Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.

2.4.1.9 **Biography and Literature resources**.

The Indiana State Library has purchased Gale's Biography Resource Center and Contemporary Authors and has licensed LitFinder for INSPIRE. These resources are permanently part of the collection. Should you include Biography and Literature resources:

- Please describe the content, depth and percentage of full-text in the database.
- List sources that are indexed plus indicate which ones are full-text and/or abstracted.

- Preference will be given to databases that include the entire article content, including images, illustrations, tables, charts, etc.
- Respondents should provide information about each of the content areas and indicate the percentage of titles in each area that are available in full text.
- Please indicate the percentage of peer-reviewed titles and embargoed titles included in each subject area. Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.

2.4.1.10 **Indiana-specific content**.

Indiana State Library has purchased Gales' Sabin Americana Collection's Indiana-Specific content and permanently added the databases to the collection. Should you include Indiana-specific content, please describe the content and depth of the resources.

- Describe the content, depth and percentage of full-text in the database.
- Respondents to this section should provide descriptions of their products, addressing in detail the target audience, content, and frequency of update.

2.4.1.11 **Genealogy Resources**

- Describe the content, depth and percentage of full-text in the database.
- Preference will be given to databases that include the full text of relevant materials
- Please indicate the percentage of full-text titles including any embargoed titles included in each subject area.
- Include how subscribers are notified of changes in content, how frequently notifications are sent, and any resulting price adjustments.

2.4.1.12 **Other resources**.

- Describe the content, depth and percentage of full-text in the database.
- Respondents to this section should provide descriptions of their products, addressing in detail the target audience, content, and frequency of update.
- Coverage in these resources may include subjects such, automotive, and/or readers' advisory or resources such as eBooks.

2.4.2 **Interface Characteristics:** It is expected that the search interface will have the features listed below. Please address interface characteristics for each item below.

2.4.2.1 **Search capabilities**.

Describe how your interface implements or treats each of the following features:

- Field searching, keyword searching, full-text searching, and limiting searching by

fields.

- Describe index browsing.
- Does the interface feature controlled vocabulary and Boolean searching?
- Are these features available in other languages? List languages.
- Describe multiple search modes (easy to advanced).
- Are search histories displayed in such a manner as to be readily available to inexperienced searchers?
- Can search results by limited to full-text materials only?
- Can multiple databases be searched at once?
- Can users save and reuse searches?
- Describe other features of your search interface not listed above.

2.4.2.2 **ADA compliance.**

Preference will be given to interfaces that are 508 compliant and provide easy search capabilities using specialized browsers for the blind and visually impaired. You must also complete the Assistive Technology Compliance form, **(Attachment H)** of this RFP.

2.4.2.3 **Mobile device compliance**.

Preference will be given to interfaces that are scalable for use by mobile devices, such as Web-enabled cell phones and tablets.

2.4.2.4 **Viewing Records.**

- Preference will be given to interfaces that provide a variety of format options.
- Describe options for viewing and sorting records.
- Preference will be given to interfaces that permit the user to select/mark short records for fuller display.

2.4.2.5 **Printing, downloading and emailing records.**

- Describe the options for printing, downloading, and emailing records.
- Preference will be given to interfaces and systems which offer easy printing, downloading, and email delivery of articles.
- Preference will be given to interfaces that let the user set limits of on the number of pages printed at the library level.
- Preference will be given to interfaces that permit the branding of all printouts and downloads with an INSPIRE marker**.**

2.4.2.6 **Interlibrary loan and document delivery**

- Describe the any limits on providing this content for fulfilling interlibrary loan request for out of state libraries.

2.4.2.7 **Bibliography creation.**

- Describe the options for creating, printing, and downloading bibliographies based on current Modern Language Association (MLA) and American Psychological Association (APA) standard guidelines.

2.4.2.8 **Citation export.**

- Describe the options that allow the user to export citations to software such as Endnote, Reference Manager, ProCite, and other bibliographic management software which supports the RIS Format.

2.4.2.9 **Other features.**

- Describe other interface features.
- Help screens and online documentation are required.
- Preference will be given to interfaces that provide an online tutorial on how to use the interface.
- Preference will be given to interfaces that address the following:

  1) Describe how proposed products are forgiving of user's mistakes such as misspelled terms.

