



STATE OF INDIANA

Request for Proposal 23-72270

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
All State Agencies**

**Solicitation For:
Maintenance, Repair, and Operations (MRO) Supplies and
Services**

Response Part One, Submission Form Due Date and Time:

September 5, 2023@ 3:00 PM ET

Response Part Two, Submission of Proposals by Flash Drive Due Date and Time:

September 8, 2023 @ 3:00 PM ET

Stephanie Nelson, Procurement Consultant

stenelson@idoa.in.gov

Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

Contents

Section One General Information and Requested Products/Services.....	4
1.1 Introduction	4
1.2 Definitions and Abbreviations	4
1.3 Purpose of the Solicitation.....	6
1.4 Summary Scope of Work	6
1.5 Solicitation Outline	16
1.6 Pre-Proposal Conference	17
1.7 Question/Inquiry Process.....	17
1.8 Due Date for Proposals	18
1.9 Modification or Withdrawal of Offers	19
1.10 Pricing.....	19
1.11 Proposal Clarifications and Discussions, and Contract Discussions.....	19
1.12 Best and Final Offer (BAFO)	19
1.13 Reference Site Visits.....	20
1.14 Type and Term of Contract	20
1.15 Confidential Information	20
1.16 Taxes	20
1.17 Procurement Division Registration.....	21
1.18 Secretary of State Registration	21
1.19 Compliance Certification.....	21
1.20 Equal Opportunity Commitment	21
1.21 Minority & Women Business Enterprises Subcontractor Commitment (MWBE)	22
1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)	22
1.23 Americans with Disabilities Act.....	22
1.24 Summary of Milestones	22
1.25 Evidence of Financial Responsibility (25 IAC 1.1-1-5)	23
1.26 Conflict of Interest	23
1.27 Procurement Protest Policy	23
Section Two Proposal Preparation Instructions	25
2.1 General.....	25
2.2 Executive Summary.....	25
2.2.2 Summary of Ability and Desire to Supply the Required Products or Services.....	26
2.2.3 Signature of Authorized Representative.....	26
2.2.4 Respondent Notification.....	26
2.2.5 Secretary of State.....	26
2.2.6 Other Information.....	26
2.3 Business Proposal	26
2.3.1 General (optional).....	27
2.3.2 Respondent's Company Structure	27
2.3.3 Respondent's Diversity, Equity, and Inclusion Information	27
2.3.4 Company Financial Information.....	27

2.3.5	Integrity of Company Structure and Financial Reporting	28
2.3.6	Contract Terms/Clauses.....	28
2.3.7	References	29
2.3.8	Registration to do Business.....	29
2.3.9	Authorizing Document.....	30
2.3.10	Diversity Subcontractor Agreements.....	30
2.3.11	Evidence of Financial Responsibility	30
2.3.12	General Information	30
2.3.13	Experience Serving State Governments.....	30
2.3.14	Experience Serving Similar Clients.....	31
2.3.15	Payment	31
2.3.16	Extending Pricing to Other Governmental Bodies	31
2.4	Technical Proposal	31
2.5	Cost Proposal	32
2.6	Attestation Form.....	33
2.6.1	Indiana Economic Impact.....	33
2.6.2	Buy Indiana Initiative/Indiana Company	33
2.6.3	Indiana Preferences	34
2.6.4	Subcontractors.....	35
Section Three Proposal Evaluation		37
3.1	Proposal Evaluation Procedure.....	37
3.2	Evaluation Criteria.....	37
3.2.1	Adherence to Requirements – Pass/Fail.....	39
3.2.2	Management Assessment/Quality	39
3.2.3	Price	39
3.2.4	Buy Indiana Initiative – 5 points	39
3.2.5	Minority Business Subcontractor Commitment	39
3.2.6	Women Business Subcontractor Commitment	39
3.2.7	Indiana Veteran Owned Small Business Subcontractor Commitment	39
3.2.8	Qualified State Agency Preference Scoring	39

Section One

General Information and Requested Products/Services

1.1 Introduction

In accordance with applicable Indiana Code provisions, Rules and Policies, the Indiana Department of Administration (IDOA), acting on behalf of All State Agencies, requires Maintenance, Repair, and Operations (MRO) Supplies and Services. It is the intent of IDOA to solicit responses to this solicitation in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This solicitation is being posted to the IDOA Bidding Opportunities website, at <https://www.in.gov/idoa/procurement/current-business-opportunities/> for downloading. Neither this solicitation nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 Definitions and Abbreviations

Following are explanations of terms and abbreviations appearing throughout this solicitation. Other special terms may be used in the solicitation, but they are more localized and defined where they appear, rather than in the following list.

Award Recommendation	IDOA's summary, typically in letter format, of the solicitation and suggestion on respondent selected for the purposes of beginning contract negotiations.
BAFO	Best and Final Offer is an opportunity for short-listed respondents to propose an improved cost for final score consideration.
Contract Award	The acceptance of IDOA's Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this solicitation for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
IAC	Indiana Administrative Code
IC	Indiana Code

Installation	The delivery and physical setup of products or services requested in this solicitation
Maintenance, Repair, and Operations (MRO)	Products and Services needed to maintain State structures (ex. HVAC, plumbing, lighting) and building equipment. Purchases that fall under MRO also include general industrial products (building maintenance tools and equipment), safety supplies, and commercial cleaning and janitorial supplies.
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 1) The judicial branch 2) The legislative branch 3) A political subdivision as defined in IC 5-22-2-22 and IC 36-1-2-13 (includes school corporations, municipal corporations, Legislative body, Taxing district, Town, Township, and Unit) 4) A State educational institution
Prime Contractor	As used in Attachments A and A1 , refers to the entity responding to the solicitation.
Products	Tangible goods or manufactured items as specified in this solicitation
Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18; and any entity or person who does business with the State and is registered as same. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the company who will be ultimately responsible for performance of the contract.
Services	Work to be performed as specified in this solicitation
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "State Agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of State government

Subcontractor	As used in Attachments A and A1 refers to the entity entering into a contract with the Prime Contractor for a portion of the scope of the solicitation.
Total Bid Amount	The amount equivalent to the total historical spend for the product categories (as described in Section 1.4) being offered by the Respondent.
VSC (Valuable Scope Contribution)	The benefit the proposed certified subcontractors(s) must provide to the project set forth in the solicitation.

