



STATE OF INDIANA

Request for Proposal 19-089

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of
All State Agencies

Solicitation For:
Janitorial Services

Response Due Date: July 6, 2020 by 3:00PM EST

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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 all state agencies, requires Janitorial Services for the State. 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.

Award Recommendation	IDOA's summary to the agency being supported, typically in letter format, of the solicitation and suggestion on Respondent selection for the purposes of beginning contract negotiations.
IAC	Indiana Administrative Code
IC	Indiana Code
Contract Award	The acceptance of IDOA's Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.
VSC	Valuable Scope Contribution – 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 Janitorial Services 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 Body	<p>An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:</p> <ol style="list-style-type: none"> 1) The judicial branch 2) The legislative branch 3) A political subdivision (includes towns, cities, local governments, etc.) 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	<p>Work to be performed as specified in this RFP</p> <p>Custodial Services: Duties that are performed by custodians to maintain the cleanliness of a particular premises on an as needed basis. Tasks include but are not limited to immediate need items such as spill removal/cleaning, trash removal, and plumbing issues.</p> <p>Housekeeping Services: Duties that are performed by janitorial staff to include laundry services (washing, drying, folding, sorting, delivery).</p> <p>Janitorial Services: The cleaning, sanitizing and general up keep of state offices and buildings. Tasks include but are not limited to cleaning, trash removal, sweeping/mopping/vacuuming floors, snow removal from entryways (25 feet), sanitizing restrooms and kitchens, and managing supply inventories. Excluded are all maintenance, landscaping, moving and exterior window washing services.</p>
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 2 Year Total in section 1.4.2- Current Purchasing Profile. Use this figure as the Total Bid Amount in Attachments A, A1, and C.

Vendor	Any entity or person who does business with the State and is registered as same.
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1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a Respondent that can satisfy the State's need for Janitorial Services at multiple locations. It is the intent of the State to contract with a Respondent that provides quality Janitorial Services for the State.

1.4 SUMMARY SCOPE OF WORK

1.4.1 Introduction

The State of Indiana intends to use this contract to provide All State Agencies and Governmental Entities with effective and efficient solutions for their Janitorial Service needs. The State of Indiana expects this RFP to result in a statewide contract (QPA) that will enable all State agencies to contract for Janitorial Services through the awarded Respondent. The below list of State of Indiana Agencies and Governmental Entities are currently included in the scope of this contract; additional Agencies and Entities can be added at any time during the life of the contract with an IDOA approved scope of work (SOW), utilizing the process outlined in RFP Section 1.4.3.3.c:

- Indiana State Government Center Complex
 - o Government Center North Building
 - o Government Center South Building (includes Department of Workforce Development)
 - o Indiana State Library
 - o Indiana State House
 - o IDOA-Logistics Service Center
- Indiana Department of Revenue
- Indiana School for the Deaf
- Indiana School for the Blind and Visually Impaired
- Indiana Veterans' Home, West Lafayette, Indiana
- Indiana Department of Transportation- Office of Material Management
- Indiana Department of Transportation- Division of Research
- Indiana Department of Transportation- Crawfordsville, LaPorte, Greenfield, Seymour, Subs, Vincennes
- Integrated Public Safety Commission
- Family and Social Services- Neuro-Diagnostic Institute of Indiana

In the future, the State may require Janitorial Services for additional buildings or offices throughout the State. The awarded Respondent must be able to provide service to all buildings or offices throughout the State within the time frame outlined in Section 1.4.3.3.b. It is understood that each building/office has a unique set of cleaning requirements due to size, number/type of floors, layout, amount of furniture/equipment, etc., but the pricing proposed during the RFP process will assist in completing cost comparisons when future location services are required.

Furthermore, Other Governmental Bodies are encouraged to utilize the contract negotiated by the State. While Other Governmental Bodies' participation in State contracts and QPAs is not mandatory, it is the State's goal to continue to encourage Other Governmental Bodies to use the price agreement(s) resulting from this RFP. The State however, is not responsible for the transactions between the awarded Respondent and these entities. All Other Governmental Bodies using State contracts and QPAs are expected to follow the contractual terms and conditions specified in those agreements. The awarded Respondent is encouraged to provide and extend pricing for Janitorial Services to Other Governmental Bodies.

The State may award all or part of this RFP based on the best interests of the State. To maximize your chances of success in this process and to have the opportunity to acquire a substantial portion of the State's business, we strongly encourage you to provide an aggressive response to this RFP. The pricing, quality, and service levels obtained through this process are expected to be significantly more aggressive than those that the State or any comparable State entity may currently have with your company.

1.4.2 Current Purchasing Profile

Currently, the State has one QPA in place for Janitorial Services. The current contract encompasses the following locations:

- Indiana State Government Center Complex
 - o Government Center North Building
 - o Government Center South Building (includes Department of Workforce Development)
 - o Indiana State Library
 - o Indiana State House
- IDOA-Logistics Service Center
- Indiana Department of Revenue
- Indiana School for the Deaf
- Indiana School for the Blind and Visually Impaired
- Indiana Veterans' Home, West Lafayette, Indiana
- Indiana Department of Transportation- Office of Material Management
- Indiana Department of Transportation- Division of Research
- Indiana Department of Transportation- Crawfordsville
- Family and Social Services- Neuro-Diagnostic Institute of Indiana

The table, below, represents the payments through the current QPA in CY 2018 and 2019 for State Entities. Data on Other Governmental Bodies' (Locals) volume is not presently available.

