



STATE OF INDIANA

Request for Proposal 18-022

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
INDIANA BUREAU OF MOTOR VEHICLES**

**Solicitation For:
VEHICLE VALUATION AND VIN VALIDATION
SOLUTIONS**

Response Due Date: NOVEMBER 9, 2017

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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 Indiana Bureau of Motor Vehicles/Commission (BMV/C), requires Vehicle Valuation and Vehicle Identification Number (VIN) Validation solutions for the Indiana BMV/C. It is IDOA’s intent to solicit responses to this Request for Proposal (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

The 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 vendor 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
CUF	Commercially Useful Function - A business function that supports the scope of this solicitation
FTE	Full Time Equivalent - 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 one (1) would mean that there is one (1) worker fully engaged on a project. If there are two (2) employees each spending half (1/2) of their working time on a project that would also equal one (1) FTE
Implementation	The successful implementation of a Vehicle Valuation and VIN Validation web service 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	An agency, board, branch, bureau, commission, council, department, institution, office, or another establishment of any of the following: <ul style="list-style-type: none"> ▪ The judicial branch ▪ The legislative branch ▪ A political subdivision (includes towns, cities, local governments, etc.) ▪ 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
Real-Time	Within 0.1 second
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two (2) or more offerors submit a joint or combined proposal. One (1) entity or individual must be clearly identified as the Respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, “state agency” means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive department of state government, including administrative
Total Bid Amount	The amount that the Respondent proposes on Attachment D that represents their total, all-inclusive price
Vendor	Any successful Respondent selected as a result of the procurement process to deliver the products or services requested by this RFP

1.2.1 BMV/C SPECIFIC ABBREVIATIONS AND DEFINITIONS

For the purpose of this RFP, the following terms and abbreviations will be assigned the following meanings:

AAMVA	American Association of Motor Vehicle Administrators
ARIES	Automated Reporting Information Exchange System
BMV/C	Indiana Bureau of Motor Vehicles and Bureau of Motor Vehicles Commission
CDLIS	Commercial Driver’s License Information System
CSR	Customer Service Representative - Employee of the state who performs credential and vehicle transactions for customers in the State’s BMV/C branch locations
CSTIMS	Commercial Skills Test Information Management System
EDMS	Electronic Document Management Solution
Fortis	Database that houses the images of all documents received by the BMV/C
Galaxy	The modernization of the BMV/C STARS system
HIN	Hull Identification Number

IDACS	Indiana Data and Communications System (State Police Computer System)
IDOA	Indiana Department of Administration
IDOC	Indiana Department of Corrections
INDOT	Indiana Department of Transportation
IOT	Indiana Office of Technology - State agency that establishes the standards for the technology infrastructure of the state and the security requirements for that technology
ISP	Indiana State Police
ITD	Information Technology Department - Department within the BMV/C responsible for maintaining and supporting BMV/C technical systems
Kofax	Document capture software
MSRP	Manufacturer's Suggested Retail Price
NHTSA	National Highway Traffic Safety Administration
NMVTIS	National Motor Vehicle Title Information System
PDPS	Problem Driver Pointer System
RV	Recreational Vehicle
RFC	Request for Change
S2S	State-to-State - System that allows state motor vehicle administrations to determine if an individual holds multiple credentials at the time of application
STARS	System Tracking and Record Support system
VIN	Vehicle Identification Number

1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a vendor that can satisfy the State's need for Vehicle Valuation and VIN Validation solutions. It is the intent of the Indiana BMV/C to contract with a qualified vendor that provides comprehensive, accurate, real-time (within 0.1 second) data to the Indiana BMV/C.

1.4 SUMMARY SCOPE OF WORK

1.4.1 BACKGROUND

The Indiana BMV/C is Indiana's second largest agency and serves Indiana residents in 132 branches within 92 counties. Annually, the BMV/C transaction volumes are:

- Approximately 13.3 million total transactions
 - 7.6 million vehicle registrations
 - 2.2 million vehicle titles
 - 1.7 million driver's licenses
 - 1.8 million additional transactions including customer maintenance, dealer transactions, information requests, financial transactions, placard issuance, and other miscellaneous transactions
- Between 1.3 and 3 million license plates issued

In addition, the BMV/C's Contact Center receives and processes over two million calls from residents annually. The BMV/C's Central Office manages driver's education and safety programs, including driver's education schools, motorcycle safety programs, and various skills examinations.