1.3 Purpose of the Solicitation

The purpose of this solicitation is to select a respondent(s) that can satisfy the State’s need for Maintenance, Repair, and Operations (MRO) Supplies and Services. It is the intent of the Indiana Department of Administration (IDOA) to contract with a respondent(s) that provides quality MRO Supplies and Services for the State.

1.4 Summary Scope of Work

1.4.1 Overview

The Successful Respondent(s) shall provide all services necessary to provide Maintenance, Repair, and Operations (MRO) products and related services to the State as set forth in this RFP and attachments. IDOA, on behalf of All State Agencies and Other Governmental Bodies, is establishing a quantity purchase agreement (QPA) for these products and services. The State is also interested in services offerings that exceed the requirements stipulated in this RFP.

Furthermore, other governmental bodies of the State may utilize the QPA negotiated by the State. Although participation of this contract by the other governmental bodies is not mandatory, it is the State’s goal to continue to encourage all other governmental bodies of the State to use the price agreement(s) resulting from this RFP. Increased utilization by these entities significantly enhances the business opportunity for the winning Respondent without having to participate in additional RFP processes individually with these entities.

The State, however, is not responsible for the transactions between the awarded Respondent(s) and these entities. All other governmental bodies using State contracts and QPAs are expected to follow the contractual terms and conditions specified in those agreements and within local purchasing requirements. The awarded Respondent(s) is required to provide and extend pricing and discounts for Maintenance, Repair, and Operations (MRO) products and related services to other governmental bodies of the State.

The State may award all or part of this RFP based on the best interests of the State.

1.4.2 Current Purchasing Profile

This RFP covers the purchases of all general MRO products by State, K12, and local entities. The purchasing profile is reflective of all State agencies, K12, and local entities which have elected to purchase MRO products through the State's current MRO contracts. Between January 2018 and December 2021, State, K12, and local entities spent \$62,502,311.86 on MRO products. The tables below represent the total spending of State and local entities, as well as the year-by-year spend of State entities.

Table 1: Four-Year Total Spend by Entity

State Total Spend	\$55,933,119.43
Local Total Spend	\$6,569,192.43

Table 2: State Spending by Year

2018	2019	2020	2021	TOTAL
\$7,935,621.11	\$12,557,714.83	\$18,041,574.15	\$17,398,209.34	\$55,933,119.43

The table, below, represents the approximate spend by product category between January 2018 and December 2021 for State entities who made purchases through the State's current MRO contracts.

Table 3: Four-Year Spend by Year by Category

Product Category	2018	2019	2020	2021	TOTAL
General Industrial Products	\$3,006,649.09	\$3,725,066.26	\$3,666,525.08	\$4,029,917.30	\$14,428,157.73
Safety & Security Supplies	\$1,610,683.00	\$1,812,746.06	\$4,513,382.29	\$4,453,699.37	\$12,390,510.72
Commercial Cleaning & Janitorial Supplies	\$444,600.93	\$1,490,898.98	\$3,799,141.37	\$3,791,876.45	\$9,526,517.73
Machinery and HVAC	\$756,378.99	\$1,547,549.77	\$1,343,754.05	\$1,245,218.23	\$4,892,901.04
Plumbing Supplies	\$864,759.56	\$1,523,026.90	\$1,368,026.37	\$984,800.85	\$4,740,613.68
Lighting and Electrical Supplies	\$822,024.66	\$1,388,240.00	\$1,019,160.22	\$1,046,260.64	\$4,275,685.52

Other	\$0	\$348,230.40	\$1,472,571.61	\$1,138,284.31	\$2,959,086.32
-------	-----	--------------	----------------	----------------	----------------

These figures are only an estimate and are not to be construed as an amount to be offered under this solicitation. **However, when completing the Indiana Economic Impact Form (Attachment C) please use the four-year spend totals for each category found in the Current Purchasing Profile. For example, if you are submitting a bid only for Machinery and HVAC, your total bid amount value will be \$4,892,901.04.**

Respondents must indicate which product categories are included in their Response in the Executive Summary. A Respondent may bid on one, multiple, or all product categories. For each product category included in the Response, Respondents must complete separate Attachments C.

1.4.3 Representative Sample of Items and Percentage-Off Discounts

The RFP shall result in several discount percentage(s) off per category.

It is the State's intent for all products sold under the resulting contract to be competitively discounted. Therefore, every product sold under the resulting contract shall be sold at a price which is the product's List Price (at the time of sale) less a discount.

Any product exceptions to a discount must be disclosed in the Respondent's cost proposal in the designated section. The State shall make the final determination of acceptable exceptions which shall be memorialized in the resulting contract.

There are six product categories included in the Cost Proposal. A Respondent may respond to one, multiple, or all product categories.

1. **General Industrial Products** – Includes tools, parts, and supplies for machinery and equipment generally used in warehouse, manufacturing (or similar), kitchen, and hospital type settings. Example products include, but are not limited to, abrasives, bolts, cutting tools and metalworking, coolants, fasteners, hardware, hand tools, material handling storage and packing, metals, metalworking, raw materials, paint and painting supplies, pneumatics, power tools, sealants, studs, tape, welding and work order parts.
2. **Safety Supplies** – Includes safety equipment and personal protective products used to ensure the health and safety of employees. Also includes the safety, quality, and maintenance checks of the safety equipment and personal protective products. Examples include safety equipment and personal protective products such as gloves, vests, hard hats, lifting equipment, rigging equipment, gas masks, protective eyewear, and harnesses.