	Total Spend		Disposables
	2018	2019	% of Total
IDOA Government Center	\$1,727,543	\$1,567,905	11%
Indiana State Library	\$162,000	\$162,000	Included in IGC Figures
Indiana State House	\$83,400	\$86,785	Included in IGC Figures
IDOA Logistics Service Center	\$44,964	\$44,969	0%
Department of Revenue	\$82,010	\$82,468	0%
Indiana School for the Deaf	\$286,283	\$285,645	0%
Indiana School for the Blind and Visually Impaired	\$211,686	\$208,542	0%
Indian Veterans Home	\$701,743	\$700,665	0%
Indiana Department of Transportation- Office of Materials Management	\$29,700	\$29,835	0%
Indiana Department of Transportation- Research	\$14,040	\$14,040	0%
Indiana Department of Transportation- Crawfordsville		\$17,000	14%
FSSA- Neuro Diagnostic Institute		\$440,210	11%
Annual Totals	\$3,343,369	\$3,640,064	
2 Year Total	\$6,983,433		

These figures are a historical reflection and an estimate of future spend. They 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 Indiana Veterans' Participation Plan Form (Attachment A1) please use the two-year total amount as stated in the above table. Minority and Women's Business Enterprises Participation Plan Form (Attachment A) and Indiana Veterans' Participation Plan form (Attachment A1) must reflect a two-year subcontractor commitment.**

1.43 Minimum Requirements

All Respondents must adhere to the Minimum Requirements in order to be considered as a responsive Respondent. All Respondents must state their ability and willingness to meet these

Minimum Requirements in their Transmittal Letter and in their proposal. Failure to do so will be considered grounds for disqualification from further consideration. The Minimum Requirements for this RFP are as follows:

1.4.3.1 Account Manager

The selected Respondent will provide an Account Manager that will be responsible for overseeing all activity and ensuring that requirements are being met. The Account Manager will be responsible for working closely with IDOA/Facilities Management staff and department level management. The Account Manager will be responsible for providing periodic account review, reporting, and problem resolution. The Account Manager should be easily accessible and commit to a 30-minute response time on all inquiries.

1.4.3.2 Staffing

- a. The Respondent will ensure adequate janitorial operational staffing (day and/or night as specified by the user agency) is maintained to ensure the highest level of cleanliness throughout the term of the contract.
- b. Additional staffing positions outside of daily janitorial staff have also been requested by certain facilities (See RFP Attachments K-AA-Facility SOW's). General duties are included below but are not limited to stated tasks.
 - i. A contractor staff member with the authority to oversee daily staff, respond to on demand requests for in scope tasks, resolve issues and follow the issue escalation policies is requested to be onsite during all stated janitorial hours.
 - ii. A contractor staff member that is able to respond to daily on demand requests for in scope tasks is requested to be onsite during all stated janitorial hours.
 - iii. A contractor staff member that is able to respond to on demand, same day custodial requests for in scope tasks.

1.4.3.3 Facility Coverage

- a. Contractor shall provide Janitorial Services to all facilities listed in Section 1.4.1 of this RFP and shall be able to provide services to all State agencies and Other Governmental Bodies per the process outlined below.
- b. Utilization of this contract by State Agencies and Governmental Entities requires an IDOA approved SOW. This process is outlined in section 1.4.3.3.c. The Respondent shall begin servicing additional facilities within 30 days of receipt of an approved SOW from IDOA unless an alternative timeline is agreed upon by both parties and approved by the State.
- c. The State and Contractor recognize that additional sites may be added during the contract term and any renewals. A template has been provided for the State Agency Site Designee to complete for the purpose of outlining expectations for the site. This template is Exhibit D of RFP Attachment B. The final version of this document shall be approved by the Contractor, Agency Site Designee/agency authorized signatory, and the IDOA Contract Manager as part of the Contract.

The Contractor agrees to provide services to any State building or office throughout the state by developing a new Scope of Work (SOW) within thirty days of notification of the need for service. All SOWs will be written under the authority of, and consistent with, the terms and conditions of the prime contract. Scopes of Work are living documents that may change throughout the term of the contract dependent on the site operations.

The IDOA Contract Manager will work with the Account Manager identified in RFP section 1.4.3.1 and a site designee to develop a new SOW; the Contractor will review the SOW, conduct necessary site visits, and provide a quote utilizing the final negotiated contract pricing. Once approved by all parties, the SOW will be circulated for signature (the Contractor, agency site designee, and the IDOA Contract Manager in that order) and will then be considered executed. The IDOA Contract Manager will provide a copy of the fully executed SOW to the site designee and the Contractor's Account Manager. Unless otherwise agreed upon by all parties, the Contractor shall begin servicing additional facilities within 30 days of receipt of the approved SOW.

