**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please 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.

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| Indiana Interactive, LLC (d.b.a. NIC Indiana) is proud to be a 26-year partner with Indiana, one of the first states to implement an enterprise digital government program. NIC Indiana has delivered each element of this solicitation for the State, and our established, Indianapolis-based, dedicated team of specialists is in place and ready to deliver on the future contract, if awarded. NIC Indiana is an operationally proven contractor who understands the intricacies of the digital-government program, delivers forward-thinking innovations and industry-leading technologies, has experience processing billions of funds on behalf of our government partners, and is proposing a solution that meets or exceeds every requirement in this RFP. |

* + 1. **Respondent’s Company Structure** - Please include in this section 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. 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. Please enter your response below and indicate if any attachments are included.

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| Indiana Interactive, LLC (d.b.a. NIC Indiana) is a limited liability corporation doing business as NIC Indiana. NIC Indiana was incorporated in the State of Indiana and is a wholly owned subsidiary of NICUSA, Inc. NICUSA, Inc. is a wholly owned subsidiary of NIC Inc. who is a wholly owned subsidiary of public company Tyler Technologies, Inc. (NYSE: TYL).  NIC Indiana’s business venture is focused on the delivery of digital government solutions and services which includes web design and application development, project management, business analysis, quality assurance, payment processing services, security, and professional services. NIC Indiana is specifically focused on the needs of government entities within Indiana and has been serving the state since 1995.  Please see the attached file *E.1 Certificate of Existence*. |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

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

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| NIC Indiana has attached a copy of its most recent Dunn & Bradstreet Business report to demonstrate our financial stability. The report is titled *E.2 Indiana Interactive DnB*. |

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

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| NIC Indiana’s President takes personal responsibility for the thoroughness and correctness of any and all financial information included in this proposal. NIC Indiana’s parent company, Tyler Technologies, Inc. (“Tyler”) is subject to the Sarbanes-Oxley Act of 2002 (“SOX”). Tyler’s financial statements and system of internal controls over financial reporting were audited by the independent accounting firm Ernst & Young LLP (“EY”). EY performed only audit-related and tax-related services permissible under SOX for Tyler and its subsidiaries. Tyler’s Audit Committee, consisting entirely of independent members of Tyler’s Board of Directors, oversees its auditors and management’s responsibility for the integrity of Tyler’s accounting, financial reporting, and system of internal controls. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information outlined in RFP Section 2.3.5. Indicate the document name in the space provided.

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| NIC Indiana has provided acceptance of the mandatory contract terms, as well as suggested alternative wording to non-mandatory clauses, within the Transmittal letter as requested in RFP Section 2.3.5. NIC Indiana has also attached redlined version of Attachment B and B1 as Att\_B\_-\_Sample\_Professional\_Services\_Contract and Att\_B1\_IOT\_Additional\_Terms\_and\_Conditions\_-\_PaaS. |

* + - 1. **Contract Finalization and Future Amendments and Renewals** – Please describe how Respondent will organize the contract team and ensure an efficient and timely process for contract finalization and future amendments and renewals.

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| NIC Indiana, and its parent company, are very familiar with the contract finalization, amendment, and renewal processes of the state of Indiana. Having held numerous contracts with the state over the past 26 years, NIC Indiana will ensure its President and NIC legal representation are available, present, and willing to finalize the contract and any future amendments and renewals. |

* + 1. **References** - Reference information is captured on **Attachment H**. Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and either **mailed or emailed DIRECTLY** to the State. The State should receive three (3) **Attachment H’s** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov) or mailed to the address listed in section 1.8 of the RFP. **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Reference 1** |  |
| Legal Name of Company or Governmental Entity | State of Colorado  Statewide Internet Portal Authority (SIPA)  *Enterprise Payment Processing Services* |
| Company Mailing Address | 1300 Broadway, Suite 440 |
| Company City, State, Zip | Denver, CO 80203 |
| Company Website Address | Agency: https://sipa.colorado.gov/  Project: www.colorado.gov |
| Contact Person | Ajay Bagal |
| Contact Title | Executive Director |
| Company Telephone Number | (303) 579-9154 |
| Company Fax Number | N/A |
| Contact E-mail | [ajay@cospia.gov](mailto:ajay@cospia.gov) |
| Industry of Company | State Government |
| **Reference 2** |  |
| Legal Name of Company or Governmental Entity | Commonwealth of Kentucky  Office of the Security, Finance & Administration Cabinet  *Enterprise Payment Processing Services* |
| Company Mailing Address | 702 Capital Ave – Room 484 |
| Company City, State, Zip | Frankfort, KY 40601 |
| Company Website Address | Agency: https://finance.ky.gov/Pages/default.aspx  Project: www.kentucky.gov |
| Contact Person | Anna Haydon |
| Contact Title | Director – Customer Resource Center |
| Company Telephone Number | 502-564-9641 |
| Company Fax Number | 502-564-7882 |
| Contact E-mail | Anna.Haydon@ky.gov |
| Industry of Company | State Government |
| **Reference 3** |  |
| Legal Name of Company or Governmental Entity | State of Mississippi  Mississippi Department of Finance and Administration  *Enterprise Payment Processing Services* |
| Company Mailing Address | P.O. Box 1060 |
| Company City, State, Zip | Jackson, MS 39215 |
| Company Website Address | [www.dfa.ms.gov](http://www.dfa.ms.gov) |
| Contact Person | Brandi King |
| Contact Title | Division Director, Bureau of Financial Documents |
| Company Telephone Number | 601-359-3568 |
| Company Fax Number | N/A |
| Contact E-mail | [www.dfa.ms.gov](http://www.dfa.ms.gov) |
| Industry of Company | State Government |