1.4.2 BMV/C SYSTEMS MODERNIZATION

In 2016, the BMV/C launched a strategic initiative to modernize their systems and processes. The BMV/C issued a modernization Request for Information (RFI) soliciting vendors to share solutions and services that could be incorporated into the BMV/C's Systems Modernization initiative. As a result of this RFI, the BMV/C has developed a BMV/C Systems Modernization Roadmap that is focused on the modernization of the BMV/C's core information system, the System Tracking and Record Support (STARS) system, along with BMV/C data sources and ancillary systems/services.

The BMV/C Systems Modernization Roadmap evaluated each BMV/C system and service contract and seeks to sequence modernization starting with the core information system, STARS, with the exception of systems and services with upcoming contract expiration dates that necessitate early evaluation and update.

1.4.2.1 MODERNIZATION GUIDING PRINCIPLES

The BMV/C Systems Modernization initiative is envisioned as a technical and business upgrade to facilitate streamlined, modern, business operations. A successful BMV/C Systems Modernization implementation will achieve:

- Accurate and secure data
- Consistent and accurate processing
- Limited impact to internal and external customers
- Seamless transition
- Real to near real-time reporting (within 0.1 second)
- Ongoing maintenance primarily through configuration rather than customization
- Full compliance with all business and technical requirements
- Incorporation of private and public-sector industry best practices

The BMV/C Systems Modernization initiative seeks to leverage existing technology currently in use within the State of Indiana and the BMV/C when feasible. The ultimate goal is to develop a flexible, yet scalable solution that will meet the needs of the BMV/C today and into the future. For this reason, the BMV/C is interested in cloud hosted Commercial off the Shelf (COTS) configurable solutions.

1.4.2.2 MODERNIZATION COMPONENTS

The BMV/C Systems Modernization will be achieved through a series of projects. The following is a description of the planned service vendors and modules for the State of Indiana's BMV/C to achieve the BMV/C Systems Modernization. Services and modules

may be added or removed at the discretion of the BMV/C as the Modernization initiative progresses.

STARS Modernization (Galaxy)

STARS has been fully implemented since 2006. In late 2014, the BMV/C engaged BKD to conduct an independent assessment with the objective being to develop a proposed project scope for the BMV/C management's consideration. Issues were raised in the BKD report related to the BMV/C Data Warehouse and Decision Support System. In addition to the operational assessment released in 2015, Sondhi Solutions, LLC, was commissioned to conduct a BMV/C Feasibility and Architectural Study.

Because of these assessments, the BMV/C envisions a new STARS modernization project called Galaxy. At this time, the BMV/C plans to address modernization through the remediation and upgrade of the existing STARS system. The STARS upgrade will explore introducing COTS products to improve the configurability of STARS. COTS modules currently under consideration include, but are not limited to:

- Rules Engine
- Correspondence Generator
- Workflow Management

The Galaxy Modernization vendor will establish the governance standards, technical architecture platform standards, and systems integration standards. These standards will be utilized by all vendors when implementing and integrating their solutions within the BMV/C modernization landscape.

Business Process Redesign

Business Process Redesign (BPR) will be performed to aid the BMV/C in its Systems Modernization initiative. BPR will provide the BMV/C with an understanding of the transactional opportunities and requirements necessary to fulfill its statutory charges as defined in [Title IX](#).

In addition, the BPR vendor will analyze and design a common/standardized set of all business processes, practices, and requirements supporting the statutory charges of the BMV/C. The vendor will assist the BMV/C in redesigning existing business processes to:

- Standardize processes across all transactional categories (credentials, titles, registrations, and other)
- Create efficiencies within these processes
- Design the processes to meet the standards and requirements as proscribed in [Title IX](#)

Data Management Architecture

The BMV/C is currently procuring a vendor to execute the Data Management Architecture project. The Data Management Architecture project will result in the following deliverables:

- Data Management Architecture Gap Analysis
- Data Governance Plan
- Data Management Architecture Design Plan to address identified Data Architecture gaps
- “Big Data” Assessment

Electronic Document Management Solution

The BMV/C’s current document management solution is reaching its end of life. The BMV/C Electronic Document Management Solution (EDMS) project is currently procuring a new EDMS to support future state business processes that have been defined by the BMV/C. The BMV/C intends to implement the new EDMS by December 31, 2018.

Vehicle Valuation and VIN Validation

The BMV/C will purchase Vehicle Valuation and VIN decoding services. Vehicle Valuation will provide Manufacturer’s Suggested Retail Price (MSRP) information for vehicles, motorcycles, trucks, boats, and recreational vehicles (RVs). VIN decoding services will provide VIN validation and decoding for vehicles, motorcycles, trucks, boats, and RVs.