3. **Commercial Cleaning and Janitorial Supplies**– Includes paper and non-paper consumables, janitorial paper dispensers, cleaning and janitorial materials, small cleaning equipment, and chemicals used for internal, general, and routine cleaning. Example products include brooms and mops, detergents, disinfectant sprays/wipes, dispensers, floor care, furniture cleaner, hand dryers, hand sanitizers, industrial chemicals, multi-purpose cleaners, paper towels, small cleaning equipment, soaps, tissue paper, trash bags, and toilet paper.
4. **Machinery and HVAC** – Includes electronics, appliances, batteries, vehicle maintenance, automotives, motors, power transmission, machining, HVAC, and refrigeration.
5. **Plumbing Supplies** – Includes all plumbing supplies and products used in warehouse, manufacturing (or similar), kitchen, and hospital type settings. Examples include bearing adapters, dehumidifiers, epoxy, fans, faucets, hand dryers, hydraulic pumps, pipe products, tubing, valve caps, and water filters.
6. **Lighting and Electrical Supplies** – Includes all lighting and electrical components and supplies. Example products include ballasts, cable ties, electric wire, plugs, power strips, terminals, and wires & cables.

The resulting contract(s) shall likely overlap or compete with other contracts. The State shall make the final determination for contract inclusion or exclusion of specific products within a specific category.

For all products or supplies that require dispensers for effective and typical use, the Respondent is expected to provide dispensers at no charge. The State expects Respondents to provide dispensers for products and/or items that are delivered to the State in packaging that is intended for insertion into dispensers. Examples of such items include, but are not limited to, paper towels, select soaps, hand gloves, hand sanitizers, and similar products/items.

Respondents are encouraged to provide pricing for all listed items, and must provide pricing for at least 95% of the items in each responding product category in order to be considered responsive. Respondents must provide discount percentages for each subcategory within each responding product category.

Respondent's must submit an **Attachment C** Indiana Economic Impact form for each responding product category. These forms must be aligned with the Respondent's four-year total amount for the corresponding product category as stated in Section 1.4.1 Current Purchasing Profile.

Each representative sample represents a group of items representative of historical spend. The included products represent products which may account for a high percentage of the State, K12, and local spend. Respondents are required to provide all-inclusive, publicly available list prices for the items listed in **Attachment D** Cost Proposal Template. Pricing must include all

delivery, shipping, service, and administrative costs associated with the product including all logos added on clothing items. The State is interested in alternative pricing models only where that may provide the State with increased savings and a more efficient process. Respondents may offer alternative pricing models on a line-by-line basis within **Attachment D** Cost Proposal Template.

Quarterly percentage off list price reviews shall begin at the first quarterly business review and at every quarterly review for the remainder of the contract. Any modification to the discounts requires mutual agreement of both parties and must be memorialized through a contract amendment. The State expects successful Respondent's to uphold their category discounts regardless of supplier changes and/or disruptions.

1.4.4 Supplier Relationships

The State realizes successful Respondents may subcontract with various suppliers to provide the State with the requested maintenance, repair, and operations supplies. In the event of supplier changes and/or disruptions (e.g., public health emergencies or supply chain disruptions), the State expects successful Respondents to notify the State of any potential impact on the State's contract.

The State requires Respondents to inform the State of supply shortages that may require prioritization of certain orders over others. Respondents shall defer to the State's preferred prioritization of orders and shall not prioritize orders of one agency or other governmental body over another without State approval.

The State expects successful Respondents to uphold their category discounts regardless of supplier changes and/or disruptions.

1.4.5 Ordering and Delivery

The State requires the ability to purchase MRO products on-line using punch-out catalogs through PeopleSoft, as well as the OneIndiana, K12Indiana, and Library Indiana portals. Respondents must detail their company's on-line ordering capabilities and their responses shall be evaluated as part of their technical proposal. Respondents must also be able to receive orders via email, fax, and telephone.

There are over 2,500 sites where delivery may be required. This list changes as the State, K12 entities and local entities eliminate, add, or move locations. The technical proposal asks the potential vendors to submit their solution for the most cost-effective delivery. The Successful Respondent(s) shall be able to deliver to all current and potential delivery sites within the State of Indiana and meet specified delivery requirements. This shall include desktop and dock delivery within given State facilities, school delivery docks, school front office, etc. The Successful Respondent(s) shall work with the State to identify an acceptable weekly report that provides delivery site updates or new locations.

The State recognizes that Respondents may have physical retail or wholesale locations where products covered by the QPA resulting from this RFP may be purchased. Please detail the ability of State employees to purchase items covered by the resulting QPA in one of these physical locations, including how these in-person purchases will be invoiced to the State, and how they will be included in all reporting to the State, in **Attachment F** Technical Proposal. All Respondents shall provide a list of all physical locations within Indiana and each location's business hours.

Except for special orders and circumstance, the Successful Respondent(s) shall use reasonable best efforts to ensure that orders placed shall be dock or desktop delivered, whichever the ordering location prefers, within forty-eight (48) hours. Respondents must commit to providing a shipping timeframe upon receipt of a purchase order. If the order cannot be delivered to the State within the provided timeframe, the successful Respondent(s) should notify the State within 24 hours of receipt of the purchase order. The State reserves the right to cancel an order without penalty if the original delivery estimate is exceeded, or if the revised delivery estimate does not meet the needs of the State. Respondents are also expected to offer rush delivery on all orders and shall detail this offering in their response.

In the event that the State's desired quantity or unit of measure for a product is not available at the time of order, the State expects Respondents shall be able to split product orders to meet the State's desired order quantity at no additional cost.

The State requires pricing to be inclusive of all fees (shipping, handling, hazard, white glove delivery, etc.) for an item. No additional fees may be assessed after the time of purchase. Successful Respondents may not charge additional fees for samples, returns for defective products, or returns for incorrect orders that are the mistakes of the Respondent such as wrong, damaged, or missing items, incorrect quantities, or delivery of cancelled orders. Restocking fees of any kind may not be charged for these orders. Restocking or return fees may be charged for incorrect orders that are the fault of the State.