The SOW shall not be completed until all three parties sign on the SOW agreement. The order for signature on a SOW is:

1. Contractor Signature
2. User Agency Signature
3. IDOA Contract Manager Signature

Under no circumstances shall signatures go out of order. No agreements between the User Agency and the Contractor are considered to be complete or executed until the IDOA Contract Manager approves in writing.

No User Agency or Site Location shall be required by the Contractor to sign any other agreement or documents other than the SOW. The Contractor shall not prepare any documents or special language for the SOW without the express written consent of the IDOA Contract Manager. The final version of this document shall be approved by the Agency, the Contractor, and the State, as part of this contract.

The Contractor shall not accept or commence work on any State facility without an approved SOW from IDOA. The Contractor shall begin servicing additional facilities with 30 days of receipt of an approved SOW from IDOA unless an alternative timeline is agreed upon by both parties and approved by the State.

1.4.3.4 **Security Requirements**

All Respondent employees, subcontractors and agents performing work under the Contract must comply with all security and administrative requirements of the State. Including but not limited to background investigations, facility access requirements, and employee dress code requirements.

- a. **Background Investigation Requirements:** A background investigation shall be conducted by the Respondent on all employees, as well as those with whom the Respondent subcontracts, who will be providing service under this contract. The Respondent is responsible for any and all costs and expenses in obtaining and

maintaining the criminal background screening information for each employee described below. The Respondent shall maintain documentation of the screening in the employee's employment file. The Respondent shall ensure that all background screening shall be refreshed every year from the time initially performed for each employee during the term of the contract. All of Respondent's actual and prospective employees and subcontractors, whose duties will or may include duties under this contract, shall consent to the background investigation prior to accessing State facilities. State requirements vary based on each individual facility. The requirements for each agency/facility are listed in RFP Attachments K-AA, Facility SOW's.

- b. Employee Identification and Building Access: Respondent employees and subcontractors shall provide government issued identification to enter any facility, may be subject to search, and are restricted to the work area site. Visits to all State facilities require proper check in and out; on no occasion will service be provided without proper contact with the authorized agency personnel in charge of the facility unless prior express written consent is given by such agency personnel. Security provisions for all State facilities must be strictly observed and the Respondent shall coordinate access to the State facility with the authorized agency personnel or their designee.
- c. Uniforms: All Respondent service personnel, including subcontractors, must be uniformed or have visible identification, while on State property, at all times.
- d. Language Requirement: For safety, security and performance of duties, vendor personnel providing service to this contract must have verbal communication skills and command of Basic English.

1.4.3.5 **Safety Requirements**

- a. Occupational Safety and Health Administration (OSHA): The Indiana Occupational Safety and Health Administration (IOSHA) adopts all OSHA standards and regulations except it has a unique excavation standard. As such, the Respondent is required to comply with all applicable OSHA standards including Blood Borne Pathogen's and Hazardous Materials.
- b. Material Safety Data Sheet (MSDS): The Respondent shall provide to the contract manager and agency site designee an MSDS and description literature for each chemical/compound/mixture used in the performance of the contract before the commencement of any work hereunder. All MSDS's shall be of the latest version and comply with 29 CFR 1910.1200. The Respondent shall maintain and have readily accessible on-site a complete MSDS book of all chemicals, compounds/mixtures used in the execution of the contract.
- c. Facility Specific Training: Individual agencies and facilities may require the Respondent to attend and adhere to certain site specific training. These specific training requirements will be outlined in RFP Attachments K-AA, Facility SOW's.
- d. Vaccinations & Immunizations: Individual agencies and facilities may require proof of certain vaccinations and immunizations for any Respondent personnel working in their facility. These specific requirements will be outlined in RFP Attachments K-AA, Facility SOW's.

1.4.3.6 **Service Requirements**

- a. Facility SOW's: Please see RFP Attachments K-AA, Facility SOW's for the scope of work for each location. These cleaning requirements have been provided as an aid in understanding the requested level of service at each facility. Throughout the life of the contract, the awarded vendor may be asked to alter the level of service (e.g., changing a specific item from being cleaned daily to twice weekly due to agency needs).
- b. The Respondent shall meet all performance standards set forth in the Contract. The Respondent shall warrant that all work performed hereunder complies with customary, reasonable, and prudent industry standards and shall perform all services in a professional manner.

1.4.3.7 **Reporting**

- a. Quarterly Usage Report
The Contractor shall provide a quarterly report that contains detailed information for each facility on contract and the services and disposables consumed. These reports must include all work hours that took place in the preceding quarter, including all regular service hours and on-demand service hours. The reports will include, at a minimum, the following information:
 - 1. Facility (i.e., Purchasing State Agency/Entity)
 - 2. Facility Address
 - 3. Purchasing Business Unit (BU)
 - 4. General Janitorial Hours Billed
 - 5. Supervisory Staff Member Hours
 - 6. On-Demand Service Hours Billed
 - 7. Disposables Consumed
- b. Quarterly Business Reviews (QBR)- The State and the Respondent shall agree upon the reporting model during the first 60 days of contract implementation. The State may request that the Respondent include, but is not limited to, Service Level Agreements (SLA's), Key Performance Indicator (KPI), Performance Metrics, Transaction Usage, Product Substitutions, Pricing Audit Report, K-12 usage and rebate, additional reporting fields, etc. over the life of the contract. The Respondent shall be responsible for presenting the agreed upon reporting model to the State at the Quarterly Business Review (QBR), as well as, anytime upon the State's request. The Respondent shall work with the State Contract Manager to develop a Savings Model that reflects the actual savings over the life of the Contract. The Respondent shall report on the Savings Model at each QBR and shall provide updates upon request.