Data Warehouse and Business Intelligence/Decision Support System

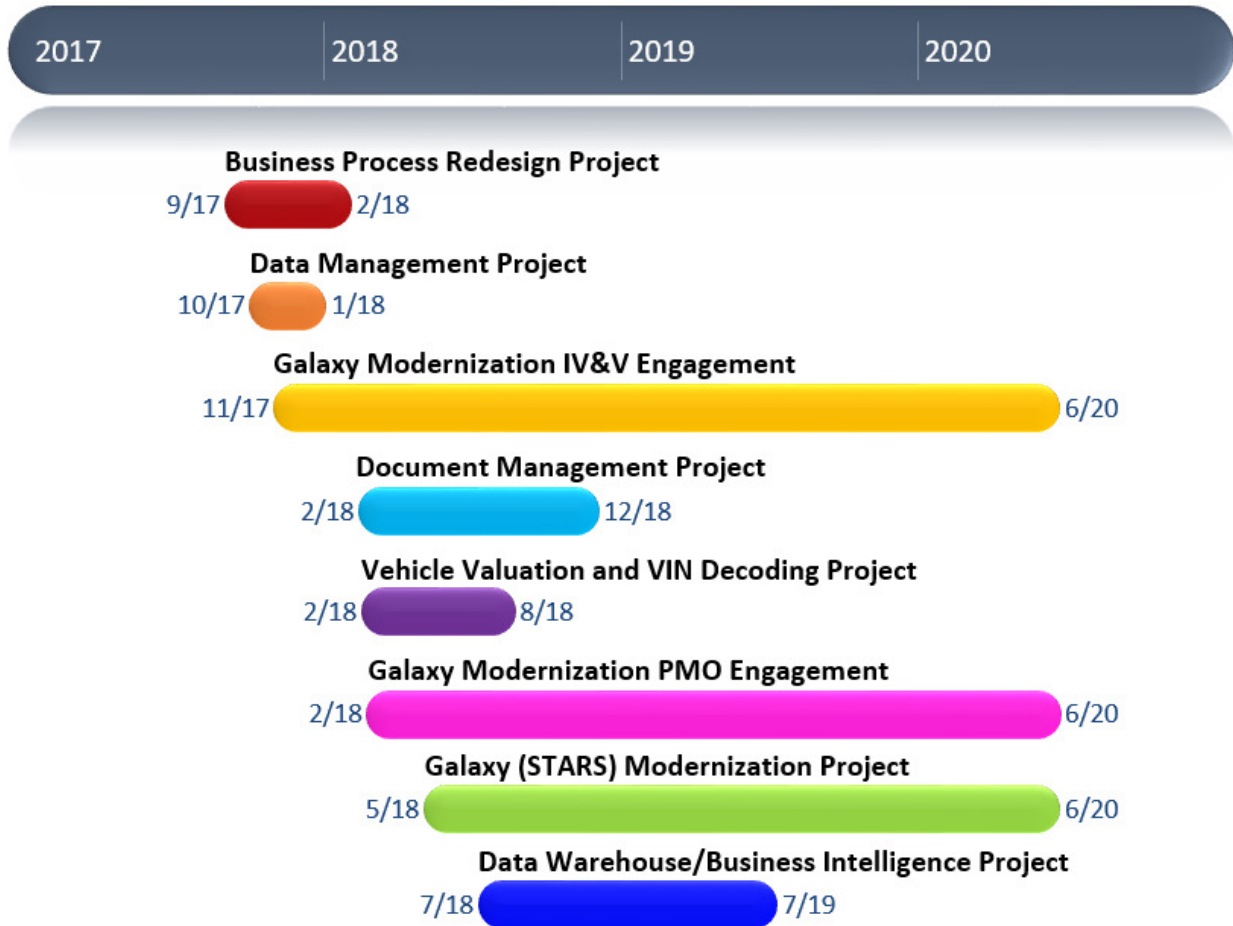
Following the completion of the Data Management Architecture project, the BMV/C may purchase an additional solution and/or services to address the Data Warehouse and Business Intelligence/Decision Support System gaps.

Modernization Sequencing

As BMV/C system and service contracts expire, the BMV/C will require all vendors to align their solutions and services to the modernization efforts. As feasible, the BMV/C will sequence procurements and contract renewals to address the modernization changes that are required by each vendor. In the event that the timing of a procurement or contract precedes major components of the Systems Modernization initiative, the BMV/C will provide the vendor with information on upcoming changes as soon as possible. The expectation of the BMV/C is that all BMV/C vendors will work together to make the modifications necessary to meet the Systems Modernization goals.