  2) Describe your international language interfaces.

  3) Describe your projects ability to translate data content on the fly.

  4) Describe how the interface may be branded with the INSPIRE logo and linked to the INSPIRE website.

2.4.3 **Technical Considerations:** Please indicate the level of the proposed system's compliance with all the following requirements. Please address technical considerations for each item respondent listed in addressing 2.4.1.

2.4.3.1 **Access.**

- Database must be searchable through the World Wide Web via currently available popular browsers, including but not limited to, Chrome, Internet Explorer, Safari, Firefox, iOS, and Android.
- Please list any browsers your product is not compatible with.
- Please describe any functionality that requires JavaScript, cookies, pop-up screens, or other specialized browser capabilities.
- Please specify the minimum hardware and software configuration required for users, including minimum upload and download connection speed for

performance.

- Preference will be given to respondents who guarantee service availability of 99% or higher.

2.4.3.2 **Response**

- Provide average system response times for searches through your own Web interface.
- Provide a random sample of response times at various times of each day for a week's time.
- Specify response times by type of search (e.g. Boolean, keyword, phrase, etc.).
- Preference will be given to respondents that guarantee their stated levels of performance and response times for 99% of those transactions performed during these periods.

If content comes from a third party server, describe what level of performance and system response time is guaranteed.

2.4.3.3 **Open URL and link resolvers.**

- Preference will be given to systems that can generate open URL requests to a link resolver, e.g. SFX.
- Describe what version of the Open URL standard is supported.
- Describe how different sub-accounts point to different link resolvers.
- Preference will be given to systems that support direct linking to full text articles from a link resolver.

2.4.3.4 **Access through Third Party Discovery Services**

Describe if and how your company makes metadata available to discovery services such as EBSCO Discovery Service, Ex Libris Primo, and ProQuest Summon. Describe whether your system provides access from a common address, e.g. the single IP of a discovery service or specific referral URLs, to multiple licensed accounts. Describe whether results are the same when searching via a discovery service as when searching the native interface.

2.4.3.5 **Authorization/Authentication**

INSPIRE is available as an IP address and domain name filtered service from within libraries, schools, businesses, homes and academic campuses within the State of Indiana and by passwords issued to Indiana residents. Preference will be given to respondents that offer online products that utilize the existing INSPIRE authentication system (INSPIRE currently uses geolocation to authenticate users IP addresses) by accepting connections from secured URL on the INSPIRE or

other Indiana library websites, however, alternate solutions will be considered.

**"Authorized User" for all resources is defined to include all residents of the State of Indiana or representatives who are designated by the Customer to access the Service in accordance with the terms in this Agreement.**

**"Permitted Use by Authorized Users" for all resources means the free and unrestricted use of the content of the online resources by students, teachers, researchers, historians, statisticians, businessmen.**

Please describe the different kinds of authorization and authentication you provide. Do you support the use of proxy servers, e.g. EZProxy?

Technical specifications of existing INSPIRE authentication systems are available upon request.

2.4.3.6 **Statistics**

- Preference will be give to systems that are COUNTER compliant (Counting Online Usage of Networked Electronic Resources).
- Please address at which level your system is COUNTER compliant.
- Please describe the administrative module and reports that may be generated in regards to usage statistics.
- Please provide a clear definition for the following metrics as your company defines them: Full text searches, full text retrievals, sessions, and searches.

2.4.3.7 **Linked Accounts**

Preference will be given to systems that support multiple linked accounts, under the main INSPIRE account. Preference will be given to systems that allow for linked accounts at individual libraries to have their own, customizable interface, with access to all the INSPIRE databases, as well to any additional databases to which the library might subscribe. Preference will be given to systems that allow the State Library access to total statistics (consortia-level statistics) for all linked accounts.

2.4.3.8 **Filter and Firewall Compatibility.**

Describe your procedure for monitoring firewalls and filters that can and cannot be used with the proposed product(s) and your procedure documenting set-up firewall and filter requirements and limitations.

2.4.3.9 **Performance and Reliability.**

Provide service level requirements for uptime, response time, and system recoverability. Please include a proposal to meet/exceed those metrics. Please also provide service level requirements for support response/resolution of production issues.