The State expects Respondents to provide a clear returns process in case of defective products or incorrect orders. The State expects that Respondents shall be responsible for all logistics and costs associated with such returns.

The State requires Respondents to inform the State of supply shortages that may require prioritization of certain orders over others. Respondents shall defer to the State's preferred prioritization of orders and shall not prioritize orders of one agency or other governmental body over another without State approval.

The State may award all or part of this RFP based on the best interests of the State. The State also reserves the right to award to multiple vendors. To maximize your chances of success in this process and to have the opportunity to acquire a substantial portion of the State's business, we strongly encourage you to provide an aggressive response to this RFP. The pricing, quality, and service levels obtained through this process are expected to be significantly more

aggressive than those that any State, K12, or local entity may currently have with your company.

1.4.6 Catalog and Online Capabilities

There are two catalog options for Respondents. The State prefers a vendor-provided and hosted punch-out catalog that can integrate with the State's internal purchasing software, PeopleSoft. This shall allow for faster and simpler ordering and reordering from the successful Respondents' online catalogs. Alternatively, the State shall accept product information and pricing submitted in a format and at frequency to be determined by the State. This shall result in a State-hosted catalog within PeopleSoft. The OneIndiana, K12Indiana, and LibraryIndiana portals shall be supported by the Successful Respondent by means of hosted catalog support or punch-out. While the locals, K12 and library entities shall be able to make on-line purchases, Respondents must also be able to receive orders via email, fax, and telephone. The Successful Respondent must meet the following eProcurement guidelines to comply with punch-out catalog requirements:

1. Register as a valid bidder for the State.
2. Basic commitment and level of effort in supporting:
 - a. Attend supplier summit meeting to identify State catalog requirements
 - b. Develop catalog (Internal Catalogs)
 - i. Include only items identified on QPA contract
 - ii. Include only established prices identified on QPA contract
 - c. Develop catalog (Punch-out) if the Respondent supports cXML standards
 - d. Support the specific data elements outlined by the State for PeopleSoft
 - i. Recycled Content
 - ii. US Manufacturer
 - iii. Alternative Fuel Vehicle
 - iv. Case Pack
 - v. Action
 - vi. Effective Date (of the item)
 - vii. Supplier's Name
 - viii. Supplier's ID #
 - ix. Product Description (Short)
 - x. Product Description (Long)
 - xi. Supplier Part #
 - xii. Supplier Part # Extension
 - xiii. UOM
 - xiv. List Unit Price
 - xv. Minimum Quantity
 - xvi. Effective Date (of the price)
 - xvii. Manufacturer Name
 - xviii. Manufacturer Part #
 - xix. UNSPSC Segment Description

- xx. UNSPSC Family Description
- xxi. UNSPSC Class Description
- xxii. UNSPSC Commodity Description
- xxiii. UNSPSC Code
- xxiv. ETA (Lead Time)
- xxv. Currency Code
- xxvi. Expiration Date
- xxvii. Image Filename or URL
- xxviii. Type of Image
- e. Support the specific data elements outlined by the State for OneIndiana, K12Indiana, and Library Indiana
 - i. Category
 - ii. Sub-category 1
 - iii. Sub-category 2
 - iv. Item Number
 - v. Unit of Measure
 - vi. Short Description
 - vii. Long Description
 - viii. Manufacturer Name
 - ix. Manufacturer Part #
 - x. Manufacturer Description
 - xi. UPC Code
- 3. Adhere to UNSPSC mapping requirements. UNSPSC information can be found at the following website. <http://www.un-spesc.org>
- 4. Adhere to UN or ANSI X.12 standard UOM's. UOM information can be found at the following website. <http://www.unece.org/cefact/index.htm>
- 5. The State reserves the right to use a third party for the management of the contract catalog. Upon notice by the State, the Successful Respondent agrees to provide catalog in the cXML format specified by third party hosting vendor to a SFTP site. Any price or product information changes shall require an updated file be submitted to the SFTP site for approval in advance to any anticipated changes and shall be subject to State review and approval.

The State requires that quotes include all charges and fees, including but not limited to shipping, handling, hazardous material, on all items in the successful Respondents' online catalogs.

The State is aware that specific items may not always be available due to backorders or supply shortages. The State asks Respondents in Section 2.4.2 of the Technical Proposal (**Attachment F**) to describe how Respondents shall work with the State to obtain the services they need and, if necessary, find functionally equivalent items.

The State often has special orders for Maintenance, Repair, and Operations (MRO) products and expects Respondents to provide a clear process for the placing of special orders.

1.4.7 Data Management and Integrity

The State requires that the successful Respondent(s) have processes in place to regularly update their online catalogs and correct errors to the catalogs, whether those errors be pricing or product related. The successful Respondent(s) must provide data management portal access to all State agencies, with the Indiana Department of Administration provided a parent account on the portal to track real time data. The State also requires an explanation as to how any changes and corrected errors shall be communicated to the State in an expeditious manner.

1.4.8 Customer Service and Account Management

The State requires top-tier customer service from each successful Respondent, and desires detailed information about the account management team that would work with the State during the transition and implementation of a resulting contract. The State also expects the quality of customer service to be consistent throughout the life of the resulting contract, immune to internal staff turnover. The State requires successful Respondents to provide a 24-48-hour response time window to all State inquiries, regardless of staff vacation, illness, or turnover. Respondents must have the ability to set up multiple accounts with State agencies to account for separate business entities. The State expects Respondents to provide methods of collecting customer feedback and measuring customer satisfaction.

The Respondent's Dedicated Account Management Team shall include (but is not limited to) a Dedicated Account Manager and a Customer Service Team. This team shall remain in place throughout the full contract term.

The Account Manager shall serve as the Central Point of Contact and have the authority to negotiate the resulting Contract between the State and the Respondent(s). In addition, the Account Manager shall assist with account implementation and maintenance throughout the life of the resulting Contract.

