



# **STATE OF INDIANA**

**REQUEST FOR INFORMATION 20-080**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**ON BEHALF OF THE  
DEPARTMENT OF CHILD SERVICES, CHILD SUPPORT BUREAU**

**SOLICITATION FOR:  
DOCUMENT SCANNING AND  
FINANCIAL INSTRUMENT IMAGING AND PREPARATION FOR PROCESSING**

**RESPONSE DUE DATE:  
APRIL 13, 2020 BY 3:00 PM ET**

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## **TABLE OF CONTENTS**

|   |   |
|---|---|
| INTRODUCTION.....                         | 3 |
| BACKGROUND AND OBJECTIVE OF THE RFI ..... | 3 |
| RESPONSE FORMAT AND ATTACHMENTS.....      | 4 |
| RFI TIMELINE .....                        | 4 |
| QUESTION / INQUIRY PROCESS .....          | 5 |
| CLARIFICATIONS AND DISCUSSIONS .....      | 5 |
| CONFIDENTIALITY.....                      | 5 |
| RESPONSE SUBMISSION INSTRUCTIONS .....    | 6 |

# REQUEST FOR INFORMATION 20-080

## **INTRODUCTION**

This is a Request for Information (RFI) issued by the Indiana Department of Administration (IDOA) on behalf of the Indiana Department of Child Services, Child Support Bureau (CSB) regarding the document scanning and financial instrument imaging and preparation for the Child Support Bureau's Indiana State Central Collection Unit (INSCCU).

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

## **THE STATE MAY ELECT TO LIMIT PARTICIPATION IN ANY FUTURE COMPETITIVE SOLICITATION TO VENDORS THAT RESPOND TO THIS RFI.**

## **BACKGROUND AND OBJECTIVE OF THE RFI**

In Indiana, the Title IV-D Child Support Enforcement Program is administered by the Indiana Department of Child Services Child Support Bureau (CSB). Title IV-D child support services are provided locally by County Prosecutors and Clerks operating in cooperative agreement with CSB.

Child support orders are established or modified exclusively by judicial action in Indiana by county courts. The establishment and operation of a State Disbursement Unit (SDU) for the centralized collection and disbursement of payments under child support orders is one of the requirements of the child support enforcement program under Title IV-D of the Social Security Act. States are required to establish and operate a state disbursement unit.

The Indiana State Central Collection Unit (INSCCU) is the state disbursement unit that scans and processes all paper child support documents and financial instruments (including cash and backup documents) into electronic file formats. The staff at INSCCU process and image all checks and correspondence received at INSCCU, post payments, research suspense/exception items, resolve return deposit items and recoupment recovery, and complete adjustments of INSCCU posted payments when necessary. INSCCU scans approximately 2.5 million documents and financial instruments each year.

Please note, this RFI does not seek to obtain information encompassing all of the responsibilities required by current INSCCU operations.

**This RFI seeks to obtain information on a potential vendor's ability to scan, store, and transmit CSB mail electronically, including financial instruments received by the Indiana State Central Collection Unit (INSCCU) by:**

1. Pick up mail (multiple pickups per day) from designated Indianapolis P.O. Boxes.
  - a. First pick up needs to be at 6am or earlier
  - b. Second pick up needs to be at 8am
  - c. Final pick up needs to be at 10am
2. Extracting documents and financial instruments from the envelopes.
3. Appropriately sorting all documents and financial instruments into categories.
4. Scanning all documents and financial instruments (including cash and backup documents) into electronic file formats that can be stored and transmitted electronically.

- a. First electronic file needs to be transmitted to CSB by 7am
  - b. Subsequent electronic files to be transmitted throughout the morning
5. Enabling files to be placed directly into a document imaging and/or content management system.
6. Restrictively endorsing checks and prepare for deposit upon receipt or no later than at time of scanning.
7. Indexing all scanned documents and financial instruments in a format for retrieval.
8. Presenting the check deposits to the payee bank via Image Cash Letter (ICL) (presented in an industry standard format). If a check cannot be processed through ICL, it will require a manual deposit.
  - a. Deposits should be same day before 5:00 PM.
9. Preparing daily reports for reconciliation and audit purposes by 8:00 AM the following business day.
10. Providing a delivery address for overnight delivery services.
11. Remaining on supported versions of commercial software (operating systems, database management systems, and development tools).
12. Providing the capability to store all original documents in adherence with CSB retention policy.
13. Keeping backup copies (data/documents) for a period of time specified in a backup retention schedule acceptable to CSB.
14. Providing the capability to retrieve original documents from storage.
15. Conducting Quality Assurance reviews of the scanned documents and financial instruments.
16. Adhering to CSB's document destruction requirements as outlined by the IRS.