1.4.3 ESTIMATED PROJECT TIMELINE

The following is a draft timeline outlining the planned project schedule for the BMV/C Systems Modernization initiative. This timeline is intended to provide a general understanding of the project sequence and may be modified at the discretion of the BMV/C and IDOA.



1.4.4 VEHICLE VALUATION AND VIN VALIDATION

In accordance with the goals of the BMV/C Systems Modernization initiative, the BMV/C seeks to update their Vehicle Valuation and VIN Validation solutions by moving towards real-time data preferably accessed via web service. BMV/C users access Vehicle Valuation and VIN Validation data through STARS. Currently, there are 980 branch employees and 400 Central Office employees with STARS access.

Related policies and procedures are available in the Bidder's Library. To access the Bidder's Library, interested Respondents must request access and complete the Non-Disclosure Agreement provided in Attachment H. To obtain a username and password to access the documents, contact lhooyer@idoa.in.gov.

1.4.4.1 VIN VALIDATION

The current VIN Validation solution provides real-time vehicle data upon entry of a National Highway Traffic Safety Administration (NHTSA) standardized VIN in STARS. When the VIN is entered in STARS, the solution auto-populates several fields. A full list of the fields auto-populated by VIN entry, see the Bidder's Library.

Currently, the BMV/C experiences difficulties decoding VINs for RVs and watercraft. Make and manufacturer data is often confusing or inconsistent. Additionally, as RVs may have multiple VINs associated with one (1) vehicle, it is possible to inadvertently enter the incorrect VIN into STARS. The BMV/C is interested in any vendor recommendations to improve efficiency and streamline this process.

Currently, the BMV/C does not have the capability to auto-populate watercraft information using Hull Identification Numbers (HINs) and is unable to validate VINs shorter than 17 digits. The BMV/C is interested in any solutions which provide additional validation for HINs and non-standard VINs.

1.4.4.2 VEHICLE VALUATION

The current Vehicle Valuation solution provides MSRPs for passenger vehicles, light trucks (11,000 pounds or less), motorcycles, RVs, and watercraft based on vehicle data including trim package. Vehicle Valuation data is currently delivered via flat file which is manually loaded into STARS on a weekly basis for standard passenger vehicles and trucks and on a quarterly basis for motorcycles, RVs, and watercraft.

MSRP data is used in registration transactions to calculate excise taxes. Excise tax fees are based on the original vehicle or watercraft MSRP and the age of the vehicle or watercraft. Additional explanation of excise tax fees is located on the BMV/C website:

<http://www.in.gov/bmv/2843.htm>

1.4.4.3 DESIRED FUTURE STATE

Modernized Vehicle Valuation and VIN Validation solutions should provide data which is:

- Accurate and consistent
- Real-time (within 0.1 second)
- Accessible via web service
- Refreshed regularly (no less than weekly for passenger vehicles, light trucks, and motorcycles and no less than monthly for RVs and watercrafts)

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 describes the evaluation criteria to be used for evaluating 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 F1	Technical Proposal Requirements
Attachment F2	Technical Proposal Template
Attachment G	Q&A Template
Attachment H	Non-Disclosure Agreement
Attachment I	Customer Reference Form

1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time on October 10, 2017**. Questions/Inquiries must be submitted in Attachment G, Q&A Template, via email to rfp@idoa.IN.gov and must be received by the time and date indicated above. Any vendors who submit questions/inquiries should include the following phrase in the email subject line: "RFP 18-022, BMV/C Vehicle Valuation and VIN Validation Solutions".

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 1.23](#). 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 the Indiana BMV/C, or any other participating agency. Such action may disqualify the Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the IDOA website. If such addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.7 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time on November 9, 2017**. Each Respondent must submit **one (1) original CD-ROM (marked "Original") and six (6) complete copies on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original** CD-ROM will be considered the official response in evaluating responses for scoring and protest resolution. **The Respondent's proposal response on this CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.** Each copy of the proposal must follow the format indicated in [Section 2](#) 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:

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

If you hand-deliver solicitation responses: To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public entrance. The public entrance to Indiana Government Center South is located at 10 N. Senate Avenue (East side of building). This entrance is equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police.

Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.

If you ship or mail solicitation responses: United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or

before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

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

No more than one (1) proposal per Respondent may be submitted.

The State accepts no obligation for costs incurred by Respondents in anticipation of contract award.

1.8 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.

1.9 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.

Refer to [Section 2.5 Cost Proposal](#) for details related to proposal pricing format and requirements.