1.4.3.8 **Performance Management**

- a. Throughout the life of the contract, the State will evaluate the awarded Respondent based on the following criteria:
 - i. Report Turnaround
 - ii. Problem Resolution Time
 - iii. Consistent and Reliable Service
 - iv. Responsiveness

- v. Professionalism
- vi. Timeliness of Service
- vii. Invoice Accuracy
- viii. Invoice Correction Turnaround
- ix. Overall Employee Customer Support Satisfaction
- b. Each participating facility will work with the Respondent to identify a mutually acceptable performance review schedule, to include any or all of the criteria stated in 1.4.3.8a, as well as any facility specific key performance indicators (KPI's). The State's contract manager should be apprised of all review schedules and provided with copies of all performance results.
- c. Issue Escalation Process: Participating facilities, IDOA representatives and Respondent Account Managers shall follow the escalation process outlined for all disputes related to the provisions of or performance of work under a SOW or Work Plan. The Issue Escalation Process is as follows:
 - i. Step 1- The Facility Agency Site Designee should be notified by Respondent Supervisory Staff within 24 hours of an issue or dispute. These parties should negotiate in good faith a resolution within 5 business days from the date of notification. Documentation of the issue and resolution should be submitted to IDOA by the Respondent within 2 business days of the final resolution date. If a resolution cannot be met within the allotted 5 days from notification, parties should proceed to Step 2.
 - ii. Step 2- The Facility Agency Site Designee shall escalate the issue via written communication to the IDOA Contract Manager within 48 hours of unsuccessful negotiations in Step 1. The IDOA Contract Manager, Agency Site Designee and Contractor Account Manager will meet and engage in good faith negotiations to resolve the dispute.

1.4.3.9 **Supplies**

- a. Respondent's pricing should be inclusive of all tools and chemicals used to provide the requested services. The selected vendor must supply their own equipment which will not be reimbursable under the contract.
- b. All cleaning equipment, supplies and materials shall be approved by the agency site designee prior to use and stored in a clean, neat and safe manner within designated areas in each facility. Some facilities may require the Respondent to provide specific cleaning products. These will be listed in RFP Attachments K-AA, Facility SOW's.
- c. Individual facilities may require the Respondent to follow a specific inventory process that will be outlined in RFP Attachments K-AA, Facility SOW's.

1.4.3.10 **Disposables:**

- a. State Agencies and Governmental Entities have the discretion to decide if the Respondent will provide disposables (toilet paper, paper towels, soap, urinal screens, sanitary napkins, trash liners, hand sanitizer, etc.) for their individual facility. The cost proposal template requests pricing to be provided for each facility for two scenarios: 1) The Respondent will not be providing disposables 2) The Respondent will be providing

disposables. In this scenario, these items should be included in the Respondent's cost per facility. Pricing must be based on the minimum standard for products defined in RFP Section 1.4.3.10.b.

- b. The following minimum standards for products are required:

Minimum Standard Disposables Required:
<u>Toilet Paper</u>
2 ply toilet tissue
2 ply toilet tissue coreless
2 ply toilet tissue recycled
2 ply jumbo roll toilet tissue
2 ply jumbo roll toilet tissue coreless
2 ply jumbo roll toilet tissue recycled
<u>Paper Towels</u>
Paper Towels- Roll for dispenser- Recycled
Paper Towel- Roll for dispenser- White
Paper Towel- Perforated 2 Ply "Kitchen" Roll
Paper Towel- C-Fold- 1-Ply
Paper Towel- M-Fold 1-Ply
<u>Soap</u>
Hand Soap- 1200 ml bag
Hand Soap- 2000 ml bag
Hand Soap- Antibacterial- 1250ml
Hand Soap- Antibacterial- 1 gal
Hand Soap- Lotion- 1 gal
Hand Soap- Dye Free-Unscented- 1 gal
Hand Soap Refill for Touch Free Dispenser 1.2L
Hand Soap Refill for GOJO ASX Push Style Dispenser
Hand Soap Refill for TFX™ soap dispensers (2740-12, 2730-12, 2789-12)- 1200ml
Bar Soap- Antibacterial Deodorant- 2.5-ounce
<u>Hand Sanitizer</u>
Hand Sanitizer Refill for LTX-12 Touch-Free- 1200ml
Hand Sanitizer Refill for LTX-12 Touch-Free- 1200ml- Green Certified
Hand Sanitizer Refill for NXT Push Style Dispenser- 1000ml
<u>Trash Can Liner</u>
Trash Liner- 17"x18"- 3-6 gal.
Trash Liner- 38"x58"- 60 gal.- Black LLDPE
Trash Liner- 24"x32"- 12-16 gal.- Black- LLDPE
Trash Liner- 30" X 37"- 20-30 gal- Clear
Trash Liner- 30" X 37"- 20-30 gal- Black
Trash Liner- 40" X 48"- 40 gal- Black
Sanitary Receptacle Liners
<u>Other</u>
Urinal Screen (Non-Para)
Sanitary Napkins