Daily inquiries such as product deliveries, missing orders, receiving and incorrect item, billing errors, and most customer-specific issues can be handled at the Dedicated Account Manager level. The Dedicated Account Manager will work directly with State Agencies and Respondent's representatives to support contract best practices, compliance, training (including customer and employee training), development of customized offerings for individual agencies, business reviews, implementation, disaster recovery leads, process mapping, local reporting, inventory management (where applicable), issue resolution, and customer satisfaction. The Dedicated Account Manager has access to information, including, but not limited to, order status, delivery information, backorder information, contracted pricing, item availability, and product information.

The Account Manager shall also actively market the products and services of this potential Contract to Governmental Entities and local schools under the K-12Indiana program. The

Account Manager shall also work with the State Vendor Contract Manager on the details and management of the Savings Model.

The Customer Service Team shall be responsible for assisting the Ordering Agencies with any issues related to, but not limited to product information, order status, delivery information, backorder information, contracted pricing, and ensuring service level compliance.

1.4.9 Reporting

Respondent shall provide a detailed list of all current reporting capabilities, the process by which these reports are generated, and the frequency of report production. Example reports include (but are not limited to) utilization of certified diverse providers, utilization of certified Buy Indiana providers, and detailed State usage and spend reports.

The State expects regular and ad hoc reporting to be available online and to be available upon request by the State. These reports are to include the following fields, at a minimum: the Purchasing Entity, Manufacturer Name, Manufacturer Code, Manufacturer SKU Number, UPC Code, UOM (Unit of Measure), Items per UOM, Product Description, List Price, Price Actually Charged, Source of Price Charged (Lower sale price, etc.), Quantity Purchased, Extended Price Charged, Payment Type (P-Card, etc.), Order Method (Online, Phone, etc.), and Average Order Size.

The State expects all regular reports to be provided quarterly at the Quarterly Business Review. Ad-hoc reporting shall be provided within five business days of request unless agreed to in writing by the State of Indiana.

1.4.10 Implementation and Transition

The State shall work with the successful Respondent(s) to integrate their online catalogs with PeopleSoft through a punchout catalog or to provide data to the State in the required format. To that end, the State requires that each Respondent provide their plans for implementation that begin from contract award date and include the first date at which the State shall be able to place orders with successful Respondents. These implementation plans should include key dates, milestones, and deliverables with clear expectations of the State's level of involvement.

The State is open to any trainings that may be offered by successful Respondents if they are offered at no cost to the State.

The State is interested in seeing how Respondents can be both innovative and cost-effective, and asks Respondents to describe any innovative solutions they may bring to a State contract that complies with their contract and provides savings to the State.

1.4.11 Billing and Invoicing

The Respondent shall accept the following methods of payment: State credit card, Authorized Users' personal credit cards, and pre-assigned billing accounts. The Respondent shall accept any handling fees associated with the use of any credit cards.

Invoices shall be submitted by and payment made to the Respondent. Invoices shall be submitted to (and payment remitted from) individual agency and departments as determined during contract implementation. The State shall not accept a central bill process *i.e.* a single bill issued to IDOA for all State agencies.

At a minimum, Respondent's invoice frequency shall be monthly. The State desires flexibility with increased invoice frequency (biweekly, weekly) as requested by individual agencies or departments. The Respondent shall coordinate with each agency to customize individual billing and invoice cycles that align with agency needs.

1.5 Solicitation Outline

The outline of this solicitation document is described below:

Section	Description
Section One – General Information and Requested Products or Services	This section provides an overview of the solicitation, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this solicitation
Section Two – Proposal Preparation Instruction	This section provides instructions on the format and content of the solicitation including an Executive Summary, Business Proposal, Technical Proposal, and a Cost Proposal
Section Three – Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate Respondents' proposals
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F	Technical Proposal Template
Attachment F1	Summary of Minimum Requirements
Attachment G1	Specifications Q&A Template
Attachment G2	All Other Questions Q&A Template

Attachment H	Reference Check Form
Attachment I	Pre-proposal Network Opportunities Form
Attachment J	Attestation Form
Attachment K	Intent to Respond Form

1.6 Pre-Proposal Conference

A pre-proposal conference will not be held for this solicitation. A PowerPoint slide deck will be posted to the IDOA Supplier Portal containing the information normally shared during this meeting. Interested parties may submit any questions they have to be addressed during the written Question/Inquiry process, as further instructed in Section 1.7.

The pre-proposal conference provides an opportunity for potential Prime Contractors and potential Subcontractors to connect. The State strongly encourages potential Prime Contractors and potential Subcontractors to complete and submit **Attachment I** directly to rfp@idoa.in.gov no later than the time and date outlined in [Section 1.24](#). Compiled company contact information will be posted to the solicitation website to allow networking to take place among the vendor community. Though **Attachment I** is not required, the State encourages its use.

1.7 Question/Inquiry Process

All questions/inquiries regarding this solicitation must be submitted by the dates and times outlined in [Section 1.24](#). The first round of Questions/Inquiries focuses on MRO Specifications and may be submitted in **Attachment G1**, Specifications Q&A Template, via email to rfp@idoa.IN.gov and must be received by the time and date indicated in [Section 1.24](#). The second round of Questions/Inquiries covers all other questions and may be submitted in **Attachment G2**, All Other Questions Q&A Template, via email to rfp@idoa.IN.gov and must be received by the time and date indicated in [Section 1.24](#).

The subject line of the email submissions must clearly state the following:
"RFP 23-72270 Questions/Inquiries – [INSERT COMPANY NAME]".

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents, redacting the name of the company who submitted the question. The responses will be posted to the IDOA website according to the timetable established in [Section 1.24](#). Only answers posted on the IDOA website will be considered binding 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.