1.10 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 a 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 2.3.2](#) 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.

1.11 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.

1.12 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.

1.13 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one (1) Respondent to fulfill the requirements in this RFP.

The term of the contract shall be for a period that includes the implementation timeline and a five (5) year maintenance with the option to renew at the State's discretion.

1.14 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must indicate so in the Transmittal Letter. Confidential Information must also be clearly marked in a separate folder on any included CD-ROM. The Respondent must also specify which statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under any of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

1.15 TAXES

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

1.16 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.

1.17 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
Business Services Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.18 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that the Respondent has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.19 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 Veteran Business Enterprises 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.

1.20 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 vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "**TOTAL BID AMOUNT**" should match the amount entered in the Attachment D, Cost Proposal Template.

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

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

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

- Must be listed on the [IDOA Directory of Certified Firms](#), **on or before** the proposal due date
- 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 (1) classification - MBE, WBE, or IVOSB (see [Section 1.21](#))
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement
- **Must serve a Commercially Useful Function (CUF). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Diversity Plans are generally not acceptable

MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT (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 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>.

1.21 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 vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in “**TOTAL BID AMOUNT**” should match the amount entered in the Attachment D, Cost Proposal Template.

Failure to address these goals may impact the evaluation of your Proposal. The Department reserves the right to verify all information included on the 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 OSDDBU](#)) 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 OSDDBU), to show current status of certification
- Each firm may only serve as one (1) classification - MBE, WBE (see [Section 1.20](#)) or IVOSB
- IVOSB must have a Bidder ID (see [Section 2.3.1.7](#) - [Department of Administration, Procurement Division](#))
- A Prime Contractor who is an IVOSB must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement
- **Must serve a Commercially Useful Function (CUF). The firm must serve a value-added purpose on the engagement, as confirmed by the State**

- Must provide goods or service only in the industry area for which it is certified as listed in the [VA OSDDBU](http://www.in.gov/idoa/2352.htm) 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.

1.22 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).

1.23 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 subject to change. After the evaluation process, all Respondents will be informed of the evaluation team’s findings.

Key RFP Dates

Activity	Date
Issue of RFP	September 27, 2017
Deadline to Submit Written Questions	October 10, 2017
Response to Written Questions	October 20, 2017
Deadline to Submit Proposals	November 9, 2017

<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)	November 28, 2017
Best and Final Offers (if necessary)	TBD
RFP Award Recommendation	TBD

1.24 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 (1) year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent's proposal
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below
- The electronic copies of the proposal submitted via CD-ROM should be organized to mirror the sections below and the attachments
- Each item, i.e. Transmittal Letter, Business Proposal, Technical Proposal, Cost Proposal, etc., must be separate stand-alone electronic files on the CD-ROM. Please do not submit your proposal as one (1) large file
- Whenever possible, please submit all attachments in their original format
- Confidential Information must also be clearly marked in a separate folder/file on any included CD-ROM

2.2 TRANSMITTAL LETTER

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

2.2.1 AGREEMENT WITH 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 2.3.1.4](#), must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone**

and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.

2.2.4 RESPONDENT NOTIFICATION

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

2.2.5 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.* (see [Section 1.14](#)).

Provide the following information:

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

2.2.6 OTHER INFORMATION

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional." **The Business Proposal Template includes two (2) worksheets in Attachment E named Business Information and Contract Revisions.**

2.3.1 BUSINESS INFORMATION

2.3.1.1 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.

2.3.1.2 RESPONDENT'S COMPANY STRUCTURE

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If

the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

2.3.1.3 COMPANY FINANCIAL INFORMATION

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two (2) most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.1.4 INTEGRITY OF COMPANY STRUCTURE AND FINANCIAL REPORTING

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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

2.3.1.5 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 the 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 additional contract terms are required, please include them in this section. To reiterate it is 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 Respondent's response may be incorporated as part of the final contract

2.3.1.6 REFERENCES

The Respondent must include a list of at least two (2) clients/customers 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. References should demonstrate experience within the last three (3) years implementing the proposed solution for projects of similar size and scope preferably within state government, or within large complex business environments if state government experience is not available. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

The Respondent must request their references complete and submit Attachment J, Customer Reference Form. References must submit completed forms via email directly to Lottie Hooyer (lhooyer@idoa.in.gov) no later than the proposal due date and time, **November 9, 2017 at 3:00 pm Eastern Time**. References should include the following phrase in the email subject line: "Customer Reference to RFP 18-022, BMV/C Vehicle Valuation and VIN Validation Solution." Confirmation will be provided to Respondents when references are received by IDOA.

