



STATE OF INDIANA

REQUEST FOR INFORMATION **25-001**

INDIANA STATE COMPTROLLER

**FOR:
DISASTER RECOVERY PRINTING SERVICES**

**RESPONSE DUE DATE:
APRIL 4, 2025 AT 3:00PM ET**

Britton Stucker, Office Manager
Indiana State Comptroller
200 W. Washington St., Room 240
Indianapolis, Indiana 46204

TABLE OF CONTENTS

I. INTRODUCTION.....	3
II. NON-DISCLOSURE	3
III. BACKGROUND AND OBJECTIVE.....	3
IV. MANDATORY SPECIFICATIONS	4
V. RESPONSE FORMAT AND ATTACHMENTS	6
VI. RFI TIMELINE.....	8
VII. QUESTION / INQUIRY PROCESS	9
VIII. MANDATORY PRE-PROPOSAL CONFERENCE	9
IX. CLARIFICATIONS AND DISCUSSIONS	10
X. CONFIDENTIALITY	10
XI. EVALUATION CRITERIA.....	11
XII. RESPONSE SUBMISSION INSTRUCTIONS.....	12

REQUEST FOR INFORMATION 25-001

I. INTRODUCTION

This is a Request for Information (RFI) issued by the Indiana State Comptroller's Office for disaster recovery printing services.

It is the intent of the Comptroller's Office to solicit responses to this Request for Information in accordance with the specifications contained in this document and associated attachments. Neither this RFI nor any response (proposal) submitted hereto is to be construed as a legal offer.

THE COMPTROLLER'S OFFICE MAY ELECT TO ISSUE AN AWARD FROM THIS RFI TO ONE OR MORE RESPONDENTS.

II. NON-DISCLOSURE

Basic information about the Comptroller's Office's current printing projects is provided in this document. Due to the sensitive nature of some information, a completed **Attachment A, Non-Disclosure Agreement**, will need to be completed and emailed to Britton Stucker, bstucker@comptroller.in.gov, if respondents wish to receive sample warrants and payment documents for reference.

III. BACKGROUND AND OBJECTIVE

Through this RFI, the Comptroller's Office seeks proposals for disaster recovery printing and mailing services. Printed documents include, but are not limited to, warrants (checks), tax documents, payment information and letters. Proposals that include printing of routine, non-disaster recovery work, such as Department of Revenue (DOR) warrants, will be considered. **Attachment B, Printing Specifications**, provides detailed information about each type of document and their estimated quantities, as well as a quick overview below:

Warrants

Approximately 900,000 warrants are printed each year on pre-printed stock. Stock types include 8.5" x 11", white, 24# long grain MICR bond paper. Department of Child Services (DCS) and Department of Revenue (DOR) warrants are printed on pressure seal stock. Accounts Payable (AP), High Volume (HV), and Payroll warrants are mailed in #10 security window envelopes with a pre-printed return address. All warrant stock is laid out with the warrant in the bottom 1/3rd of the page and blank space above for the corresponding payment information.

Warrant stock currently includes the following security features:

- Security paper with chemical sensitization/protection (when chemically altered, the area will have a stain indicating possible chemical alteration) and artificial watermark.
- Color pantograph.
- VOID in pantograph.
- Microprint.
- Bleed through numbering/control number.
- MICR clear band – 5/8” whitespace between the bottom of the warrant and the bottom of the pantograph – no printing, security features, or writing can be located in the MICR Clear Band.
- Warning band at top of warrant that security features are present (current language is “THIS IS WATERMARKED PAPER – DO NOT ACCEPT WITHOUT NOTING WATERMARK – HOLD TO LIGHT TO VERIFY WATERMARK”).
- A feature to prevent scanning/copying such as SEclipse or Eurian dots, foil hologram, or approved alternate.
- Security warning box on back of warrant.
- Security screen – “Original Document” on back of warrant with 5% screen.

Tax Documents

Approximately 80,000 tax documents are printed each year. W-2 and 1095-C forms use pre-printed, self-seal stock. 1099 and 1098-F forms are printed on blank 8.5” x 11” copy paper and mailed in tax envelopes with a pre-printed return address.

Payment Documents

There are approximately 80,000 payment documents printed each year on blank 8.5” x 11” copy paper. ACH notifications are mailed in #10 security window envelopes with a pre-printed return address. Multi-advice documents are paired with, and mailed in the same envelope as, their corresponding warrant.