If it becomes necessary to revise any part of this solicitation, or if additional information is necessary for a clearer interpretation of provisions of this solicitation prior to the due date for proposals, an Addendum will be posted on the IDOA website. If such Addenda issuance is

necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.8 Due Date for Proposals

All proposals must be submitted through a two-part process. Both deadlines must be met for a response to be complete. Part one, the Submission Form is due as set forth in [Section 1.24](#).¹ Proposals will be disqualified if the Submission Form is received after the expiration of the first deadline. Part two, the receipt date for Proposals on Flash Drives, is as set forth in [Section 1.24](#). Proposals will be disqualified if Flash Drives are received after their deadline. The awarded proposal **will be posted on the IDOA Award Recommendations website, at** <https://www.in.gov/idoa/2462.htm>.

The Submission Form is available at <https://www.in.gov/idoa/procurement/current-business-opportunities>. Complete the form in its entirety. The sourcing number and IDOA Procurement Lead information is available on the title page of this document. The Executive Summary and completed **Attachment J**, Attestation Form are to be attached to the Submission Form.

The Flash Drive(s) should be sent using the address information below:

Stephanie Nelson – RFP #23-72270
Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

- Each Respondent must submit at least one original Flash Drive but if more are needed, that is acceptable.
- The proposal must follow the format indicated in [Section Two](#) of this document. No other method of submission will be accepted.
- Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired.
- No more than one proposal per Respondent may be submitted.
- Responses not submitted by the deadlines will not be considered; nor will sending it via email or hand delivery be viable alternatives.
- The State will not provide confirmation of receipt of Flash Drives. If that is desired, the Respondent should select a shipping method that will offer confirmation of receipt.
- The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded.
- All communication, unless stated otherwise in this document, should be directed to the IDOA staff member on the title page of this solicitation. If communication is had with

¹ The date and time stamp generated by the State system indicating receipt of the Submission Form shall be considered the official time stamp for this RFP. See 1.24 Summary of Milestones for the due date and time.

any other staff member, the **Respondent may disqualify themselves from further consideration.**

1.9 **Modification or Withdrawal of Offers**²

Responses may be modified by Respondents until the time and date the response is due. The Respondent's authorized representative may withdraw the proposal prior to the due date by sending notice to the address listed above in Section 1.8.

1.10 **Pricing**

Pricing on this solicitation must be firm and remain open for a period of not less than one hundred eighty (180 days) from the date of award issuance. 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 of being removed from consideration.³

Please refer to the Cost Proposal sub-section under [Section Two](#) for a detailed discussion of the proposal pricing format and requirements.

1.11 **Proposal Clarifications**

The State may request clarifications, in writing, on proposals submitted. These clarifications could include, but are not limited to, request for additional information, or request for Cost or Technical proposal revision. Additionally, in conducting clarifications, 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 clarifications.

A sample contract is provided in **Attachment B**. Any requested changes to the sample contract must be submitted with your response (See [Section 2.3.6](#) for details). The State may reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.12 **Best and Final Offer (BAFO)**

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 based on initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

² Please note if the State elects to cancel the solicitation, all submitted responses would remain confidential, until the replacement solicitation is concluded, and an Award Recommendation made.

³ Making modifications to the Cost Proposal could result in the proposal being removed from consideration.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offer(s) that are most advantageous to the State.

1.13 Reference Site Visits

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.14 Type and Term of Contract

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this solicitation.

The term of the contract shall be for a period of four (4) years from the date of contract execution. There may be two (2) one-year renewals for a total of six (6) years at the State's option.

1.15 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire solicitation file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA **must indicate so per Attachment J** which specific provision applies to which specific part of the response.

Please note citing "Confidential" on an entire section is not sufficient or acceptable.

The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- [18-INF-06; Redaction of Public Procurement Documents Informal Inquiry](#)

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance.

1.16 Taxes

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

1.17 Procurement Division Registration

In order to submit a proposal per [Section 1.8](#), Respondents must be registered as a bidder with the Department of Administration, Procurement Division.

At Bidder Profile Registration, <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/> the following may be completed.

- To register, follow instructions provided in Section 2.3.8.
- If registered, a Bidder ID # list is available to complete the Submission Form per Section 2.1.

1.18 Secretary of State Registration

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.19 Compliance Certification

Responses to this solicitation 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.

1.20 Equal Opportunity Commitment

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 solicitation. Therefore, a contract goal of 8% for Minority Business Enterprises, 11% for Woman Business Enterprises, and 3% for Indiana Veteran Owned Small Businesses has been established.

1.21 Minority & Women Business Enterprises Subcontractor Commitment (MWBE)

Removed at request of agency.

1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)

Removed at request of agency.

1.23 Americans with Disabilities Act

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.24 Summary of Milestones

The following timeline is only an illustration of the solicitation process. Not all the dates below are binding.⁴ Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

Key Dates

Activity	Date
Issue of solicitation	June 5, 2023
Deadline to Submit Pre-Proposal Network Opportunities Form (Optional)	June 15, 2023 by 3:00 PM Eastern Time
Deadline to Submit First Round of Written Questions	June 15, 2023 by 3:00 PM Eastern Time
Response to First Round of Written Questions/Amendments	June 29, 2023
Deadline to Submit Intent to Respond Form (Optional)	July 6, 2023 by 3:00 PM Eastern Time

⁴ Submission of the Submission Form, Proposals on Flash Drives and Reference Check Forms to State ARE binding and not subject to change.

Deadline to Submit Second Round of Written Questions	July 6, 2023 by 3:00 PM Eastern Time
Response to Second Round of Written Questions/Amendments	July 20, 2023
Submission process Part one: Submission Form and Required Attachments (see footnote 4.)	September 5, 2023 by 3:00 PM Eastern Time
Submission process Part two: Submission of Proposals on Flash Drive(s) (see footnote 4.)	September 8, 2023 by 3:00 PM Eastern Time
Submission of Reference Check Forms to State (see footnote 4.)	September 8, 2023 by 3:00 PM Eastern Time
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
Award Recommendation	October 2023

1.25 Evidence of Financial Responsibility (25 IAC 1.1-1-5)
Removed.

1.26 Conflict of Interest

Any person, firm or entity that assisted with and/or participated in the preparation of this solicitation document is prohibited from submitting a proposal to this specific solicitation. For the purposes of this solicitation, a “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 solicitation proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this solicitation, a person that assisted with and/or participated in the preparation of this solicitation.