**2.3.7 Registration to do Business -** Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| Indiana Interactive, LLC dba NIC Indiana is registered to do business with the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division, and is in good standing. |

* + 1. **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. Please enter your response below and indicate if any attachments are included.

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| Andrew Hoff, NIC Indiana, President and General Manager, is legally authorized to commit NIC Indiana contractually. We have included a copy of the signed Secretary's Certificate as *E.3 Authorization to Sign Document*, which certifies Andrew Hoff has the authority to legally bind NIC Indiana with respect to the provisions of the RFP and any contract award pursuant to the RFP. |

* + 1. **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 and 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 and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, 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 Business Enterprises or Women’s Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women’s Business Enterprises information. Please enter your response below and indicate if any attachments are included.

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| NIC Indiana will be partnering with companies around the state to provide specialized services that will increase the service offering to the State of Indiana. Each subcontractor was selected for the expertise in their field in relation to needs of the state as defined in this request for proposal. NIC Indiana believes the state will see true value from these partnerships if awarded this opportunity and they will be important members of NIC Indiana’s project team.   |  |  | | --- | --- | | Subcontractor Name | **Sahasra Technologies Corp dba STLogics** | | Address | 1119 Keystone Way  Ste. 301  Carmel, IN 46032 | | State Formed | Indiana | | Responsibilities | STLogics/RadCube, will supplement MuleSoft implementation services, data analysis services, and technical resources to NIC Indiana to assist with the implementation of requirements within the RFP. | | Anticipated % | 7% | | Form of Organization | Corporation - MBE | | Indication of Willingness | See the *STLogics Commitment Letter* included with the Attachment A submission |  |  |  | | --- | --- | | Subcontractor Name | **aFit Staffing, Inc.** | | Address | 8925 N Meridian St  Suite 101  Indianapolis, IN 46220 | | State Formed | Indiana | | Responsibilities | aFit commits to providing consulting, project management, business analysis, proposal writing, and marketing services related to the scope of work required by the RFP. | | Anticipated % | 6% | | Form of Organization | Corporation – WBE | | Indication of Willingness | See the *aFit Staffing Commitment Letter* included with the Attachment A submission |  |  |  | | --- | --- | | Subcontractor Name | **Certified Fraud & Forensic Investigation** | | Address | 10115 Indian Lake Blvd N  Suite 88  Indianapolis, IN 46236 | | State Formed | Indiana | | Responsibilities | Certified Fraud & Forensic Investigation will provide fraud consulting and analysis services for the detection and prevention of fraud in an effort to assist the state in reducing the number of fraudulent payments and chargebacks. | | Anticipated % | 2% | | Form of Organization | Corporation – WBE | | Indication of Willingness | See the *CFFI Commitment Letter* included with the Attachment A submission |  |  |  | | --- | --- | | Subcontractor Name | **D&R Freight, LLP** | | Address | 6990 E 86th Ct  Merrillville, IN 46410 | | State Formed | Indiana | | Responsibilities | D&R Freight will provide NIC Indiana back office services as needed to manage device inventory, shipping and receiving, as well as other administrative functions needed for this RFP. | | Anticipated % | 1% | | Form of Organization | Limited Liability Partnership - MBE | | Indication of Willingness | See the *D&R Freight Commitment Letter* included with the Attachment A submission |  |  |  | | --- | --- | | Subcontractor Name | **All Things Data** | | Address | 658 Mikal Ln  Brownsburg, IN 46112 | | State Formed | Indiana | | Responsibilities | All Things Data will provide supplemental data and reporting services to NIC Indiana to meet the various data reporting needs of the state of Indiana. | | Anticipated % | 3% | | Form of Organization | Limited Liability Corporation – IVOSB | | Indication of Willingness | See the *All Things Data Commitment Letter* included with the Attachment A1 submission | |

