



STATE OF INDIANA

Request for Proposal 23-72839

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
All State Agencies**

**Solicitation For:
Uniforms, Mats, Towels, and Linens Rentals and Leases**

**Response Part One, Submission Form Due Date and Time:
February 24, 2023 at 3:00PM ET**

**Response Part Two, Submission of Proposals by Flash Drive Due Date and Time:
March 1, 2023 at 3:00PM ET**

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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	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	21
1.17 Procurement Division Registration.....	21
1.18 Secretary of State Registration	21
1.19 Compliance Certification.....	21
1.20 Equal Opportunity Commitment	22
1.21 Minority & Women Business Enterprises Subcontractor Commitment (MWBE)	22
1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)	24
1.23 Americans with Disabilities Act.....	26
1.24 Summary of Milestones	26
1.25 Evidence of Financial Responsibility (25 IAC 1.1-1-5)	27
1.26 Conflict of Interest	27
1.27 Procurement Protest Policy	28
Section Two Proposal Preparation Instructions	29
2.1 General.....	29
2.2 Executive Summary.....	29
2.2.1 Summary of Ability and Desire to Supply the Required Products or Services	30
2.2.2 Signature of Authorized Representative.....	30
2.2.3 Respondent Notification	30
2.2.4 Secretary of State.....	30
2.2.5 Other Information.....	30
2.3 Business Proposal.....	30
2.3.1 General (optional).....	31
2.3.2 Respondent's Company Structure	31
2.3.3 Respondent's Diversity, Equity, and Inclusion Information	31
2.3.4 Company Financial Information.....	31

2.3.5	Integrity of Company Structure and Financial Reporting	32
2.3.6	Contract Terms/Clauses.....	32
2.3.7	References	33
2.3.8	Registration to do Business.....	33
2.3.9	Authorizing Document	34
2.3.10	Diversity Subcontractor Agreements.....	34
2.3.11	Evidence of Financial Responsibility	34
2.3.12	General Information	34
2.3.13	Experience Serving State Governments.....	35
2.3.14	Experience Serving Similar Clients	35
2.3.15	Payment	35
2.3.16	Extending Pricing to Other Governmental Bodies	35
2.4	Technical Proposal	36
2.5	Cost Proposal	36
2.6	Attestation Form	37
2.6.1	Indiana Economic Impact.....	38
2.6.2	Buy Indiana Initiative/Indiana Company.....	38
2.6.3	Indiana Preferences	39
2.6.4	Subcontractors.....	39
Section Three Proposal Evaluation		41
3.1	Proposal Evaluation Procedure	41
3.2	Evaluation Criteria.....	41
3.2.1	Adherence to Requirements – Pass/Fail	43
3.2.2	Management Assessment/Quality	43
3.2.3	Price	43
3.2.4	Buy Indiana Initiative – 5 points.....	44
3.2.5	Minority Business Subcontractor Commitment – 5 points.....	44
3.2.6	Women Business Subcontractor Commitment - 5 points.....	45
3.2.7	Indiana Veteran Owned Small Business Subcontractor Commitment - 5 points	45
3.2.8	Qualified State Agency Preference Scoring	46

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 Uniforms, Mats, Towels, and Linens Rentals and Leases. 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
Other Governmental Body	<p>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:</p> <ol style="list-style-type: none"> 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 that the Respondent proposes on Attachment D that represents their total, all-inclusive price.

Uniform Lease	The measurement, provision, repair, and replacement of uniforms and uniform pieces for the State without laundry service wherein the uniforms are owned by the Respondent.
Uniform Rental	The lease of uniforms with laundry service.
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 that can satisfy the State's need for Uniforms, Mats, Towels, and Linens Rentals and Leases. It is the intent of the Indiana Department of Administration to contract with a respondent that provides quality Uniforms, Mats, Towels, and Linens Rentals and Leases for All State Agencies.

1.4 Summary Scope of Work

1.4.1 Overview

The Respondent shall provide all services necessary to provide uniforms, mats, towels, and linens rentals and leases 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.

Furthermore, other governmental bodies 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 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 is required to provide and extend pricing and discounts for the items listed in this RFP 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

The following data is from calendar year 2021. During that calendar year, State agencies and other government entities spent approximately \$1.27 million (across the market basket and non-market basket items) for uniforms, mats, towels, and linens rentals and leases. Please refer to the following breakdown when completing **Attachment D** Cost Proposal Template.

2021 Spend by Entity Type	
Entity Type	2021 Spend
State	\$302,080.23
Local	\$971,388.10

2021 Spend by Entity Type and Category		
Category	2021 State Spend	2021 Local Spend
Mats	\$65,717.14	\$107,378.59
Shirts	\$56,714.01	\$265,969.84
Jeans	\$46,473.81	\$81,859.24
Pants	\$36,850.96	\$230,917.17
Towels	\$20,885.36	\$44,487.52
Polo Shirts	\$20,053.18	\$17,880.37
Lab Coats	\$11,563.86	\$1,209.73
Fire Resistant Shirt	\$10,063.56	\$3,042.58
Jackets	\$8,897.88	\$93,138.08
Shorts	\$5,689.81	\$9,913.30
Emblems and Embroidery	\$4,741.12	\$10,720.32
Mops and Mop Handles	\$3,132.04	\$12,272.46
Overalls	\$1,434.35	\$4,764.27
Oxford Shirts	\$362.02	\$37.09
Garment Lockers	\$183.60	\$0