The State's motivation for outsourcing is to take advantage of the knowledge, technology and economies of scale available to vendors experienced in document scanning and financial instrument imaging and preparation for processing.

The goal of this RFI is to gather general functionality and general pricing structures from vendors for the development of a potential Request for Proposal (RFP).

Indiana Department of Child Services, Child Support Bureau (CSB) is requesting information to formalize the scope of work for a potential RFP by allowing the vendor community to apprise the Indiana Department of Child Services, Child Support Bureau (CSB) on information that should be considered as part of the scope of work.

### **RESPONSE FORMAT AND ATTACHMENTS**

Respondents should submit responses to the RFI, utilizing **Attachment A**, describing how they will meet the specific requirements of this RFI and the deliverables included within. All narrative responses must be provided to the State in Microsoft Word format. Respondents must structure their response according to the sections outlined below to facilitate the State's review of the responses. **THE TOTAL RESPONSE SHOULD NOT BE MORE THAN 15-20 PAGES IN LENGTH.**

If you would like to provide a response/feedback to this RFI for a potential RFP for Indiana Department of Child Services, Child Support Bureau (CSB), you must provide your response to State as shown in the RFI Timeline and Response Submission section below.

### **RFI TIMELINE**

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

#### ***Anticipated RFI Dates:***

| Activity | Date |
|----------|------|
|----------|------|

|   |            |
|---|------------|
| Issuance of RFI   | 03/13/2020 |
| Deadline to Submit Written Questions (12:00PM Eastern Time) | 03/20/2020 |
| Response to Written Questions/RFI Amendments                | 03/30/2020 |
| Due Date for Submissions                                    | 04/13/2020 |

### **QUESTION / INQUIRY PROCESS**

All questions/inquiries in regards to RFI 20-080 must be submitted in writing via email using **Attachment A**, Questions and Answers Template, by the deadline of **March 20, 2020 by 12:00PM ET** to [rfp@idoa.IN.gov](mailto:rfp@idoa.IN.gov). The email subject line should contain the following phrase:

**“REQUEST FOR INFORMATION 20-080, QUESTION AND INQUIRIES.”**

Following the question/inquiry due date, IDOA will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website as soon as possible. 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.

Please note that Teresa Deaton-Reese is the State’s single point of contact for this RFI. **Inquiries are not to be directed to any other staff member of the Indiana Department of Child Services, Child Support Bureau (CSB).** Such action may disqualify respondent from further consideration in this RFI and any subsequent RFP process.

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

### **CLARIFICATIONS AND DISCUSSIONS**

The State reserves the right to request clarifications on information submitted to the State. The State also reserves the right to conduct discussions, either oral or written, with the Respondents. These discussions could include requests for additional information, requests for cost information or technical requirements response attachment revision, etc. Additionally, in conducting discussions, the State may use information derived from the responses submitted by competing Respondents only if the identity of the Respondent providing the information is not disclosed to others. The State will provide equivalent information to all Respondents which have been chosen for discussions.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

### **CONFIDENTIALITY**

It is important to note that all information submitted in Respondent’s proposals to this RFI will be kept confidential and will not be made available to the public unless this RFI does not result in the release of a solicitation at a later date. If a solicitation results from this RFI, then the information contained in the proposal submissions for this RFI must be made available to the public once the resulting solicitation has been awarded and the protest period has ended.

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq., and, after award, the entire solicitation file may be viewed and copied by any member of the public, including news agencies and competitors.

Please note citing “Confidential” on an entire section is not sufficient. The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- 18-INF-06; Redaction of Public Procurement Documents Informal Inquiry

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

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

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

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

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

Prices are **NOT** confidential information.

### **RESPONSE SUBMISSION INSTRUCTIONS**

Firms interested in providing information to IDOA should submit responses via email to Teresa Deaton-Reese at [tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov). All responses must be received no later than **April 13, 2020 by 3:00PM ET**. The subject line of the email submission must clearly state the following:

#### **“RESPONSE TO REQUEST FOR INFORMATION 20-080”**

Any information received after the due date and time may not be considered.

No more than one proposal per Respondent may be submitted.

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

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