Other

Letters are also printed throughout the year and are typically printed on 8.5” x 11” white copy paper and mailed in #10 security window envelopes with a pre-printed return address. Other types of documents, paper and/or envelopes may be needed depending on the project.

IV. MANDATORY SPECIFICATIONS

These specifications are intended to be nonrestrictive. Although at times brand names or model numbers may be used, they are merely intended to be guidelines to establish criteria and quality for competitive bidding. Unless otherwise stated, alternate solutions will be evaluated and may be acceptable as long as they can be verified as equal or better than specified as determined by the State. All bidders with alternate solutions shall submit detailed specifications with their bid.

Warrants

All warrants **MUST** conform to industry guidelines of the Accredited Standards Committee, X9. For detailed printing specifications, see publications:

- ANS X9.7 Bank Checks Background and Convenience Amount Field Specifications
- ANS X9.100-10 Paper Specifications for MICR Documents
- ANS X9.100-20 Print and Test Specifications for Magnetic Ink Printing
- ANS X9.100-160 Part 1 Magnetic Ink Printing-Placement and Location
- ANS X9 TR2 2 Understanding, Designing and Producing Checks

Note: These standards may be obtained from the ASC X9 Web site at: x9.org.

Check stock **MUST** be 24 lb. long grain MICR bond or 26 lb. short grain MICR bond paper

The MICR line of the check **MUST** be printed with magnetic ink.

While the Comptroller's Office does NOT want warrants printed in a disaster recovery scenario to exactly match the appearance of warrants printed regularly in-house, the proposed solution **MUST** be able to accommodate each of the existing PDF warrant layouts, with the warrant on the bottom third of the page.

Tax Documents

Any pre-printed tax document stock **MUST** be compatible with tax forms created out of the State's ERP system, PeopleSoft Financials and PeopleSoft HCM.

Service Level Agreement (SLA) Requirements

All responses must include proposed Service Level Agreement timelines for each of the following documents:

- Warrants (in order of the Comptroller's Office's priority) - High priority documents **MUST** be printed and mailed within one business day of file receipt.
 - Department of Child Services – high priority
 - Payroll – high priority
 - Accounts Payable – medium priority
 - High Volume – medium priority
 - Department of Revenue – low priority
- Tax Documents – high priority: All tax documents **MUST** be mailed no later than the respective federal filing deadlines for the form type. These include W-2, 1099, 1099-S, 1095-C, and 1098-F forms.
- Payment Documents
 - ACH notifications - medium priority
 - Multi-advice notices - medium priority

- Other Documents
 - The timeline for other documents will be dependent on the project. Timelines for these will be negotiated if/when the Comptroller's Office requires printing services for these documents.

File Transmission

Respondents **MUST** provide a server where the Comptroller's Office can place files to be printed. This could be an FTP, SFTP, or SSH connection. If it is an FTP connection, files **MUST** have PGP encryption.

Reporting

At a minimum, respondents **MUST** be able to provide a daily report via email detailing the number of warrants and documents printed and the number mailed for each type of warrant (DCS, DOR, AP, HV, Payroll) and document. This will be used to validate the number of warrants or documents sent by the Comptroller's Office for printing matches the number printed and mailed.

V. RESPONSE FORMAT AND ATTACHMENTS

Respondents should submit responses to the requests of this RFI to describe their proposed solutions. All narrative responses must be provided in Microsoft Word or PDF format. Respondents should structure their responses according to the numbered sections outlined below to facilitate the State's review of the responses.

Response Instructions: Please respond to all the following requests in a Word or PDF document following the order shown below. Supplemental documents may be included as attachments if clearly identified and referenced.