- c. The Respondent shall submit quarterly disposables usage reports by facility detailing the following:
- Facility name
 - Item purchased (Brand and item #)
 - Item description

- iv. Quantity purchased
- v. Total price paid

1.4.3.11 **Damages**

- a. In the event the Respondent damages an item or the building (including but not limited to floors, thresholds, walls, doors, doorframes, ceiling sprinkler systems and elevators) the Respondent will be responsible for notifying the Agency within forty-eight (48) hours and for paying the full repair cost for the damage. If the damage cannot be repaired, the Respondent will be responsible for paying the full replacement cost for the item. A licensed appraiser of the State's choosing will be used to determine what this replacement cost should be at the expense of the Respondent.

1.4.3.12 **Continuity of Services**

- a. The Respondent recognizes that the services to be performed under this Contract are vital to the State and must be continued without interruption and that, upon Contract expiration, a successor, either the State or another Respondent, may continue them. The Respondent agrees to:
 - i. Furnish phase-in training; and
 - ii. Exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor.
 - iii. The Respondent shall, upon the State's written notice:
 - iv. Furnish phase-in, phase-out services for up to sixty (60) days after this Contract expires; and
 - v. Negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required.
 - vi. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the State's approval. The Respondent shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this Contract are minimal at the required level of proficiency.
 - vii. The Respondent shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this Contract. The Respondent also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Respondent shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.
 - viii. The Respondent shall be reimbursed for all reasonable phase-in, phase-out costs (i.e. costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations).

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 section discusses the evaluation criteria to be used to evaluate Respondents' proposals
Attachment A	M/WBE Participation Plan Form
Attachment A1	IVOSB Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F	Technical Proposal Template
Attachment G	Q&A Template
Attachment H	Reference Check Form
Attachment I	Intent to Respond Form
Attachment J	Technical Proposal- Staffing Requirements Workbook
Attachment K	Facility SOW- Indiana School for the Blind and Visually Impaired
Attachment L	Facility SOW- Indiana School for the Deaf
Attachment M	Facility SOW- Indiana Government Center, State House, State Library, Logistics Service Center
Attachment N	Facility SOW- Indiana Neuro-Diagnostic Center
Attachment N1	MSDS Sheets - Indiana Neuro-Diagnostic Center
Attachment O	Facility SOW- Integrated Public Safety Commission
Attachment P	Facility SOW- Indiana Department of Revenue
Attachment Q	Facility SOW- Indiana Department of Transportation- Crawfordsville

Attachment R	Facility SOW- Indiana Department of Transportation- LaPorte
Attachment S	Facility SOW- Indiana Department of Transportation- Greenfield
Attachment T	Facility SOW- Indiana Department of Transportation- Seymour
Attachment U	Facility SOW- Indiana Department of Transportation- Vincennes
Attachment V	Facility SOW- Indiana Department of Transportation- Subs
Attachment W	Facility SOW- Indiana Department of Transportation Division of Research
Attachment X	Facility SOW- Indiana Department of Transportation Office of Material Management
Attachment Y	Facility SOW- Indiana Veterans' Home
Attachment Z	INDOT - Safety Procedures
Attachment AA	INDOT - Definition of Terms

1.6 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at the date, time and location specified in Section 1.24 Summary of Milestones. 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.

Optional Site Visits: Optional Site Visits have been scheduled for the following facilities and attendance will be optional.

Facility	Address	Date and Time
Indiana School for the Blind and Visually Impaired	Indiana School for the Blind & Visually Impaired-7725 N College Ave. Indianapolis, IN, 46240	Monday, February 10th 10am EST
Indiana Department of Transportation- Subs	Indiana Department of Transportation – Linton Sub-District-616 SE 12th Street-Linton, IN 47441	Tuesday, February 11th 10am EST
Indiana Department of Transportation- Vincennes	Indiana Department of Transportation – Vincennes District-3650 South US Highway 41 -Vincennes, IN 47591	Tuesday, February 11th 2pm EST
Indiana Department of Transportation- Subs	Indiana Department of Transportation – Tell City Sub-District-15077 Old State Rd 37-Tell City, IN 47586	Wednesday, February 12th 10am EST