2.4.4 **Service and support.**
Please address technical considerations for each item respondent listed in addressing 2.4.1.

2.4.4.1 **Support.**

Propose a plan to provide technical support, training, and marketing materials to State Library staff, general library staff and end-users.

2.4.4.2 **Third party.**

If service is to be provided by a third party, provide the name of the service provider, address, phone number, contact person, and references. Identify the relationship between the respondent and the service provider. Identify what options are available to the State Library should the level of third party service become unacceptable. As this contract will be with the respondent all contract terms will be enforced on the respondent, with no third party contracts unless by specified reference that are included as part of the final contract.

2.4.4.3 **Contact for support.**

Identify a person in your organization as a single point of contract for technical problem resolution.

2.4.4.4 **Response time for support.**

Clarify your guaranteed response times on service calls.

2.4.4.5 **Problem resolution.**

Describe your problem resolution and escalation procedures and the timeframes.

2.4.4.6 **Administrative interface.**

Preference will be given to systems that offer an administrative interface where State Library staff can change settings, set authentication options, change authorized IP addresses, change usernames and passwords, and retrieve statistics and reports.

2.4.4.7 **Other.**

Explain what other services or products you will provide as part of your service package(s). Clearly identify for any of your services, which would be included as part of standard pricing and which ones may include additional costs.

2.4.5 **Additional Proposal Requirements.**

Please address additional proposal requirements for each item respondent listed in addressing 2.4.1.

2.4.5.1 Please specify how respondent would deal with existing contracts it may have with Indiana libraries for the same databases respondent proposes to provide to the State Library.

2.4.5.2 Please specify what discounts you would offer Indiana libraries on other products and services, not included in the INSPIRE suite, should you be the selected vendor.

2.4.5.3 Describe your plans for future development of this product including dates of availability.

2.4.6 **Installation**

2.4.6.1 The system(s) must be fully operational the day of delivery.

2.4.6.2 State Library staff must have access to test beginning by at least **March 11, 2016**. Describe the support available for setting up and configuring linked accounts and specify your expected time of delivery.

2.4.6.3 Explain any other installation services you would provide as part of the service and state additional costs, if any, of these services.

## 2.4 COST PROPOSAL

**The Cost Proposal Template is Attachment D.**

The baseline for this RFP, which may include multiple vendors, is $1,900,000 per year for the four-year contract term. Please use the Cost Proposal Template **(Attachment D)** to provide all costs associated with the service requested in this RFP.

The Indiana State Library recognizes that database and resource prices will typically vary when combining/bundling occurs, that is, when a mix of products are licensed together. Any database or resource listed as part of a package or bundle must be priced separately in Table 1 of the cost proposal. Bundling and other pricing options may be included with your response in a

separate attachment. The Indiana State Library may request that the vendor customize the bundles to meet the needs of INSPIRE. The Indiana State Library may contract with multiple vendors to supply the databases for INSPIRE.

When completing the Minority and Women's Business Enterprises Participation Plan Form (**Attachment A**), the Indiana Veteran Business Enterprise Participation Plan form (**Attachment A1**), and the Indiana Economic Impact Form (**Attachment C**) please use the total bid amount from the Cost Summary worksheet (cell D141) in the Cost Proposal (**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.

## 2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). 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.

## 2.7 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, go to http://www.in.gov/idoa/2464.htm and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one category. Certify this selection by clicking the check box next to the certification paragraph. Once this is complete, save your selection and exit your account.

Respondents that have not previously registered with IDOA must go to http://www.in.gov/idoa/2464.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 registration process should be complete at the time of proposal submission.

**Respondent must clearly indicate which preference(s) they intend to claim in the Business Proposal, Attachment E. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP 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.

Respondents claiming this status must indicate which of the provisions above qualifies them as an Indiana business. They must also fully complete the Indiana Economic Impact Form (Attachment C) and include it with their response.