Other	\$9,317.53	\$87,797.54
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2021 Spend by Zip Code by Entity Type					
Zip Code	2021 State Spend	2021 Local Spend	Zip Code	2021 State Spend	2021 Local Spend
46041	\$4,789.57	\$0.00	46601	\$508.00	\$0.00
46064	\$3,102.50	\$0.00	46703	\$0.00	\$15,636.51
46072	\$4,155.60	\$0.00	46714	\$3,734.91	\$0.00
46077	\$0.00	\$1,511.23	46742	\$0.00	\$225.94
46112	\$0.00	\$27,383.76	46750	\$27.48	\$0.00
46117	\$0.00	\$5,204.00	46787	\$0.00	\$424.29
46120	\$5,106.85	\$0.00	46804	\$4,606.47	\$0.00
46124	\$419.86	\$0.00	46808	\$9,136.54	\$0.00
46135	\$2,372.29	\$0.00	46902	\$500.00	\$0.00
46140	\$13,697.40	\$497.62	46970	\$1,857.01	\$0.00
46143	\$0.00	\$650.64	46992	\$4,657.90	\$0.00
46148	\$0.00	\$661.50	46996	\$7,037.88	\$0.00
46151	\$731.54	\$0.00	47001	\$4,621.67	\$4,549.74
46164	\$370.87	\$0.00	47042	\$1,547.03	\$0.00
46168	\$0.00	\$34,060.70	47129	\$3,433.97	\$0.00
46202	\$9,124.76	\$20,296.25	47130	\$0.00	\$846.11
46203	\$0.00	\$13,501.10	47172	\$2,501.13	\$0.00
46204	\$16,011.11	\$18,039.63	47201	\$2,450.60	\$0.00
46208	\$1,322.25	\$19,386.87	47250	\$3,393.09	\$0.00
46218	\$0.00	\$50,819.98	47274	\$8,248.82	\$0.00
46219	\$32,710.64	\$1,866.98	47281	\$455.76	\$0.00
46221	\$0.00	\$92,192.16	47320	\$2,685.77	\$0.00

2021 Spend by Zip Code by Entity Type					
46222	\$0.00	\$187,477.39	47327	\$2,775.66	\$0.00
46225	\$11,979.35	\$69,156.77	47374	\$8,429.85	\$0.00
46226	\$0.00	\$31,644.80	47404	\$4,215.84	\$0.00
46227	\$0.00	\$2,149.84	47441	\$3,764.40	\$0.00
46229	\$0.00	\$36,921.61	47454	\$2,922.39	\$0.00
46239	\$8,124.26	\$18,825.34	47532	\$0.00	\$8,886.02
46241	\$286.35	\$0.00	47542	\$0.00	\$15,246.79
46254	\$0.00	\$11,921.70	47546	\$1,724.42	\$0.00
46280	\$0.00	\$2,645.60	47586	\$2,527.02	\$10,991.38
46303	\$0.00	\$627.70	47591	\$1,294.17	\$0.00
46307	\$0.00	\$2,876.90	47648	\$0.00	\$3,007.32
46312	\$0.00	\$78,683.90	47712	\$0.00	\$21,417.85
46320	\$1,348.44	\$0.00	47713	\$0.00	\$1,731.74
46350	\$8,998.44	\$0.00	47714	\$568.43	\$0.00
46356	\$3,472.75	\$0.00	47725	\$5,556.79	\$0.00
46360	\$0.00	\$11,460.40	47802	\$7,624.29	\$0.00
46371	\$0.00	\$9,439.14	47859	\$1,746.68	\$0.00
46382	\$0.00	\$575.43	47872	\$0.00	\$287.25
46383	\$0.00	\$10,321.67	47901	\$0.00	\$25,123.85
46385	\$0.00	\$8,244.71	47904	\$0.00	\$19,955.19
46394	\$0.00	\$14,589.35	47905	\$914.76	\$0.00
46403	\$10,284.08	\$0.00	47906	\$22,660.95	\$2,943.10
46405	\$0.00	\$2,647.91	47909	\$0.00	\$15,893.89
46506	\$1,758.07	\$0.00	47921	\$0.00	\$217.00
46507	\$1,109.18	\$0.00	47933	\$10,652.38	\$550.69
46516	\$319.94	\$0.00	47944	\$0.00	\$286.66

2021 Spend by Zip Code by Entity Type					
46517	\$2,594.30	\$0.00	47960	\$5,008.68	\$0.00
46552	\$0.00	\$22,281.20	47978	\$7,160.62	\$12,198.52
46563	\$6,938.47	\$0.00	54110	\$0.00	\$1,055.48
46567	\$0.00	\$1,299.05			

These figures are only an estimate and are not to be construed as an amount to be offered under this solicitation. **However, when completing Minority and Women's Business Enterprises Participation Plan Form (Attachment A), Indiana Veterans' Participation Plan Form (Attachment A1), and the Indiana Economic Impact Form (Attachment C) please use \$604,160.46, which is double the State's 2021 spend.**

1.4.3 Market Basket Pricing and Non-Market Basket Discounts

The Market Basket represents a group of items representative of historical spend and user need. This Market Basket includes the State's best estimate of the highest use and most essential items. The included products represent items which account for a significant percentage of the State spend. Respondents are required to individually price Market Basket items in this RFP with all-inclusive, firm, set prices. Pricing must include all delivery, shipping, cleaning service, administrative costs, and other fees associated with the product.