Indiana Department of Transportation- Subs	Indiana Department of Transportation – Evansville Sub-District-16601 Boyle Lane-Evansville, IN 47725	Wednesday, February 12th 2pm EST
Indiana Department of Transportation- Subs	Indiana Department of Transportation – Paoli Sub-District-899 N Greenbriar Dr-Paoli, IN 47454	Thursday, February 13th 11am EST
Indiana Department of Transportation- Seymour	Indiana Department of Transportation – Seymour District-157 Agrico Lane-Seymour, IN 47274	Thursday, February 13th 2pm EST
Indiana Department of Revenue	Reagan Building-7811 Milhouse Rd-Indianapolis, IN 46241	Friday, February 14th 9am EST
Indiana Department of Transportation Office of Material Management	Office of Materials Management-120 South Shortridge Road-Indianapolis, IN 46219	Friday, February 14th 11am EST
Indiana School for the Deaf	Indiana School for the Deaf-1200 E 42nd Street-Indianapolis, IN 46205	Monday, February 17th 9am EST
Indiana Department of Transportation- Crawfordsville	Indiana Department of Transportation – Crawfordsville District Complex-41 West 300 North-Crawfordsville, IN 47933	Tuesday, February 18th 10am EST
Indiana Department of Transportation- Greenfield	Indiana Department of Transportation – Greenfield District-32 South Broadway Street -Greenfield, IN 46140	Wednesday, February 19th 10am EST
Indiana Department of Transportation- LaPorte	Indiana Department of Transportation – LaPorte District-315 East Boyd Blvd-LaPorte, IN 46350	Tuesday, February 25th 10am EST
Indiana Department of Transportation Division of Research	Research Division-1205 Montgomery Street-West Lafayette, IN 47906	Tuesday, February 25th 2pm EST
Indiana Veterans’ Home	3851 N. River Road-West Lafayette, IN 47906	Wednesday, February 26th 10am EST
Indiana Government Center, State House, State Library, Logistics Service Center	Reagan Building-7811 Milhouse Rd-Indianapolis, IN 46241-7811 Milhouse Rd-Indianapolis, IN 46241	Thursday, February 27th 10am EST
Indiana Neuro-Diagnostic Center	Neurodiagnostic Institute & Advanced Treatment Center (NDI)-5435 E. 16th Street -Indianapolis, IN 46218-4869	Friday, February 28th 10am EST
Integrated Public Safety Commission	IPSC Communications and Training Center-South Park Business Center-50-164 South Park Blvd, Suite 128-132-Greenwood IN 46143	N/A- Office Under Construction

The purpose of the Site Visit is to provide a structured and formal opportunity for the Respondents to see the facility and raise questions or clarifications in the question/inquiry process (see Section 1.7). The dates and times for each location are provided in RFP Section 1.6. Please RSVP to the RFP Senior Account Manager Stephanie Nelson, stenelson@idoa.in.gov by **February 6th, 2020 by 3:00 PM (EST)** to participate. A maximum of two attendees per Respondent will be allowed. If no RSVP's are received by this date, the tours will be cancelled. Important Note: No questions or inquiries regarding the substance of this RFP will be accepted or answered during the site visit. All questions must be held and submitted in accordance with RFP section 1.7.

1.7 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted by the date and time outlined in Section 1.24 Summary of Milestones.

Round 1 Question/Inquiry Process

Questions/inquiries related to **the RFP and Attachments A-J** must be submitted in **Attachment G**, Q&A Template, via email to rfp@idoa.IN.gov.

The subject line of the email submissions must clearly state the following:

“RFP 19-089 Round One Questions/Inquiries – [INSERT COMPANY NAME]”.

Round 2 Question/Inquiry Process

Questions/inquiries regarding **Attachments K-AA (Facility Scope of Work documents)** must be submitted in **Attachment G**, Q&A Template via email to rfp@idoa.IN.gov.

The subject line of the email submissions must clearly state the following:

“RFP 19-089 Round Two Questions/Inquiries – [INSERT COMPANY NAME]”.

Round 3 Question/Inquiry Process

Questions/inquiries regarding **the new timeline and/or potential impact COVID-19 may have on this RFP** must be submitted in **Attachment G**, Q&A Template via email to rfp@idoa.IN.gov.

The subject line of the email submissions must clearly state the following:

“RFP 19-089 Round Three Questions/Inquiries – [INSERT COMPANY NAME]”.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. 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 Department of Administration, or any other participating agency. 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.

1.8 DUE DATE FOR PROPOSALS

Due to the COVID-19 pandemic, the Indiana Government Center will not be open to the public on the proposal due date. Thus, Respondents will not be allowed to hand-deliver solicitation responses.

All proposals must be received at the address below by the Government Center Central Mailroom no later than the date and time outlined in Section 1.24 Summary of Milestones. Each Respondent must submit **one original CD-ROM / USB Thumb Drive (marked "Original") and one (1) complete copy on CD-ROM / USB Thumb Drive** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original** CD-ROM / USB Thumb Drive will be considered the official response in evaluating responses for scoring and protest resolution. **The Respondent's proposal response on this CD-ROM / USB Thumb Drive 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:

Stephanie Nelson
stenelson@idoa.in.gov
Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

Shipped or mailed 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 Government Center Central Mailroom on or before the designated time and date. Late submissions will not be accepted. Due to COVID-19 restrictions, the Government Center Central Mailroom clock is the official time for all solicitation submissions.

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 Government Center Central Mailroom 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.

1.9 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. 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 Respondent to fulfill the requirements in this RFP. The State reserves the right to award to multiple respondents if it is in the best interest of the State.

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

1.15 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA **must indicate so in the Transmittal Letter** which specific provision applies to which specific part of the response. Confidential Information must also be clearly marked in a separate folder on any included CD-ROM / USB Thumb Drive. 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](#)

If the Respondent does not identify the statutory exception, the Procurement Division 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.