The following is the policy concerning items 4 & 5 described below. Appropriate documentation must be provided with your proposal response supporting either claim made below:

(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 of $5 million or more in plant and/or equipment or annual lease payments of $2.5 million or more shall qualify as an Indiana business under category #4. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

**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 category #5. If a Respondent needs assistance in determining if its business qualifies under this criterion, please send an email inquiry to buyindianainvest@idoa.in.gov and you will receive a response within forty-eight (48) hours. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

## 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 RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

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.

3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.

3.1.3 If technical proposals are close to equal, greater weight may be given to price.

3.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA and Indiana State Library for further action, such as contract negotiations. If, however, IDOA and Indiana State Library 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, IDOA may begin contract preparation with the next qualified 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 RFP 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). For further information, please reference Section 3.2.3 below. If any one or more of the listed criteria on which the responses to this RFP 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 taking into account 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) | **75 available points** |
| 3. Cost (Cost Proposal) | **N/A** |
| 4. Indiana Economic Impact | 5 |
| 5. Buy Indiana | 5 |
| 6. Minority Business Enterprise Subcontractor Commitment | 5 ( 1 bonus point is available, see Section 3.2.6) |
| 7. Women Business Enterprise Subcontractor Commitment | 5 ( 1 bonus point is available, see Section 3.2.6) |
| 8. Indiana Veteran Business Enterprise (IVBE) Subcontractor Commitment | 5 (1 bonus point is available, see Section 3.2.7) |
| **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. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 ONLY. This scoring will have a maximum possible score of 75 points. All proposals will be ranked on the basis of their Criteria 2 score. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on proposal elements. Step 2 may include a second “short list”.

Step 3

The short-listed proposals will then be evaluated as Pass or Fail based on Criteria 3 ONLY. Evaluation of Criteria 3 will involve cost discussions and negotiations with remaining vendors. The State reserves the right to remove proposals from further evaluation based on negotiation outcomes.

Step 4

The remaining proposals will then be evaluated based on all the evaluation criteria outlined in the table above.

The section below describes the different evaluation criteria.

3.2.1 Adherence to Requirements – Pass/Fail
Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality.

3.2.2 Management Assessment/Quality – 75 available points

3.2.3 Price – 0 available points

3.2.4 Indiana Economic Impact (5 points)

See Section 2.6 for additional information.

The total number of full time equivalent (FTE – please see Section 1.2 for a definition of FTE's) Indiana resident employees for the Respondent's proposal, to execute the scope of work proposed in this
RFP, (prime contractor and subcontractors) will be used to evaluate the Respondent's Indiana Economic Impact. Points will be awarded based on a graduated scale. The Respondent with the most Indiana FTEs will be awarded 5 points. Points will then be awarded to the remaining Respondents proportionately. Please see Attachment C, Indiana Economic Impact Form, for more detailed instructions.

3.2.5 Buy Indiana Initiative – 5 points

Respondents qualifying as an Indiana Company as defined in Section 2.7 will receive 5 points in this category.

3.2.6 Minority (5 points) & Women's Business (5 points) Subcontractor Commitment - (10 points).

The following formula will be used to determine points to be awarded based on the MBE and WBE goals listed in Section 1.20 of this RFP. Scoring is conducted based on an assigned 10-point, plus possible 2 bonus-points, scale (MBE: Possible 5 points + 1 bonus point, WBE: Possible 5 points + 1 bonus Point). Points are assigned for respective MBE participation and WBE participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established MBE or WBE 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.)*

If the respondent's commitment percentage is rounded down to 0% for MBE or WBE participation the respondent will receive 0 points.

If the respondent's commitment percentage is 0% for MBE or WBE participation, a deduction of 1 point will be discounted on the respective MBE or WBE score.

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

3.2.7 Indiana Veteran Business Enterprise Subcontractor Commitment - (5 points).

The following formula will be used to determine points to be awarded based on the IVBE goal listed in Section 1.22 of this RFP. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for IVBE participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established IVBE 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 IVBE participation, a deduction of 1 point will be assessed.

The respondent with the greatest applicable CUF participation which exceeds the stated goal for the IVBE category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable CUF participation and both firms exceed the goal for the IVBE 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 RFP will be awarded preference points for Minority, Women's, and Indiana Veteran Business Enterprise equal the Respondent awarded the highest combined points awarded for such preferences in the scoring of this RFP.

The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.