Respondents are encouraged to provide pricing for all Market Basket items and must provide pricing for at least 95% of all items to be considered responsive. Additionally, Respondents must provide pricing for at least one (1) item in each of the categories included the market basket. Respondents must also provide a minimum discount off percentage for all Non-Market Basket Items.

The Respondent's Market Basket pricing shall be held firm for twelve (12) months following contract execution and the Respondent's Non-Market Discounts shall be held for the life of the contract.

Quarterly Market Basket composition and Non-Market Basket percentage off list price reviews will begin at the first quarterly business review and at every quarterly review for the remainder of the contract. Through the life of the contract, the State expects successful Respondents to provide data and recommendations to optimize the Market Basket to drive savings and reflect purchasing trends. Any modification to the Market Basket including but not limited to adding new products, removing products, or changes to existing prices or product details (i.e., UOM) require mutual agreement of both parties and must be memorialized through a contract amendment. The awarded vendor(s) may not optimize or modify the Market Basket without explicit and written agreement by the State.

1.4.4 Uniform Rental

The Respondent shall rent uniforms to the State for those State employees in certain work groups and shall maintain (repair or replace), clean and steam tunnel (a system that utilize pressurized steam and heat to help release any wrinkles) such uniforms for the employees. Details of this desired service are set forth below.

The Respondent shall provide new uniforms for the State Using Agencies that adhere to or exceed the minimum specifications set forth hereto. The work groups which shall rent or lease uniforms will be, but is not limited to: Facilities Management Services, Fleet Services, Laboratory Services, and Parking Services. The Respondent will be required to provide the solicitation line items, laundry service, pick-up, and delivery. At any time during the life of the Agreement, the State may decide to add other work groups and other uniform selections to the Contract by formal written agreement of the parties.

Respondent shall either measure or request measurements from newly hired employees and provide newly hired employees with uniforms, or replacement uniforms for current employees, within seven (7) working days after notification from Using Agency, throughout the duration of the resulting contract. Scheduled fittings with work groups shall take place at Using Agency's Site. Respondents shall properly measure and fit each type of garment to the individual employee and provide alterations if necessary. Respondents shall work directly with each employee to take his/her order.

Respondents shall maintain uniforms that consistently meet the professional standards of the "Agency Image" as determined by State designee. This shall include, but not be limited to, furnishing clean, mended, and pressed garments that meet the established Agency Image level of professionalism.

Respondent shall inspect garments each week using the ten-point inspection process below, or a similar process to ensure garment integrity.

Point #	Pants	Shirts	Repair	Replace
1	I.D. Tape	I.D. Tape		
2	Crotch	Collar		
3	Seams	Seams		
4	Knees	Emblems		
5	Pockets	Pockets		
6	Hems	Hems		
7	Snap/Buttons	Snap/Buttons		
8	Zipper	Placket		
9	Tears	Tears		
10	Holes	Holes		

Respondents shall monitor all patches and emblems and automatically replace them when they become faded, when detached around edges, or when otherwise requested by the State.

Respondents shall furnish an adequate inventory of uniforms as selected by the particular work group, so that each employee can maintain the needed changes per week and to provide for new employees and upgrades. Should other work groups be added to the rental/lease uniform option, Respondents shall have an adequate inventory on hand for all division employees in those work groups.

Respondents shall replace a garment, patch, or emblem when it fails to meet the established Agency Image as determined by State. Costs for replacements and for loss attributable to normal wear and tear shall be borne by Respondents. Replacement of garments not meeting the inspection criteria or items damaged or lost by Respondents shall be automatically replaced at their expense. Respondent shall replace garments within seven (7) working days following receipt of verbal or written notification from State designee that replacement shall be required.

Respondents shall provide delivery at approximately the same time and day on a regular schedule to each participating group as they have selected. Location and personnel changes shall be at the discretion of the State and shall be made with verbal notification to Respondents by State designee.

Respondents shall sort and distribute repaired, replaced, or new uniforms as established by the Using Agency. This shall be the regular routine procedure and shall be followed by the Respondent.

The State Using Agency shall have the option to request new replacement uniforms on a 24-month depreciation schedule, if not replaced sooner, to assure compliance with the Agency Image quality and appearance requirements.

1.4.4.1 Definition of a Uniform Set

A uniform set is considered to be one (1) shirt/blouse and one (1) pair of pants/jeans/slacks/shorts/skorts. Additional uniform items such as jackets, coveralls, smocks, lab coats, shop aprons or more may be added as part of the uniform set.

1.4.4.2 Selection of Uniform Items

For shirts/blouses/smocks, State employees may select long-sleeve shirts/blouses, short-sleeve shirts/blouses, or a combination of long-sleeves and short-sleeves. Polo shirts, smocks or other types of shirts may be issued if allowed under department uniform standards.

For pants/slacks, State employees may select long pants/slacks, shorts/skorts, or combination of pants/slacks and shorts/skorts. The selection of shorts/skorts is dependent on uniform requirements within the respective departments.

The employee may be issued other uniform items if required for their jobs and in accordance with department uniform standards.