1.27 Procurement Protest Policy

The State’s procurement protest policy can be found at <https://www.in.gov/idoa/files/ProcurementProtestPolicy.pdf>. Per the policy, there are two periods of protest allowable for the solicitation:

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

Additional details as to the required content in the letter and the steps involved in a protest can be found in the State's Procurement Protest Policy at <https://www.in.gov/idoa/files/ProcurementProtestPolicy.pdf>.

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:

- Proposals will be disqualified if the Submission Form is received after the expiration of the first deadline per Section 1.24.
- Proposals will be disqualified if the Submission Form is received without the Executive Summary and/or the required completed Attachment J, Attestation Form attached.
- The Executive Summary must be in the form of a letter and attached to the Submission Form.
- **Attachment J**, the Attestation Form, must be attached to the Submission Form.
- Proposals will be disqualified if Flash Drives are received after the expiration of the second deadline per Section 1.24.
- Each item, Executive Summary, Business Proposal, Technical Proposal, Cost Proposal, and attachments, must be separate standalone electronic files. Please do not submit your proposal as one large file.
- A Bidder ID is a required field on the Submission Form to submit a response. A Bidder ID list is available at <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>
- Requests to extend the due date to accommodate delivery challenges will be denied. Submission Form and Flash Drive responses not submitted by the deadlines will not be considered; sending responses via email or hand delivery will not be a viable alternative.
- The State strongly encourages Respondents to allow plenty of time to ship their proposals on Flash Drives.
- Please submit all attachments in their original format. Any attempt to manipulate the format of the documents that deviates from the current format will put your proposal at risk of disqualification.
- Confidential Information must also be clearly marked per **Attachment J**.
- Confirmation of receipt of Flash Drives is the responsibility of the Respondents and reliant upon the shipping method chosen.

2.2 Executive Summary⁵

The Executive Summary must address the following topics except those specifically identified as “optional.” The Executive Summary is to be attached to the Submission Form by the response due date and Eastern time.

⁵ The Executive Summary may be included on the Flash Drive if desired.

2.2.1 Summary of Ability and Desire to Supply the Required Products or Services

The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section One of this solicitation.

2.2.2 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in [Section 2.3.4](#), must sign the Executive Summary. **In the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone, and e-mail address, if that contact is different than the individual authorized for signature.**

2.2.3 Respondent Notification

Unless otherwise indicated in the Executive Summary, 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 or respondent addresses.

2.2.4 Secretary of State

The Respondent shall indicate their status with respect to the Office of the Indiana Secretary of State.

2.2.5 Other Information

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

2.3 Business Proposal

The Business Proposal must address the following topics except those specifically identified as "optional." **The Business Proposal Template is Attachment E.**

Any attempt to manipulate the format of the document that deviates from the current format will put your proposal at risk for disqualification.

2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this solicitation.

2.3.2 Respondent's Company Structure

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

2.3.3 Respondent's Diversity, Equity, and Inclusion Information

With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the State. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

2.3.4 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 solicitation. 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 solicitation.**

2.3.5 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 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 IC5-22-16-1(d).

2.3.6 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 mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are substantively required. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in **Attachment B**.

Please review the contract and indicate per **Attachment J**, your acceptance of 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 in **Attachment E**. If you require additional contract terms, please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State may reject all requested changes.

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Certification
- Employment Eligibility Verification (E-Verify)
- Funding Cancellation
- Governing Law
- Indemnification
- Information Technology Enterprise Architecture Requirements
- Nondiscrimination Clause
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

The substantively required terms are as follows:

- Duties of Contractor, Consideration, and Term of Contract
- Ownership of Documents and Materials
- Payments

This solicitation and all portions of the Respondent's response will be incorporated as part of the final contract.

2.3.7 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 number or email 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 emailed by the reference DIRECTLY to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same, or similar, to those products and/or services requested in this solicitation.

- **Attachment H** should be submitted to <mailto:idoareferences@idoa.in.gov>.
- **Attachment H** should be submitted by the due date listed in [Section 1.24](#) of the solicitation. Please provide the customer information for each reference.

2.3.8 Registration to do Business

Secretary of State

Respondents providing the products and/or services required by this solicitation must be registered to do business within the State by the Indiana Secretary of State. 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 at www.in.gov/sos. The Respondent must indicate the status of registration, in the Executive Summary.

Department of Administration, Procurement Division

To complete the on-line Bidder registration, go to the Bidder Profile Registration website at <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>.

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 need to be registered to submit a

proposal. 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 location(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database.

2.3.9 Authorizing Document

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the bid response meets all general conditions must sign the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone number, and e-mail address, if that contact is different than the individual authorized for signature. Additionally, the Company's Bidder ID #, FEIN, Type of Business (i.e., Corporation, Sole Proprietor, LLC, etc.), and North American Industry Classification System (NAICS) Code should all be included in the Executive Summary with the contact information.

2.3.10 Diversity Subcontractor Agreements

Removed.

2.3.11 Evidence of Financial Responsibility

Removed.

2.3.12 General Information

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

- a. 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.
- b. What is your company's technology and process for securing any State information that is maintained within your company?

2.3.13 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 other governmental bodies.

2.3.14 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.

2.3.15 Payment

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

2.3.16 Extending Pricing to Other Governmental Bodies

The Respondent must indicate within its Executive Summary if it agrees to extend the prices of awarded products and/or services to other governmental bodies. The Respondent should note the following:

- Other Governmental Bodies are defined as an agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:
 1. The judicial branch
 2. The legislative branch
 3. A political subdivision as defined in IC 5-22-2-22 and IC 36-1-2-13 (includes school corporations, municipal corporations, Legislative body, Taxing district, Town, Township, and Unit)
 4. A State educational institution
- The State DOES NOT accept any responsibility for purchase orders issued by other governmental bodies.
- All other governmental bodies must be willing to accept items as described in the specifications without any changes once the solicitation is awarded.