1.	Respondents must provide a detailed description of the proposed solution and how it can meet the needs described in this Request for Information.
2.	Respondents must explain in detail the warrant stock being proposed, including the security features available on the proposed warrant. Respondents must mail samples of the proposed warrant stock to: Indiana State Comptroller Attn: Britton Stucker 240 W. Washington St., Ste. 240 Indianapolis, IN 46204 Sample warrant stock must be postmarked by the due date of this RFI, April 4, 2025.
3.	Respondents must provide 2-3 client references from other states or large print volume customers currently using their solution. Client references provided should include the client company name, contact name, contact title, client location, and description of work performed for the client and how it relates/scales to work requested in this RFI for the State of Indiana.
4.	Respondents must identify any key personnel involved in the proposed solution and describe their role in the process. Respondents must explain the channels of communication between the Comptroller's Office and the respondent's personnel (i.e. any implementation contacts, testing contacts, project managers, etc.)
5.	Respondents must identify the location(s) of any proposed printing facilities that could be involved in the contract.
6.	Respondents must specify all one-time and/or recurring costs of their proposed solutions, including postage, in Attachment C, Cost Proposal . In addition, respondents are asked to provide a Cost Narrative detailing the costs of the proposed solution and any other associated services. Respondents should explicitly list and describe any cost assumptions, conditions, and/or constraints related to, or which impact, the costs of the proposed solutions. If your proposal includes regular printing of some of the Comptroller's Office's daily work in addition to disaster recovery, please explain any impact that might have on costs.
7.	Respondents must describe the implementation process, including an estimate of the length of time necessary. The description should include design work, testing, or any other associated services.
8.	Respondents must explain the type of file server that will be provided for transmission of files to be printed, specifying if it is FTP, SFTP, or SSH, and the anticipated process and timeline to set up and test the connection. Please also specify if a test server will be used separately for any testing. If the production server will be used for testing, please describe the process the Comptroller's Office will use to identify files as test documents.

9.	Respondents must explain their proposed Service Level Agreement (SLA) for printing and mailing each type of document as outlined in Section IV.
10.	Respondents must provide detail on any reports available. This must include a count of warrants printed and mailed for each file or type of warrant daily, but the Comptroller's Office is interested in what other reports might be available.
11.	Respondents must explain how any anticipated delays in printing or mailing would be communicated to the Comptroller's Office, including any timelines for communication and escalation plans.
12.	Respondents must explain their quality control process and proposed resolution for quality issues, including a resolution time. The State of Indiana is charged a penalty by the bank for a rejected warrant rate exceeding 1.5% of all warrants cashed for the month. (Warrants can be rejected due to the bank's inability to automatically process the MICR or other formatting issues.) Respondents must explain their proposed compensation to the State of Indiana if the reject rate exceeds 1.5% for warrants printed under the disaster recovery contract.
13.	Respondents must specify where products or data will be stored and how they will be secured for the proposed solution, including any policies regarding communication and resolution of security breaches. Respondents must explain their policy for destruction of data files, including how long they will be kept after printing.
14.	Respondents must describe their own disaster recovery processes, including manufacturing, information systems, and the process to notify customers.
15.	Respondents must explicitly describe any inability to agree to the State's boilerplate/contract terms (included as Attachment D, Sample State Contract Form). In addition, respondents must describe their ability and willingness to register with the Indiana Secretary of State (IN BIZ Business Registry) and the Indiana Department of Administration (Bidder Registry).
16.	Respondents must explicitly describe their ability to comply with State of Indiana Executive Order 25-19, Implementation of StateRAMP, found at https://www.in.gov/gov/files/EO-25-19.pdf . Respondents must demonstrate independently verified compliance with NIST 800-53, Revision 5, or the current version. If not currently compliant, respondents must explain their plan to become compliant in accordance with section 5b of the executive order.

VI. RFI TIMELINE

The following timeline is only an illustration of this RFI process. The dates associated with each step are not to be considered binding.

Anticipated RFI Dates:

Activity	Date
Issuance of RFI	March 5, 2025
Mandatory virtual Pre-proposal conference	March 19, 2025 2:30PM – 3:30PM ET

Deadline to submit written questions (3:00PM Eastern Time)	March 21, 2025
Response to Written or Pre-proposal conference questions/RFI Amendments (3:00PM Eastern Time)	March 28, 2025
Due Date for Submissions (3:00PM Eastern Time)	April 4, 2025

VII. QUESTION / INQUIRY PROCESS

All questions/inquiries regarding RFI 25-001 must be submitted in writing via email using **Attachment E, Questions and Answers Template**, by the deadline of **March 21, 2025 by 3:00PM ET** to bstucker@comptroller.in.gov. The email subject line should contain the following phrase:

“REQUEST FOR INFORMATION 25-001, QUESTIONS AND INQUIRIES.”

