**Request for Proposal** **22-71264**

**Respondent Clarifications and Oral Presentations**

**Indiana Department of Administration**

***On Behalf Of***

**Indiana Family and Social Services Administration (FSSA),**

**Division of Family Resources (DFR)**

***Solicitation for:***

**Document Center Services**

**BAFO Response Due Date:** July 20, 2022 by 12:00PM Eastern Time

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Procurement Consultant

Indiana Department of Administration

Procurement Division

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The State is giving an opportunity for the Respondent to improve their pricing proposal. Any modifications to the services initially proposed or reduction in scope of work will not be permitted. The Respondent’s BAFO will be used in calculating their final cost scores according to the evaluation criteria and formula set forth in RFP 22-71264.

The Respondent is required to use the Cost Proposal Template BAFO (Attachment D) provided with this request to submit their BAFO. The Respondent’s BAFO must include all cost elements for the original proposal, and pricing reductions should be based solely on reduced costs, not reduced services. As such, pricing reductions should be based on reduced fees on the Transition period, the cost of electronic and paper pages, and the cost per volume bucket of pages received beyond 1,000,000 pages. Further, pricing may not be increased from the original proposal in any cell of the worksheet, even if the newly proposed total bid amount is lower than the originally proposed total bid amount.

The State would like to present three areas of focus in the BAFO:

1. The State would appreciate a reduction in the transition cost associated with the vendor’s proposed cost proposal. The State believes that transition costs should be minimal, provided the hardware, software, and location are all owned by the State. Further, this new Contract has one less KPI than the current agreement, thus simplifying the transition from existing performance requirements.
2. The State expects efficiencies in processing technologies should result in a reduction of cost for electronic pages compared to paper pages in the realm of a 15% difference between paper pages and electronic pages. The State counts all pages processed by the Contractor towards contractual billing requirements, regardless of Application Services vendor and/or State technical issues. Further, electronic page processing does not require the additional burdens of mail pickup, manual sorting/counting, downstream processes for storage and shredding, or any of the other related activities associated with paper processing.
3. The State expects that there would be cost efficiencies gained at higher volume tiers. The State expects to see these efficiencies reflected in the pricing.

If the vendor submits a revised cost proposal with the BAFO request, the vendor must also submit revised “Cost Proposal Narrative” and “Cost Assumptions, Conditions, and Constraints” documents.

The Respondent must also submit updated MWBE Subcontractor Commitment Forms (Attachment A) and updated commitment letters. Be sure the Total Bid Amount equals the base contract term total in Cell G39 of the Cost Proposal, and percentages should be precise up to two decimal places. Please be sure the Total Bid Amount, subcontractor commitment amounts and percentages match across the Cost Proposal, Attachment A, and the commitment letters.

Regardless of whether there is a price change in the BAFO, the Respondent must submit a revised Attachment A and commitment letters as there were errors in the original submission.