1.4.4.3 Initial and Subsequent Issue of Uniforms

All uniforms shall be new and unused when initially issued to State employees. New and unused uniforms shall be issued to all “add on” personnel throughout the term of this Agreement. Turnaround time for standard sizes is one (1) week and three (3) weeks for non- standard sizes. Non-standard sizes are defined as uniform shirt sizes of 3XL or larger, maternity-style shirts, tall-sized shirts, and uniform pant sizes of 46 or larger in the waist, or tall, petite, or short inseam lengths.

1.4.4.4 Acknowledgement of Proper Fit / Receipt of Uniforms

Upon receipt of a new or replacement uniform set, the employee will sign a form, provided by the Respondent, acknowledging the uniforms fit properly such as correct shirt, coverall, or jacket sizes, correct waist sizes and lengths (if applicable) for pants, etc. and receipt of the correct number of uniform pieces.

The minimum information required will be as follows:

- a. Current Date.
- b. Name of Employee.
- c. Department / Division.
- d. Respondent’s Sales Rep.
- e. Acknowledgement Clause, as follows:
 - i. I, (Employee’s name filled in by the Employee), do hereby acknowledge the uniforms fit properly and acknowledge receiving (Employee fills in the number of uniform pieces) uniform pieces.
 - ii. Block for Employee’s Signature.
 - iii. Block for Date Employee Signed Receipt.
 - iv. Block for Comments.

If the Employee feels the uniforms do not fit properly, the Employee will note such in the Comments block. At this point, the Respondent must establish a new date and time to collect measurements and to ensure uniforms are properly fitting. If the Employee has not received the proper number of uniform pieces, the Employee may accept what is being delivered but must note in the Comments block how many uniform pieces are missing. When the remaining uniform pieces are delivered, the Employee will again acknowledge proper fit and the remaining uniform pieces. One copy of the Acknowledge/Receipt will be retained by the Respondent and one copy will be given to the Employee.

1.4.4.5 Measurements & Alterations

Respondents shall ensure that measurements of all State employees are taken to ensure proper sizes are ordered. Respondents shall provide sample uniform items for all State employees to try on. Respondents shall be willing to collect employee measurements at a time and location to be determined by individual State department locations. Respondents also shall perform alterations to garments to ensure proper fit. If for any reason the uniform is not sized properly the first time, the Respondents will re-issue the proper sized uniforms at no additional costs to the State. There shall be no additional charge for alterations. All garment alterations, including hemming of pants, shall be included in bid price.

1.4.4.6 Frequency of Re-Issue / Replacement of Uniforms

Uniforms are expected to last at least twenty-four (24) months under normal wear and tear environments. However, some employees work with and around chemicals, grease, oil, paint, and other uniform-damaging substances. Under those circumstances, uniforms may wear out sooner and may require replacement sooner. Judgment as to whether uniforms are in an unacceptable condition, require replacement, and/or do not meet the department/division uniform standards shall be at the sole discretion of the designated State department/division supervisor. Said uniforms will be re-issued / replaced at no additional cost to the State. Turnaround time for standard sizes is one (1) week and three (3) weeks for non-standard sizes. Non-standard sizes are defined as uniform shirt sizes of 3XL or larger, maternity-style shirts, tall-sized shirts, and uniform pant sizes of 46 or larger in the waist, or tall, petite, or short inseam lengths.

State employees will report to their supervisors when re-fittings are needed. The Respondents shall gather fitting requests during the first delivery/pickup of the month and will return for fittings on the second delivery/pickup of the month. The Respondent should attempt to make provisions to re-measure the employees during times allotted for deliveries. There will be no charge to the State if the employee travels to the Respondent's facility to be re-measured.

1.4.5 Uniform Lease

This option provides a uniform rental without laundry service. Depending on the workweek, the employee is issued one (1) workweek of uniform sets with two spare uniform sets.

- a. If the employee works a four-day workweek, the employee will be issued six (6) uniform sets.
- b. If the employee works a five-day workweek, the employee will be issued seven (7) uniform sets.
- c. If the employee works a six-day workweek, the employee will be issued eight (8) uniform sets.

The employee may be issued other uniform items if required for their jobs and according to department uniform standards. The employees will be responsible for laundry and maintenance of the uniform sets issued to them.

1.4.6 Mat Rental

The Respondent shall ensure clean, fresh-looking floor mats approved by the State, in good condition, in specified sizes, and the same color throughout. Mats having substandard elasticity or having lost any aspect of their integrity; mats having more than two (2) burn marks exceeding a 1/4" in diameter; or mats having more than two (2) rubber chunks absent from the border measuring larger than a 1/4" in diameter shall not be acceptable. Larger mats cut in half or reduced in size in this manner shall also be rejected.

The Respondent will deliver and distribute clean floor mats and remove soiled mats on a schedule agreed upon between the Respondent and the Using Agency.

1.4.7 Reporting

The State Using Agency shall have available to them, if necessary, a report used for internal tracking of employee or location accountability. In these reports, Respondent shall compile an inventory count of soiled items for pickup at each site through barcode scanning or an alternative tracking method. The Respondent shall provide a detailed list of their current reporting capabilities, the process by which these reports are generated, and the frequency of report production. The Respondent shall make their reports available to the State Using Agency Designee on a weekly basis or as requested by the State Using Agency Designee. Ad-hoc reports shall be provided within five (5) business days of request. These two actions shall be the standard procedure at each site. Invoices and/or delivery tickets shall include at a minimum the following:

- a. Show each employee by full name and identification number.
- b. Show actual inventory of articles for each employee.
- c. Provide documented tracking of articles through laundering process including on- site count of uniform articles picked up and returned.
- d. Furnish weekly cost breakdown for services for each employee, each garment and mator other industrial product.