Following the question/inquiry due date, the Comptroller's Office will compile a list of the questions/inquiries submitted by all Respondents. The compiled responses will be posted to the Comptroller's Office's website by the date listed in section VI. Only answers in the Comptroller's Office's written response 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.

Please note that Britton Stucker is the State's single point of contact for this RFI. **Inquiries are not to be directed to any other staff member of the Comptroller's Office.** Such action may disqualify respondent from further consideration in this RFI.

If it becomes necessary to revise any part of this RFI, or if additional information is necessary for a clearer interpretation of provisions of this RFI prior to the due date for submissions, an addendum will be posted on the Comptroller's Office website.

VIII. MANDATORY PRE-PROPOSAL CONFERENCE

A mandatory pre-proposal conference will be held virtually via Teams on **March 19, 2025 at 2:30 PM ET**. This is an opportunity for potential respondents to ask questions about the RFI and get answers in real-time. Please email Britton Stucker, bstucker@comptroller.in.gov, to request a link to the pre-proposal conference no less than one hour before the session. The pre-proposal conference will be recorded. If respondents are unable to participate at the scheduled time, please email Britton Stucker, bstucker@comptroller.in.gov, to receive the recording. A question about the recording will need to be answered by respondents to verify they viewed it.

IX. CLARIFICATIONS AND DISCUSSIONS

The State reserves the right to request clarifications on information submitted to the State. The State also reserves the right to conduct discussions, either oral or written, with the Respondents. These discussions could include requests for additional information, requests for cost information or technical requirements response attachment revision, etc. Additionally, in conducting discussions, the State may use information derived from the responses 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. Any information gathered through oral discussions must be confirmed in writing.

X. CONFIDENTIALITY

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 award, the entire solicitation file may be viewed and copied by any member of the public, including news agencies and competitors.

Please note citing “Confidential” on an entire section is not sufficient. 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](#)

Respondents claiming a statutory exception to the APRA must indicate so on a separate attachment labeled “**Confidential Documentation Listing**”. That document should include 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.

When claiming confidential information, respondents should submit two versions of their response:

- 1) A confidential version (for the State’s review and evaluation)
 - a. Confidential Information must be clearly marked in a separate folder.
- 2) A redacted version (for public records requests)

If the Respondent does not identify the statutory exception, the Comptroller's Office will not consider the submission confidential. The State also reserves the right to seek the opinion of the PAC for guidance if the State has doubts the cited exception is applicable.

Prices are **NOT** confidential information.

XI. EVALUATION CRITERIA

RFI submissions will be evaluated by the State, and the State reserves the right to award a contract(s) directly based on responses to this RFI. However, the State does not guarantee that a contract(s) will result directly from this RFI. Proposals will be evaluated based upon the proven ability of the respondent to satisfy the requirements of the RFI 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 = 100). If any one or more of the listed criteria on which the responses to this RFI 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. Ability of the proposed solution to meet business needs	80 points
3. Pricing (Cost Proposal)	20 points

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements and provided answers to all evaluation questions in Section V. 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 and 3 ONLY. This scoring will have a maximum possible score of 100 points. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking may 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 and/or written) focused on cost and other proposal elements.

Step 3

If the State conducts additional rounds of discussions and a target pricing and/or 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.

Adherence to Mandatory Requirements – Pass/Fail

Respondents passing this category move to Step 2 and proposals are evaluated for Management Assessment/Quality and Cost.

Ability of the proposed solution to meet business needs - 80 points

Proposals will be evaluated for overall ability of the proposed solution to meet business needs.

Pricing – 20 points

Cost scores will then be normalized to one another, based on the Total Cost for Pricing Evaluation in **Attachment C, Cost Proposal**. The lowest Total Cost for Pricing Evaluation receives a total of 20 points. The normalization formula is as follows:

- Respondent's Cost Score = (Lowest Total Cost for Pricing Evaluation / Respondent's Total Cost for Pricing Evaluation) X 20

The Comptroller's Office 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.

XII. RESPONSE SUBMISSION INSTRUCTIONS

Firms interested in providing a proposal to the Comptroller's Office should submit responses via email to bstucker@comptroller.in.gov no later than **April 4, 2025 by 3:00PM ET**. Any information received after the due date and time may not be considered. No other method of submission will be accepted.

No more than one proposal per Respondent may be submitted.

Templates outlined in this document should be returned in their native file format.

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