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, Executive Order 13-04 and IC 5-22-14-3.5, it has been determined that there is a reasonable expectation of minority, woman, and Indiana veteran business enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore a contract goal of 8% for Minority Business Enterprises, 8% for Woman Business Enterprises, and 3% for Indiana Veteran Owned Small Businesses have been established and all Respondents will be expected to comply with the regulation set forth in 25 IAC 5, Executive Order 13-04 and IC 5-22-14-3.5.

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

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

In accordance with 25 IAC 5-5, the Respondent is expected to submit with its proposal a Minority & Women's Business Enterprises RFP 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 Respondents who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal.

Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in **"TOTAL BID AMOUNT"** should match the amount provided in Section 1.4.2.

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.

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
- Prime Contractor must include with their proposal the subcontractor's M/WBE Certification Letter provided by IDOA, to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE, or IVOSB (see section 1.22)
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- **Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or 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 (MWBE)

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 MBE and/or WBE subcontractor amount and subcontractor percentage is only based on the initial term of the contract, unless the products and/or services are needed beyond the initial term. Any products and/or services desired after the initial term will require separate negotiations between the prime contractor and subcontractor. 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 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>.

MINORITY & WOMEN'S BUSINESS COMPLIANCE (MWBE)

If awarded the contract with MWBE subcontractor participation, the Respondent will be required to report payments made to MWBE Division subcontractors under the Contract on a monthly basis using the online audit tool, commonly referred to as "Pay Audit." The Contractor should also notify subcontractors that they must confirm payments received from Contractor in Pay Audit. The Pay Audit system can be accessed on the IDOA webpage at: www.in.gov/idoa/mwbe/payaudit.htm

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

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

1.22 INDIANA VETERAN OWNED SMALL BUSINESS SUBCONTRACTOR COMMITMENT (IVOSB)

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 Veteran Owned Small Business subcontracting opportunities on a contract awarded under this RFP. The IVOSB 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 IVOSB 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 Respondents who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "**TOTAL BID AMOUNT**" should match the amount provided in Section 1.4.2.

If the Respondent to the RFP is an IVOSB certified entity, the letter confirming same should be submitted with their response. IDOA will verify the certification but will not check for it. Therefore the Respondent has the responsibility to alert IDOA of their certification. The IVOSB Respondent will receive the total points for the IVOSB evaluation criteria per section 3.2.7. Additional IVOSB subcontractors must be included if the IVOSB Respondent is seeking the additional bonus point.

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

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

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

- Must be listed on Federal Center for Veterans Business Enterprise ([VA OSDBU](#)) registry or listed on the IDOA Directory of Certified Firms, **on or before** the proposal due date
- Prime Contractor must include with their proposal the subcontractor's veteran business Certification Letter provided by either IDOA or Federal Govt. (VA OSDBU), to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE (see Section 1.21) or IVOSB
- IVOSB must have a Bidder ID (see section 2.3.7 - Department of Administration, Procurement Division)
- A Prime Contractor who is an IVOSB can count their own workforce or companies to meet this requirement.
- **Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or service only in the industry area for which it is certified as listed in the [VA OSDBU](#) or IDOA Certified Firm directories <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract

INDIANA VETERAN OWNED SMALL BUSINESS RFP SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the IVOSB must accompany the IVOSB Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the IVOSB of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. 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 IVOSB Program. Questions involving the regulations governing the IVOSB 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	January 24, 2020
Pre-Proposal Conference	January 30, 2020 at 8:30AM EST Conference Room 14 Indiana Government Center South
Deadline to Submit Written Questions – Round One	February 6, 2020 by 3:00 PM EST
Response to Written Questions/RFP Amendments – Round One	February 13, 2020
Optional Site Tours	See Section 1.6 for Schedule Details
Deadline to Submit Written Questions – Round Two	March 5, 2020 by 3:00 PM EST
Response to Written Questions/RFP Amendments – Round Two	March 12, 2020
Deadline to Submit Written Questions – Round Three	May 7, 2020 by 3:00 PM EST
Response to Written Questions/RFP Amendments – Round Three	May 14, 2020
Letter of Intent to Respond Due	May 21, 2020 by 3:00 PM EST
Submission of Proposals	July 6, 2020 by 3:00 PM EST
Submission of Reference Check Forms to State	July 20, 2020 by 3:00 PM EST
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
RFP Award Recommendation	September 2020

1.25 EVIDENCE OF FINANCIAL RESPONSIBILITY (25 IAC 1.1-1-5)

Not applicable

1.26 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.

1.27 PROCUREMENT PROTEST POLICY

The State’s procurement protest policy can be found in the State’s [Procurement Protest Policy](#). Per the policy, there are two periods of protest allowable for the RFP:

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

Additional details as to the required content in the letter and the steps involved in a protest can be found in the [Procurement Protest Policy](#).

1.28 LETTER OF INTENT TO RESPOND

Each Respondent is requested to provide a letter of intent indicating their intention to respond to this RFP. This letter must be on company letterhead and signed by the Respondent’s authorized representative. If the Respondent subsequently decides not to bid after submitting this letter of intent, there are no ramifications. Please submit the letter using the Letter of Intent to Respond Boilerplate (Attachment I). The letter may be emailed to stenelson@idoa.in.gov.