Additionally, Respondents are required to provide a listing of all state government clients within the past (5) years (September 2012 - September 2017). Respondents should provide a summary detailing the size of their customer base. This should include all projects in which the Respondent served as either a prime contractor or subcontractor and a description of the project outcome.

2.3.1.7 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 (2) 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.

2.3.1.8 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.

2.3.1.9 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 [1.20](#), [1.21](#), 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 2.3.1.7](#), Department of Administration, Procurement Division for details).

2.3.1.10 GENERAL INFORMATION

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

2.3.1.11 EXPERIENCE SERVING STATE GOVERNMENTS

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

2.3.1.12 EXPERIENCE SERVING SIMILAR CLIENTS

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

2.3.1.13 INDIANA PREFERENCES

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Refer to [Section 2.7](#) for additional information regarding the Buy Indiana Initiative.

2.3.1.14 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.

2.3.2 CONTRACT REVISIONS

The BMV/C intends to achieve a near final contract as part of the Vehicle Valuation and VIN Validation solution evaluation and selection process. The Draft Contract (Attachment B) provides proposed language for most aspects of the contract.

The Contract Revision worksheet in the Business Proposal Template (Attachment E) provides the structure for qualified Respondents to recommend contract language changes. The State reserves the right to reject any of these requested changes. It is the State's expectation that all material elements of the contract will be substantially finalized prior to contract award.

2.4 TECHNICAL PROPOSAL

2.4.1 TECHNICAL PROPOSAL REQUIREMENTS WORKBOOK

The mandatory requirements and technical proposal requirements are presented in Attachment F1, Technical Proposal Requirements. Each Respondent must respond to each individual requirement using the Technical Proposal response template presented in Attachment F2.

The mandatory requirements response is presented in a separate worksheet in Attachment F2. This worksheet lists the requirements that must be met for the Respondent to be considered qualified. These requirements will be graded on a pass/fail scale as described in [Section 3.1](#) and [Section 3.2](#). For each mandatory requirement, Respondents should respond with a Yes/No

answer. In addition, in no more than 300 words, Respondents should provide an explanation including the evidence and references supporting their response. When Respondents provide supporting evidence, they should clearly identify the location of the additional documentation to support their explanations.

The foundation requirements response is presented in a separate worksheet in Attachment F2. For each foundation requirement, Respondents should indicate if the Respondent agrees to the Vendor Responsibility. Respondents should enter comments as necessary to provide additional information.

The Vehicle Valuations and VIN Validation requirements response sections are presented in separate worksheets in Attachment F2. Respondents should indicate if the Respondent agrees to the Vendor Responsibility. Respondents should enter comments as necessary to provide additional information.

Refer to the instructions worksheet in Attachment F2 for detailed instructions for completing the entire Technical Proposal workbook.

2.4.2 TECHNICAL PROPOSAL NARRATIVE

In addition, each Respondent should also prepare a narrative (no longer than 10 pages) per RFP section unless otherwise specified in the table below, addressing the following proposal submission requirements. Narrative responses must be structured and numbered according to the RFP section numbers and headers as presented in the table below.

Responses in each section must be addressed in the order given. 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.

When requested, the Respondent should present Work Samples in a Separate Section (Section 6) of the Response.

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.1	Project Management	<p>Note: Response to this section of the proposal does not have a page limit.</p> <p>Respondents should describe their overall approach to all aspects of project management with an emphasis on time management, human resource management,</p>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
		<p>communication management, and risk and issue management and requirements traceability.</p> <p>4.1.1.4 Time Management: Respondents should provide a detailed project schedule (work plan) with a detailed work breakdown structure (WBS) of all tasks, subtasks, and activities required to complete all sections of this RFP to implement the Vehicle Valuation and VIN Validation solution(s). This WBS should contain at least three (3) levels of detail.</p> <p>4.1.1.5 Human Resource Management: Respondents should describe their proposed project organization and staffing in detail. Project organization and staffing should be described for the initial Implementation/Installation and described separately for the Operations and Maintenance phase. The following items should be submitted, with separate sections for Implementation/Installation and Operations and Maintenance:</p> <ul style="list-style-type: none"> ▪ An organization chart with a job title and description of each staff person ▪ Resumes for, at a minimum, the applicable component key staff positions. Include PMI certification and certification number, as applicable ▪ Resumes for other positions are desirable and their submission is encouraged. Sample resumes for positions which are anticipated to have multiple occupants are acceptable. Include PMI certification and certification number, as applicable <p>Respondents should also include, as part of Section 6 - Work Samples, a copy from a project of similar scope, the following:</p> <ul style="list-style-type: none"> ▪ Communication management plan ▪ Risk management plan