1.4.8 Pick Up and Delivery

Service may be on a weekly, bi-monthly, or monthly exchange basis. Each State Using Agency will designate an employee to inspect the garments/products and verify the count of each pickup and delivery. An itemized slip shall accompany each delivery. Drivers shall carry sufficient stock to replace all items picked up. Any shortages shall be delivered within 24 hours of pickup time. Deliveries should be made on the same day and time every week as irregular

schedules are disruptive to the State services. If a standard delivery date falls on a scheduled holiday, deliveries should be made on the next business day when the Using Agency is open. The State expects Respondents to be familiar with the State holiday calendar and adequately plan for any non-standard delivery dates. Drivers employed by the Respondent are to be familiar with the pricing and scope of the resulting contract and shall not encourage or promote the sale, rental, or lease of any items in the Respondent's catalog.

1.4.9 Quality Control

Designated Supervisory personnel will be responsible for determining the acceptability of items supplied. If any item is deemed unsatisfactory, the employee will advise the Respondent by attaching a short statement of explanation to the item. The Respondent shall immediately furnish an acceptable replacement. In the event of a dispute, the decision of the Contract Manager shall be final and binding.

1.4.10 Customer Service and Account Management

The State requires top-tier customer service from the successful Respondent, and desires detailed information about the account management team that may work with the State during the transition and implementation of a resulting contract. The State also desires 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. The State also desires Respondents to provide methods of collecting customer feedback and measuring customer satisfaction. Respondents shall also have the ability to set up multiple accounts with State agencies and across business units.

a. Account Management Structure

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.

i. Account Manager (AM)

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. 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 AM level. The AM 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, working with MBE/WBE participation, process mapping, local reporting, inventory management (where applicable), issue resolution, and customer satisfaction. The 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 AM shall also actively market the products and services of this potential Contract to Governmental Entities and local schools under the K-12Indiana program. The AM shall also work with the State Vendor Contract Manager on the details and management of the Savings Model.

ii. State of Indiana Customer Service Team

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

1.4.11 Billing, Invoice, and Payments

The Respondent shall accept the following methods of payment: state procurement card, employees' 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. At a minimum, Respondent's invoice frequency shall be monthly. The State requires flexibility with increased invoice frequency (biweekly, weekly) as requested by individual agencies or departments. Respondents shall work with all agencies to customize invoice cycles according the needs of each agency.

Invoices shall be highly legible and contain the following information: payor's Agency Name, Contact Name, and Billing Address, Respondent's Name and Contact Information, payor's Account Number (if applicable) or other unique Invoice Number, Invoice Date, Billing Period, Itemized list of services/products rendered, Per Item Pricing, and Total Amount Due.

1.4.12 Implementation and Transition

The State requires top-tier customer service from the successful Respondent, and desires detailed information about the account management team that may work with the State during the transition and implementation of a resulting contract. The State also desires 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. The State also desires Respondents to provide methods of collecting customer feedback and measuring customer satisfaction. Respondents shall also have the ability to set up multiple accounts with State agencies and across business units.

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 A	M/WBE Participation Plan Form
Attachment A1	IVOSB Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F	Technical Proposal Template
Attachment F1	Minimum Requirements Form
Attachment G1	Q&A Template Round One – Market Basket Item Specifications
Attachment G2	Q&A Template Round Two – All Other Questions
Attachment H	Service Level Agreements (SLAs) Form
Attachment I	Reference Check Form

Attachment J	Pre-Proposal Network Opportunities Form
Attachment K	Intent to Respond Form
Attachment L	Attestation 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 J** 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 J** 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](#). Questions/Inquiries pertaining to the market basket items and item descriptions may be submitted in **Attachment G1**, Round One 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 23-72839 Round One Questions/Inquiries – [INSERT COMPANYNAME]”.

All other RFP questions and inquiries may be submitted in **Attachment G2**, Round Two 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 23-72839 Round Two Questions/Inquiries – [INSERT COMPANY NAME]”.

Following each 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 issuances are 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 L** Attestation Form are to be attached to the Submission Form.

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

Christina Garcia – RFP 23-72839
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.

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.

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

1.9 Modification or Withdrawal of Offers²

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)

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.

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.

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 two (2) 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 L** 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.

Failure to address these requirements may impact the evaluation of your proposal.

1.21 Minority & Women Business Enterprises Subcontractor Commitment (MWBE)

Indiana Code 4-13-16.5 and 25 IAC 5 governs the Division of Supplier Diversity program as it relates to the certification, oversight, and responsibilities around the certified Indiana Minority and/or Women Business Enterprises (MWBE). As stated in [Section 1.20](#), there is a commitment goal for this solicitation. The MWBE Subcontractor Commitment form is **Attachment A**. The MWBE Subcontractor Commitment Form is to be submitted as a part of the Respondent's proposal. In order for the Subcontractor commitment to result in evaluation points for the Respondent, the entity must be on the State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>.