* + 1. **Evidence of Financial Responsibility** – Not Applicable
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Indiana Interactive, LLC (dba NIC Indiana) |
| Federal Identification Number (FIN) | 48-1167554 |
| Contact Name | Andrew Hoff |
| Contact Title | President & General Manager |
| Contact E-mail Address | [ahoff@egov.com](mailto:ahoff@egov.com) |
| Company Mailing Address | 151 W. Ohio Street, Suite 100 |
| Company City, State, Zip | Indianapolis, IN 46123 |
| Company Telephone Number | (317) 233-2010 |
| Company Fax Number | (317) 233-2011 |
| Company Website Address | <https://www.indianainteractive.org> |
| Federal Tax Identification Number (FTIN) | 48-1167554 |
| Number of Employees (company) | 48 |
| Years of Experience | 26 |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | 1995 |
| Parent Company (if applicable) | NICUSA, Inc. |
| Revenues ($MM, previous year) | $18,360,377 |
| Revenues ($MM, 2 years prior) | $20,558,096 |
| % Of Revenue from Indiana customers | 100% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Yes. Please see the attached confidential disaster recovery plan in the file *E.4 CONFIDENTIAL Disaster Recovery Bus Continuity Plan*. |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| NIC Indiana secures State information through the use of state-of-the-art information security and the adoption of appropriate privacy policies and procedures that are validated by third party audits. NIC Indiana has implemented significant measures that maintain the security and integrity of government records. All public information applications will be defined for the data custodial agency. NIC Indiana will work with the State to document what information will be accessed, how it will be accessed, a security assessment of the access method, and what special authentication requirements must be satisfied to qualify for access. |

* 1. Does your Company have a defense-in-depth security strategy? Please provide and yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Yes. Please see the attached confidential comprehensive security strategy in the file *E.5 CONFIDENTIAL Defense-In-Depth Security Strategy*. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| As the State’s continuous digital government partner since 1995, NIC Indiana has served the Hoosiers across the state for over 26 years. Currently, NIC Indiana delivers digital government services to more than 176 Indiana agency partners including local, state, and quasi-governmental agencies. Through nearly 300 years of combined knowledge focused solely on Indiana, the NIC Indiana staff are experts in the government space and have solid relationships with nearly all government entities in the state.  NIC Indiana’s parent company, NIC, manages business-to-government and citizen-to-government applications on behalf of more than half the states in the U.S., including several statewide payment processing engagements. Serving thousands of quasi, local, state, and federal accounts, NIC’s products and services are built on the needs of government, resulting in NIC being the largest payment processor solely focused on delivery of digital government services. NIC’s expertise surpasses that of just payment processing for our partners. In most engagements NIC is responsible for the full development lifecycle of electronic government services which allows NIC staff to be highly educated on the innerworkings of a vast variety of government agencies and their processes.  All told, NIC provides comprehensive payment processing services at the state and local and quasi-governmental level in 32 states, as well as payment services for projects on behalf of 15 federal agencies including Recreation.gov. |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide at least three specific clients and detailed examples.