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.2	System Development Life Cycle	<p>Respondents should describe their proposed SDLC approach including:</p> <ul style="list-style-type: none"> ▪ Narrative description of the approach to the initial implementation ▪ Detailed project schedule (work plan) for implementation as part of the project schedule (work plan) required in Section 4.1 ▪ Narrative description of the approach to ongoing operations and maintenance including release management and coordination with BMV/C ITD releases
4.3	Systems Environment	<p>Respondents should provide a narrative addressing their approach to integrating with the BMV/C defined system environments.</p>
4.4	Technical Standards	<p>Respondents should provide a description of the solution including:</p> <ul style="list-style-type: none"> ▪ Proposed hardware and software ▪ Plan for integration with BMV/C systems and any related assumptions ▪ Compliance with the standards set forth in the RFP, and the approach to adhering to and maintaining compliance with the standards throughout the duration of the project
4.5	Testing	<p>Respondents should provide a description of their approach to meeting the requirements of this section, including but not limited to participation in BMV/C testing cycles and addressing any defects identified.</p>
4.6	Business Continuity and Disaster Recovery	<p>Respondents should provide descriptions of their:</p> <ul style="list-style-type: none"> ▪ Solution's Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) ▪ Approach to maintaining and testing the solution's BCP and DRP and the approach to compliance with RFP requirements including but not limited to exercises, drills, demonstrations, reviews, and reporting ▪ Approach to communication during solution failures

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.7	Privacy Standards	Respondents should provide a description of their understanding and approach to achieving and maintaining compliance with the privacy standards.
4.8	Security Standards	Respondents should provide a description of their understanding and approach to achieving and maintaining compliance with the security standards.
4.9	Training	<p>Respondents should provide a description of their approach to meeting the Training requirements including planning, managing, and delivering training to State staff, including the development and maintenance of training materials and the employment of various tools and modalities for training delivery.</p> <p>Respondents should also include, as part of Section 6 - Work Samples, a copy of user training materials or conceptual equivalents from a project of similar scope.</p>
4.10	Documentation	<p>Respondents should provide a description of their approach to meeting the Documentation requirements including planning, developing, and managing documentation throughout the entire project.</p> <p>Respondents should also include, as part of Section 6 - Work Samples, the following manuals or conceptual equivalents from a project of similar scope:</p> <ul style="list-style-type: none"> ▪ User manuals ▪ Systems documentation
4.11	Service Desk	Respondents should provide a description of their approach to meeting the Service Desk requirements.
4.12	Engagement and Transition	<p>Respondents should provide descriptions of the expected content of their Engagement Transition Plan, including any assumptions or requirements for the incumbent vendor or the State.</p> <p>Note: The incumbent vendor is also expected to develop an Engagement Transition Plan to describe their approach to maintain the current level of performance during the implementation of the solution. It is expected that the incoming vendor will provide a separate implementation team that will be responsible for phase-in activities, while the existing team is responsible for phase-out activities.</p>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.13	Disengagement	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> ▪ The expected content of their Disengagement Transition Plan ▪ Their approach to maintaining the plan ▪ Their approach to providing the resources and meeting the requirements of disengagement
5.1	VIN Validation	<p>Respondents should provide descriptions of the:</p> <ul style="list-style-type: none"> ▪ Proposed VIN Validation Solution at a high level ▪ Capabilities for decoding VINs and HINs ▪ Proposed approach to assist with decoding older VINs which are less than 17 digits ▪ Error detection capabilities to identify and correct VINs entered incorrectly ▪ Proposed approach to efficiently identify required RV information according to Table 1: Required BMV/C Title Information ▪ Proposed approach to efficiently identify required Watercraft information according to Table 1: Required BMV/C Title Information ▪ Source data update frequency <p>If unable to refresh data within the timeframe specified in the requirements, Respondents should explain their data update cycles and any efforts to reduce cycle time.</p> <p>Respondents should include, as part of Section 6 - Work Samples, any screenshots which aid in describing the VIN Validation solution and proposed solutions to address the BMV/C's current VIN Validation challenges.</p>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
5.2	Vehicle Valuation	<p>Respondents should provide descriptions of the:</p> <ul style="list-style-type: none"> ▪ Proposed Vehicle Valuation solution at a high level ▪ Source data update frequency <p>If unable to refresh data within the timeframe specified in the requirements, Respondents should explain their data update cycles and any efforts to reduce cycle time.</p> <p>Respondents should include, as part of Section 6 - Work Samples, any screenshots which aid in describing the Vehicle Valuation solution.</p>

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.