If participation is met through the use of Subcontractors, the Respondent must provide the scope of work of the products and/or services to be provided by the Subcontractor(s). This must include explanation of whether the products and/or services are to be utilized directly by the Respondent and/or directly by the State, a description of the process through which the products/services will be received and applied to the benefit of the contract, the deliverable requirements as agreed upon between the Contractor and Subcontractor, and the cost of supplies being utilized by the Respondent for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in **"TOTAL BID AMOUNT"** should match the amount provided in Section 1.4.2. The MBE and/or WBE Subcontractor amount and Subcontractor percentage is based on the initial term of the contract for scoring purposes only. The overall committed Subcontractor percentage shall be sustained throughout the life of the contract including any time after the initial term.

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

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

- Must be on the State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>, **on or before** the proposal due date.
- Prime Contractor must include with their proposal the Subcontractor's M/WBE Certification Letter provided by IDOA to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE, or IVOSB (see Section 1.22).
- A Prime Contractor who is an MBE or WBE must meet Subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement. See 25 IAC 5-6-2(d))
- **Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or services only in the industry area for which it is certified.
- Must be used to provide the goods or services specific to the contract.
- National Diversity Plans are generally not acceptable.

MINORITY & WOMEN'S BUSINESS ENTERPRISES SUBCONTRACTOR LETTER OF COMMITMENT (MWBE)

A signed letter(s), on company letterhead, from the MBE(s) and/or WBE(s) must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its Subcontract amount, a description of products and/or services to be provided on this project and approximate date the Subcontractor will perform work on this contract. For scoring purposes, the MBE and/or WBE Subcontractor amount and Subcontractor percentage is based on the initial term of the contract. However, the Subcontractor commitment shall apply to the life of the contract including any time after the initial term.

The State may deny evaluation points if the letter(s) is/are not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount, subcontract amount as a percentage of the **"TOTAL BID AMOUNT"** and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the proposal, the Respondent acknowledges and agrees to be bound by the rules and requirements of the State's Division of Supplier Diversity. Questions about those rules and requirements should be directed to: Division of Supplier Diversity at (317) 232-3061 or the Supplier Diversity website at <https://www.in.gov/idoa/mwbe>.

MINORITY & WOMEN'S BUSINESS COMPLIANCE (MWBE)

If awarded the contract with MWBE Subcontractor participation, the Respondent will be required to report payments made to Division of Supplier Diversity certified Subcontractors under the Contract monthly using the online audit tool, commonly referred to as "Pay Audit." The Contractor should also notify Subcontractors that they must confirm payments

received from Contractor in Pay Audit. The Pay Audit system can be accessed on the IDOA Pay Audit System webpage at www.in.gov/idoa/mwbe/payaudit.htm.

Further, a copy of each Subcontractor agreement must be submitted to IDOA's Division of Supplier Diversity within thirty (30) days of the effective date of this contract. The contracts may be uploaded into Pay Audit, emailed to MWBECompliance@idoa.IN.gov; or mailed to Division of Supplier Diversity Compliance 402 W. Washington Street, Indianapolis IN 46204. Failure to provide a copy of any Subcontractor agreement or failure to meet these commitments could be considered a material breach of this contract and result in sanctions per 25 IAC 5.

Any changes to this information during the term of the contract must be approved by Division of Supplier Diversity Compliance at MWBECompliance@idoa.IN.gov.

1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)

In accordance with IC 5-22-14 and 25 IAC 9, it has been determined that there is a reasonable expectation of Indiana Veteran Owned Small Business subcontracting opportunities on a contract awarded under this solicitation. The IVOSB Subcontractor Commitment form is **Attachment A1**. The IVOSB Subcontractor Commitment Form is to be submitted as a part of the Respondent's proposal. In order for the Subcontractor commitment to result in evaluation points for the Respondent, the entity must be on the State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>.

If participation is met through the use of Subcontractors, the Respondent must provide the scope of work of the products and/or services to be provided by the Subcontractor(s). This must include explanation of whether the products and/or services are to be utilized directly by the Respondent and/or directly by the State, a description of the process through which the products/services will be received and applied to the benefit of the contract, the deliverable requirements as agreed upon between the Contractor and Subcontractor, and the cost of supplies being utilized by the Respondent for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "**TOTAL BID AMOUNT**" should match the amount provided in Section 1.4.2. The IVOSB subcontractor amount and Subcontractor percentage is based on the initial term of the contract for scoring purposes only. The overall committed Subcontractor percentage shall be sustained throughout the life of the contract including any time after the initial term.

If the Respondent to the solicitation is an IVOSB certified entity, the letter confirming same should be submitted with their response. The Respondent has the responsibility to alert IDOA of their certification. The IVOSB Respondent will receive the total points for the IVOSB evaluation criteria per [Section 3.2.7](#). Additional IVOSB Subcontractors must be included if the IVOSB Respondent is seeking the additional bonus point.

The IVOSB Respondent must list their **company contact information only** on the IVOSB

Subcontractor Commitment Form.

Failure to address these goals may impact the evaluation of your Proposal. The Department may verify all information included on the IVOSB Subcontractor Commitment Form.