The due date for the letter of intent is **3:00 PM Eastern Time on May 21, 2020**.

The subject line of the email submissions must clearly state the following:

“Response to RFP 19-089 Letter of Intent to Respond – [INSERT COMPANY NAME]”.

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 / USB Thumb Drive 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 standalone electronic files on the CD-ROM / USB Thumb Drive. 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 / USB Thumb Drive.

2.2 TRANSMITTAL LETTER

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

2.2.1 Agreement with Requirement 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/Respondent 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 1.15).

Provide the following information:

- List all documents, or sections of documents, for which statutory exemption to the APRA is being claimed;
- Specify which statutory exception of APRA applies for each document, or section of the document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document or section of the document.
- Provide a separate redacted (for public release) version of the 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 documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

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

2.3.4 Integrity of Company Structure and Financial Reporting

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

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
- Ownership of Documents and Materials
- 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

Reference information is captured on ATTACHMENT H. Respondent should complete the reference information portion of the ATTACHMENT H which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of ATTACHMENT H should be completed by the reference and either **mailed or emailed DIRECTLY** to the State. The State should receive **three (3)** ATTACHMENT Hs from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. ATTACHMENT H should be submitted to idoareferences@idoa.in.gov or mailed to the address listed in section 1.8 of the RFP. Attachment H should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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.

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

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, Women, or Veteran Owned Business under IC 4-13-16.5-1 and Executive Order 13-04 and IC 5-22-14-3.5. See Sections 1.21, 1.22 and Attachments A/A1 for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see section 2.3.7, Department of Administration, Procurement Division for details).

2.3.10 Evidence of Financial Responsibility
Not applicable

2.3.11 General Information

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

2.3.12 Experience Serving State Governments

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

2.3.13 Experience Serving Similar Clients

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

2.3.14 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.**

Buy Indiana

Refer to Section 2.7 for additional information.

2.3.15 Payment

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

2.4 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.**

2.5 COST PROPOSAL

The Cost Proposal Template is Attachment D.

The Cost Proposal must be submitted in the original format. Any attempt to manipulate the format of the Cost Proposal document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk.

Cost Proposal Narrative

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

Cost Assumptions, Conditions and Constraints

The Respondent should list and describe as part of its Cost Proposal any special cost assumptions, conditions, and/or constraints relative to, or which impact, the prices presented on the Cost Schedules. It is of particular importance to describe any assumptions made by the Respondent in the development of the Respondent's Technical Proposal that have a material impact on price. It is in the best interest of the Respondent to make explicit the assumptions, conditions, and/or constraints that underlie the values presented on the Cost Schedules. Assumptions, conditions or constraints that conflict with the RFP requirements are not acceptable. **Please compose and return this document in a PDF format, labeled as “Cost Assumptions, Conditions and Constraints”.**

2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with State Agencies must complete an “Indiana Economic Impact” form (Attachment C). This is not a separate evaluation item scored as set forth in 3.2 but still a required form. The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the State. The amount entered in Line 16 “**total amount of this proposal, bid, or current contract**” should match the two-year total amount provided in Section 1.4.2.

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, section 2.3.14 (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5).

Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by buyindianainvest@idoa.in.gov included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.

Respondents must also fully complete the Indiana Economic Impact form (Attachment C) and include it with their proposal response.

Defining an Indiana Business:

“Indiana business” refers to any of the following:

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

Substantial Capital Investment:

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

Substantial Indiana Economic Impact:

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

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 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 the Evaluation Committee for further action, such as contract negotiations. If, however, IDOA and the Evaluation Committee 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)	45 available points
3. Cost (Cost Proposal)	35 available points
4. Buy Indiana	5
5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus point is available, see Section 3.2.5)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus point is available, see Section 3.2.5)
7. Indiana Veteran Business Enterprise (IVOSB) Subcontractor Commitment	5 (1 bonus point is available, see Section 3.2.6)
Total	100 (103 if bonus awarded)

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. 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 80 points. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include additional “short lists”.

Step 3

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

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

The section below describes the different evaluation criteria.

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

The following 2 categories cannot exceed 80 points.

- 3.2.2 Management Assessment/Quality
45 available points

- 3.2.3 Price
35 available points

Cost scores will then be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 35 points. The normalization formula is as follows:

- $$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 35$$

- 3.2.4 Buy Indiana Initiative – 5 points

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

- 3.2.5 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. Rounding will be calculated based on the Sub-Contract Amount, divided by the Total Bid Amount.)

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

If the Respondent’s commitment amount is \$0 and thus the 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 VSC participation which exceeds the stated goal (“exceeds” defined herein as a commitment percentage that is equal to or greater than 9% before rounding) for the respective MBE 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 VSC participation and both firms exceed the goal for the respective MBE/WBE category both firms will receive 6 points.

3.2.6 Indiana Veteran Owned Small Business Subcontractor Commitment - (5 points).

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

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

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

NOTE: Fractional points will be awarded based upon a graduated scale between whole points. (e.g. a 0.3% commitment will receive .5 points and a 1.5% commitment will receive 2.5 points)

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

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

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

3.2.7 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.