Costs for initial purchase and maintenance of hardware, software and/or infrastructure must be included in the Cost Proposal, even if the Respondent plans to purchase these through the State's Services Catalog. **For the purposes of this cost proposal, the Respondent should base pricing on the transaction volumes that are presented in the Transaction Volumes worksheet of Attachment D. These transaction volumes are to be used to determine your base pricing and are not an exact reflection of the anticipated production transaction volumes.**

If an increase in the transaction volumes will impact the Respondent's pricing, provide an additional MS Word document labeled Cost Proposal Supplement. In this Cost Proposal Supplement document, provide the following:

- Narrative explanation, as needed
- Volumes that will trigger new prices by transaction type and vehicle type
- Pricing estimates based on these volumes, by transaction type and vehicle type.

The information presented in the Cost Proposal Supplement will not be used for scoring purposes. However, the BMV/C may choose to include these prices in the award based on the costs proposed in this response.

The State reserves the right to purchase the Respondent's proposed hardware, software and/or infrastructure through the State's IOT Services Catalog or a State of Indiana Quantity Purchase

Agreement (QPA). If the State exercises this right, these costs will be removed from the successful vendor's contract. Information about the State's current QPAs can be located at:

<http://www.in.gov/idoa/2448.htm>

Respondents are asked to provide separate costs for Vehicle Valuation and VIN Validation solutions.

2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state. The amount entered in Line 16 "Total amount of this proposal, bid, or current contract" should match the amount entered in the Attachment D, Cost Proposal Template.

2.7 BUY INDIANA INITIATIVE/INDIANA COMPANY

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA, go to <http://www.in.gov/idoa/2464.htm> and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one (1) 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 2.3.1.13](#) (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 (1) 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:

- A business whose principal place of business is located in Indiana.
- A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
A business that employs Indiana residents as a majority of its employees.
- A business that makes significant capital investments in Indiana.
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 (1) 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 (1) or more team members, will be responsible for evaluating proposals regarding 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:

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.
2. Each proposal will be evaluated based on the categories included in [Section 3.2](#). A point score has been established for each category.
3. If technical proposals are close to equal, greater weight may be given to price.
4. Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, considering all the evaluation factors, may be selected by IDOA and the BMV/C for further action, such as final contract negotiations. If, however, IDOA and the BMV/C 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). If any one (1) 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 considering such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business Proposal, Technical Proposal, Implementation Proposal, Oral Presentations and Demonstrations, Contract Negotiations)	50 available points
3. Cost (Cost Proposal)	25 available points
4. Indiana Economic Impact	5
5. Buy Indiana	5
6. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus point is available, see Section 3.2.4)
7. Women Business Enterprise Subcontractor Commitment	5 (1 bonus point is available, see Section 3.2.4)
8. Indiana Veteran Business Enterprise (IVOSB) Subcontractor Commitment	5 (1 bonus point is available, see Section 3.2.5)
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 75 points. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one (1) or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second “short list”.

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 Best and Final Offer (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 75 points.

3.2.1.1 MANAGEMENT ASSESSMENT/QUALITY

50 available points

3.2.1.2 PRICE

25 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 25 points. The normalization formula is as follows:

$$\blacksquare \text{ Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 25$$

3.2.2 INDIANA ECONOMIC IMPACT (5 POINTS)

See [Section 2.6](#) for additional information.

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

3.2.3 BUY INDIANA INITIATIVE (5 POINTS)

Respondents qualifying as an Indiana Company as defined in [Section 2.7](#) will receive 5 points in this category.

3.2.4 MINORITY (5 POINTS) AND 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-point, scale (MBE: Possible 5 points + 1 bonus point, WBE: Possible 5 points + 1 bonus point). Points are assigned for respective MBE participation and WBE participation based upon the BAFO meeting or exceeding the established goals.

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

%	1%	2%	3%	4%	5%	6%	7%	8%
Pts.	.625	1.25	1.875	2.5	3.125	3.75	4.375	5.0

NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 4.375 pts., 7.50% will be rounded up to 8% = 5.00 pts.)

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

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

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

3.2.5 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 1.21](#) 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 Respondent with the greatest applicable CUF participation which exceeds the stated goal for the IVOSB category will be awarded 6 points (5 points + 1 bonus point). In cases where there is a tie for the greatest applicable CUF participation and both firms exceed the goal for the IVOSB category both firms will receive 6 points.

3.2.6 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.