2.4 Technical Proposal

The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the Technical Proposal must

contain a meaningful summary of the referenced material. **The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked.** If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State. **The Technical Proposal Template is Attachment F.**

- **1.4.1** General Requirements and Definitions
- **1.4.4** Supplier Relationships
- **1.4.5** Ordering and Delivery
- **1.4.6** Catalog and Online Capabilities
- **1.4.7** Data Management and Integrity
- **1.4.8** Customer Service and Account Management
- **1.4.9** Reporting
- **1.4.10** Implementation and Transition
- **1.4.11** Billing and Invoicing

Any attempt to manipulate the format of the document that deviates from the current format will put your proposal at risk of disqualification.

2.5 Cost Proposal

The Cost Proposal Template is Attachment D.

The Cost Proposal is structured in two parts. First, on Tab 1, please provide the minimum percent off discount for each category for which you are submitting a proposal. Then, on Tabs 2-7, please enter the requested information for each listed product or functional equivalent for each of the categories for which you are submitting a proposal. In order to be considered responsive, you must propose a price and discount for at least 95% of all items in your proposed categories and at least one item in each subcategory.

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 of disqualification.

Cost Proposal Narrative

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

Cost Assumptions, Conditions and Constraints

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

2.6 Attestation Form⁶

The Attestation Form is **Attachment J**. This is the formal declaration of responses to the following as well as to the additional areas cited within **Attachment J** as it relates to this solicitation. **Attachment J**, Attestation Form is to be attached to the Submission Form due on the Submission Form due date and Eastern time.

2.6.1 Indiana Economic Impact

All companies desiring to do business with State Agencies must complete an "Indiana Economic Impact" form (**Attachment C**). This is not a separate evaluation item scored as set forth in [Section 3.2](#) but still a required form. The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the State. The amount entered in Line 16 "Total amount of this proposal, bid, or current contract" should match the four-year spend totals for each category found in the Current Purchasing Profile. For example, if you are submitting a bid only for Machinery and HVAC, your total bid amount value will be \$4,892,901.04.

2.6.2 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 and wishes to be certified as a Buy Indiana entity, go to the Buy Indiana website at <https://www.in.gov/idoa/2467.htm>

Respondents not previously registered with IDOA must go to the Buy Indiana website at <https://www.in.gov/idoa/2467.htm> and follow the steps outlined in the paragraph above to certify your business' status. The Respondent's Buy Indiana status must be finalized when the solicitation response is submitted to the State.

⁶ The **Attachment J**, Attestation Form may be included on the Flash Drive if desired.

Respondent must clearly indicate whether they intend to claim in **Attachment J** (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5).

When applying to Buy IN status, be sure to allow sufficient time to complete this process, at least twenty (20) business days.

Buy IN must be affirmatively claimed and documentation submitted per **Attachment J. The State will not look up status of each Respondent in a search to determine eligibility of potential provide points.**

Defining an Indiana Business:

“Indiana business” refers to any of the following:

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

Substantial Capital Investment:

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

Substantial Indiana Economic Impact:

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

2.6.3 Indiana Preferences

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this solicitation, 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 by the due date of the solicitation.

Buy Indiana

Refer to [Section 2.6.2](#) for additional information.

2.6.4 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this solicitation and shall not be relieved by the non-performance of any subcontractor. Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, 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 Attestation Form, Attachment J, 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 solicitation or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women's Business Enterprise, or Veteran Owned Small Business under IC 4-13-16.5-1 and IC 5-22-14-3.5.

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 2.3.8](#) for details).

Section Three Proposal Evaluation

3.1 Proposal Evaluation Procedure

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with solicitation requirements. All evaluation personnel will use the evaluation criteria stated in [Section 3.2](#).

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to mandatory requirements, per Section 3.2, Step 1, on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration. Further any proposals not meeting the Mandatory Requirements listed in [Section 3.2](#), Step 1 and noted in **Attachment J** will be disqualified.
- 3.1.2 Each proposal will be evaluated based on the categories included in [Section 3.2](#). A point score has been established for each category.
- 3.1.3 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State may be selected by IDOA for further action, such as contract negotiations. If, however, IDOA decides 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, the State may begin contract preparation with another 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 solicitation 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 = 85).

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail

2. Management Assessment/Quality (Business and Technical Proposal)	40 available points
3. Cost (Cost Proposal)	40 available points
4. Buy Indiana	5
Total	85 available points

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. The Mandatory Requirements are:

- Executive Summary and required content; submitted as Submission Form attachment
- **Attachment C** Indiana Economic Impact Form, completed;
- **Attachment D** Cost Proposal, **Attachment E** Business Proposal, **Attachment F** Technical Proposal, unaltered and complete with all requested supporting documents.
- **Attachment F1** Summary of Minimum Requirements, completed;
- **Attachment J** Attestation Form, complete with all requested supporting documents; submitted as Submission Form attachment.

Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that fulfill the Step 1 Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. 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 further evaluated.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, and/or demonstrations focused on cost and other proposal elements. Step 2 may include additional “short lists” at the State’s sole discretion.

Step 3

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

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

The section below describes the different evaluation criteria.

- 3.2.1 Adherence to Requirements – Pass/Fail**
Respondents passing this category move to Phase 2

The following 2 categories cannot exceed 80 points.

- 3.2.2 Management Assessment/Quality**
40 available points

- 3.2.3 Price**
40 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 40 points. The normalization formula is as follows:

- *Respondent's Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 40*

- 3.2.4 Buy Indiana Initiative – 5 points**

Respondents qualifying, and documenting per **Attachment J**, as an Indiana Company as defined in [Section 2.6.2](#) will receive 5 points in this category.

- 3.2.5 Minority Business Subcontractor Commitment**

Removed.

- 3.2.6 Women Business Subcontractor Commitment**

Removed.

- 3.2.7 Indiana Veteran Owned Small Business Subcontractor Commitment**

Removed.

- 3.2.8 Qualified State Agency Preference Scoring**

Removed.