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| As the long-term services provider for Indiana, NIC Indiana has delivered the scope of services requested in this RFP for more than 2 decades. NIC Indiana has a fully staffed, trained, experienced, and locally based organization in Indianapolis prepared to deliver this contract. Additionally, NIC Indiana leverages the digital-government expertise of the NIC family of companies, which manage enterprise contracts in 32 other states. Collectively, the NIC affiliates have developed and currently maintain more than 19,000 services, and in 2020, securely processed more than 402 million transactions totaling $24 billion in payments for government partners.  Customers of Similar Size to Indiana  NIC manages programs of similar size and scope to the State of Indiana’s initiative across 15 federal government agencies, thousands of local governments, and in the following 32 states:   |  |  |  |  | | --- | --- | --- | --- | | Alabama  Arkansas  Colorado  Connecticut  Florida  Hawaii  Idaho  Illinois | Indiana  Iowa  Kansas  Kentucky  Louisiana  Maine  Maryland  Mississippi | Montana  Nebraska  New Jersey  New Mexico  North Carolina  Oklahoma  Oregon  Pennsylvania | Rhode Island  South Carolina  Texas  Utah  Vermont  Virginia  West Virginia  Wisconsin |   State of Colorado  Since 2005, NIC has provided the PCI DSS compliant NIC Payment Platform to the State of Colorado, processing secure payments on behalf of 283 Colorado state agencies, local government and special districts and currently processes more than $3 billion annually via more than 6.2 million transactions.  The State of Colorado takes advantage of NIC’s online and mobile solutions. NIC’s payment processing is integrated to multiple back-end systems at the Colorado Department of Revenue, allowing for point-of-sale and online transactions. NIC works in all 64 counties throughout Colorado and has deployed over 800 EMV POS devices in 53 county offices to process vehicle registration renewals, and over 250 EMV POS devices in State Driver License Office locations to process driver licenses for the Colorado Department of Revenue, Division of Motor Vehicles.  NIC has worked closely with the State to provide solutions to process payments at the counter, online, and via mobile device. In fact, the Colorado DMV uses many solutions to enable Digital DMV, including NIC’s Gov2Go® mobile application to securely store payment information and perform a vehicle registration renewal with just a few clicks. NIC also has deployed our solution OnTheGo® in Colorado, which allows agents at some Colorado state agencies to take payments anytime and anywhere using any device on a cellular or Wi-Fi network.  Commonwealth of Kentucky  Since 2003, NIC has provided enterprise payment processing services for Kentucky. Originally, NIC integrated with the Commonwealth’s existing payment engine. In 2013, NIC implemented the NIC Payment Platform for select agencies that addressed needs that the Commonwealth’s legacy payment engine could not support. In 2016, NIC fully replaced the Commonwealth’s legacy payment engine and was able to implement a full suite of payment platform services for the Commonwealth. Today NIC provides a comprehensive payment platform that processes over $6.3 billion from over 3.5 million transactions annually across all payment services and channels on behalf of the Commonwealth of Kentucky.  When the Commonwealth changed its banking provider, the Office of the Controller sought NIC to provide a secure web enabled payment process to capture state funds collected by remote state government offices. These disparate offices across Kentucky collect monies owed to the Commonwealth, and they are deposited into hundreds of different bank accounts.  NIC has over 580 contactless card swipe devices distributed to over 200 agencies and processed over 600,000 POS payments in 2020. NIC also implemented an eCheck payment solution (ACHPay) that leverages the NIC Payment Platform. ACHPay is administered by the Office of the Controller and serves hundreds of remote offices for County Clerks, Circuit Clerks, State Fair Boards, Department of Revenue Taxpayment Centers, Boards of Education, etc. ACHPay disburses all funds to the Commonwealth’s central bank of record with accounting codes as part of the record to support the Commonwealth’s enterprise state-wide accounting system. Year to date in 2020 the payment solution has processed $658,672,238 in ACH transactions.  State of Idaho  NIC provides a comprehensive, innovative payment platform service that includes multiple payment channels, functionality, and integrations. In Idaho, the NIC payment solution processes major credit cards, debit cards, cash, PayPal, eChecks (instant and future dating), push payments via SMS, field payments using NIC’s mobile app, PCI DSS compliance, stored eChecks and credit card payment information, and subscriber payments.  As one of NIC’s most innovative partner states for payments, Idaho offers check conversion, integrating image scanning for paper checks mailed or walked in with point-of-sale services to improve agency financial reconciliation. NIC’s PayPort takes online and over-the-counter payments: NIC’s mobile application OntheGo® to accept payments on any iOS or Android device; PromptPay to ‘push’ instant invoices individually or in bulk by SMS text messages or email to citizens; and scheduled payments to accept one-time and recurring payments online. PromptPay accepts credit cards, PayPal, or eCheck payments. In addition, the Idaho State Police pioneered the instant text messaging and emailing service integration to send payment request for the Alcohol Beverage Control Bureau’s beer and wine renewals. The API functionality interfaces with any third-party system and call centers for phone sales to assist agencies with PCI-compliant instant invoicing, all while guaranteeing data security.  NIC has been delivering POS services to the Idaho Department of Transportation since 2007 and currently manages 1,200 POS devices at more than 50 Idaho DMV locations. In response to Covid-19, NIC offers contactless payments through our POS FD40 devices at the Secretary of State office and Idaho Transportation District office. This gives Idaho citizens the option to make contactless payments through a mobile device. |

* + 1. **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.**

**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**](mailto:buyindianainvest@idoa.in.gov) **included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.**

Buy Indiana

Refer to Section 2.7 for additional information.

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| NIC Indiana is claiming the "Buy Indiana" preference as a business whose principal place of business is located in Indiana. NIC Indiana has finalized our Buy Indiana status prior to RFP submission. Please see attached file *E.6 Buy Indiana Confirmation* for confirmation of enrollment. |

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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| NIC Indiana agrees to accept payment by credit card as an optional form of payment, as well as other forms of payment from the State as requested. NIC Indiana will accept any credit card-user handling fees associated with acceptance of the State’s Purchasing Card. As a provider of payment processing services, NIC Indiana will process the payment through its own merchant accounts following the best practices and standards for credit card processing. |