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

- Must be listed on Federal Center for Veterans Business Enterprise VETBIZ at <https://www.vetbiz/va/gov/vip/> under INDIANA, or listed at State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>, **on or before** the proposal due date
- Prime Contractor must include with their proposal the Subcontractor's veteran business Certification Letter provided by either IDOA or Federal Govt. VETBIZ at <https://www.vetbiz/va/gov/vip/>, to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE (see Section 1.21) or IVOSB
- IVOSB must have a Bidder ID (see [Section 2.3.8](#) - Department of Administration, Procurement Division).
- A Prime Contractor who is an IVOSB can count their own workforce or companies to meet this requirement. See IAC 25-9-4-1 (c).
- **Must serve a Valuable Scope Contribution (VSC). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or services only in the industry area for which it is certified as listed in the VETBIZ federal registry, at <https://www.vetbiz/va/gov/vip/> under INDIANA or at State of Indiana Certified M/W/IVOSB list at <https://www.in.gov/idoa/mwbe>.
- Must be used to provide the goods or services specific to the contract.

INDIANA VETERAN OWNED SMALL BUSINESS SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the IVOSB must accompany the IVOSB Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the IVOSB of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the Subcontractor will perform work on this contract. For scoring purposes only, the IVOSB Subcontractor amount and Subcontractor percentage is based on the initial term of the contract. However, the Subcontractor commitment shall apply to the life of the contract including any time after the initial term.

The State may deny evaluation points if the letter(s) is/are not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount, subcontract amount as a percentage of the **“TOTAL BID AMOUNT”** and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the proposal, the Respondent acknowledges and agrees to be bound by the rules and requirements of the State's IVOSB Program. Questions about those rules and requirements should be directed to: Division of Supplier Diversity at indianaveteranspreference@idoa.in.gov, (317) 232-3061 or the Supplier Diversity website at <https://www.in.gov/idoa/mwbe>.

INDIANA VETERAN OWNED SMALL BUSINESS COMPLIANCE (IVOSB)

If awarded the contract with IVOSB Subcontractor participation, the Respondent will be required to report payments made to Division of Supplier Diversity certified Subcontractors under the Contract monthly using the online audit tool, commonly referred to as "Pay Audit." The Contractor should also notify Subcontractors that they must confirm payments received from Contractor in Pay Audit. The Pay Audit system can be accessed on the IDOA Pay Audit System webpage at www.in.gov/idoa/mwbe/payaudit.htm.

Further, a copy of each Subcontractor agreement must be submitted to IDOA's Division of Supplier Diversity within thirty (30) days of the effective date of this Contract. The contracts may be uploaded into Pay Audit, emailed to MWBECompliance@idoa.IN.gov; or mailed to Division of Supplier Diversity Compliance 402 W. Washington Street, Indianapolis IN 46204. Failure to provide a copy of any Subcontractor agreement or failure to meet these commitments could be considered a material breach of this Contract and result in sanctions.

Any changes to this information during the term of the contract must be approved by Division of Supplier Diversity Compliance at MWBECompliance@idoa.IN.gov.

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	December 9, 2022

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

Pre-Proposal Networking Opportunities Form (Optional)	January 5, 2023 by 3:00 PM Eastern Time
Deadline to Submit Round One Written Questions	January 5, 2023 by 3:00 PM Eastern Time
Response to Round One Written Questions/Amendments	January 19, 2023
Deadline to Submit Intent to Respond Form	January 26, 2023 By 3:00 PM Eastern Time
Deadline to Submit Round Two Written Questions	January 26, 2023 By 3:00 PM Eastern Time
Response to Round Two Written Questions/Amendments	February 9, 2023
Submission process Part one: Submission Form and Required Attachments (see footnote 4.)	February 24, 2023 by 3:00 PM Eastern Time
Submission process Part two: Submission of Proposals on Flash Drive(s) (see footnote 4.)	March 1, 2023 by 3:00 PM Eastern Time
Submission of Reference Check Forms to State (see footnote 4.)	March 1, 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	March – May 2023
Proposal Discussions/Clarifications (if necessary)	March – May 2023
Oral Presentations (if necessary)	April – May 2023
Best and Final Offers (if necessary)	April – May 2023
Award Recommendation	TBD

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

Removed at the request of the agency.

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 L** Attestation Form attached.
- The Executive Summary must be in the form of a letter and attached to the Submission Form.
- **Attachment L** 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 L** Attestation Form.
- 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.

23.1 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.

23.2 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.

23.3 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.

23.4 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.**

23.5 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 IC 5-22-16-1(d).

23.6 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 L**, 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 is 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.

23.7 References

Reference information is captured on **Attachment I**. Respondent should complete the reference information portion of the **Attachment I** 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 I** should be completed by the reference and emailed by the reference DIRECTLY to the State. The State should receive three (3) **Attachment Is** 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 I** should be submitted to <mailto:idoareferences@idoa.in.gov>.
- **Attachment I** should be submitted by the due date listed in [Section 1.24](#) of the solicitation. Please provide the customer information for each reference.

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

23.9 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.

23.10 Diversity Subcontractor Agreements

- a. Per RFP Section 1.21, Minority & Women's Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.
- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

23.11 Evidence of Financial Responsibility

Removed at the request of the agency.

23.12 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?

23.13 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.

23.14 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.

23.15 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.

23.16 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. *Definitions and Abbreviations*
2. *Market Basket Pricing and Non-Market Basket Discounts*
3. *Uniform Rentals and Leases*
4. *Mat Rentals*
5. *Reporting*
6. *Pick-Up and Delivery*
7. *Quality Control*
8. *Customer Service and Account Management*
9. *Billing, Invoicing, and Payments*
10. *Implementation and Transition*

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.

Tab II. Non MB Discounts

Respondents shall provide category-wide, non-market basket discounts (or percent off list discounts) for all twenty-three of the State's categories. These discount percentages must be provided on Tab II. Non-MB Discounts as numeral values *only*.

Tab III. Market Basket Pricing

For market basket items that have rental, lease, and purchase price options, Respondents must provide rental, lease, and purchase pricing for at least 95% of items and for at least one item in each category. For items that only have a purchase price, Respondents shall provide purchase

pricing for all items. These prices shall be inclusive of all services required to meet the scope of this RFP.

Tab IV. Rebates and Value-Adds

The State is interested in the potential for a tiered rebate structure based on total annual net spend of State agencies and local entities from the date of contract execution. Respondents shall provide their proposed rebates in a percentage format in the respective cells in **Attachment D** Cost Proposal Template. Respondents may also describe any value-added offerings or cost-savings strategies in **Attachment D** Cost Proposal Template. Examples include savings available if a State employee elects to wash rental uniforms at-home or the addition of a replacement fee to a uniform purchase price that will reduce or eliminate the cost of a replacement purchase.

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

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

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 amount entered in the **Attachment D**, Cost Proposal Template.

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.

Respondent must clearly indicate whether they intend to claim in **Attachment L** (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 L**. **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 including those not submitted in **Attachment A and/or Attachment A1** and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment L**, 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 L, 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. See [Section 1.21](#), [Section 1.22](#) and **Attachments A/A1** for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a Bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see [Section 2.3.8](#) 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 L** 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 decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, 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 = 103). Negative points may be assigned in the cost score.

Additionally, there is an opportunity for a bonus of three points if certain criteria are met. For further information, please reference [Section 3.2.3](#). If any one or more of the listed criteria on which the responses to this solicitation will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or

criteria will be disregarded, and the responses will be evaluated and scored without considering such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	45 available points
3. Cost (Cost Proposal)	35 available points
4. Buy Indiana	5
5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus points are available, see Section 3.2.5)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus points are available, see Section 3.2.5)
7. Indiana Veteran Owned Small Business Subcontractor Commitment	5 (1 bonus points are available, see Section 3.2.6)
Total	100 (103 if bonus awarded)

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. The Mandatory Requirements are:

- Executive Summary and required content; submitted as Submission Form attachment
- **Attachment A** and **A1** with commitment letters, and forms, if applicable;
- **Attachment C** Indiana Economic Impact Form, completed;
- **Attachment D** Cost Proposal, completed with proposed pricing for a minimum of 95% of all Market Basket items, a minimum discount off percentage for all Non-Market Basket categories, and pricing for at least one (1) item in each product category;
- **Attachment E** Business Proposal, unaltered and complete with all requested supporting documents;
- **Attachment F** Technical Proposal, unaltered and complete with all requested supporting documents;
- **Attachment F1** Minimum Requirements, complete with responses in the affirmative;

- **Attachment L** 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

45 available points

3.2.3 Price

35 available points

The State will distribute the 35 available points among the costs and rebates. Then within those costs and rebate groupings, Respondents' cost scores will then be normalized to one another and totaled. For example, a cost proposal with the lowest cost and highest rebates would receive a total of 35 points. The general normalization formula is as follows:

$$\text{Respondent's Cost Score} = (\text{Lowest Proposed Cost} / \text{Total Proposed Cost}) + (\text{Proposed Rebate} / \text{Highest Rebate})$$

3.2.4 Buy Indiana Initiative – 5 points

Respondents qualifying, and documenting per **Attachment L**, 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 – 5 points⁷

The following formula will be used to determine points to be awarded based on the MBE goals listed in [Section 1.20](#) of this solicitation. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-points, scale. Points are assigned for respective MBE participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established MBE goal, the maximum points achieved will be awarded according to the following schedule:

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

NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 4.375 pts., 7.50% will be rounded up to 8% = 5.00 pts. Rounding will be calculated based on the Sub-Contract Amount, divided by the Total Bid Amount.)

If the respondent's commitment amount is greater than \$0 but the commitment percentage is rounded down to 0% for MBE participation the respondent will receive 0 points.

If the respondent's commitment amount is \$0 and thus the commitment percentage is 0% for MBE participation, a deduction of 1 point will be discounted on the respective MBE score.

The respondent with the greatest applicable VSC participation which exceeds the stated goal ("exceeds" defined herein as a commitment percentage that is equal to or greater than 9% before rounding) for the respective MBE category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for

⁷ Required documentation must, of course, be provided to receive points as described.

the greatest applicable VSC participation and both firms exceed the goal for the respective MBE category both firms will receive 6 points.

3.2.6 Women Business Subcontractor Commitment - 5 points⁸

The following formula will be used to determine points to be awarded based on the WBE goals listed in [Section 1.20](#) of this solicitation.

Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for WBE participation based upon the BAFO meeting or exceeding the established goals.

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

%	1%	2%	3%	4%	5%	6%	7%	8%	9%	10%	11%
Pts.	0.45	0.9	1.35	1.8	2.25	2.7	3.15	3.6	4.05	4.5	5.0

NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 3.15 pts., 7.50% will be rounded up to 8% = 3.6 pts. Rounding will be calculated based on the Sub-Contract Amount, divided by the Administrative Bid Amount.)

If the Respondent's commitment amount is greater than \$0 but the commitment percentage is rounded down to 0% for WBE participation the Respondent will receive 0 points.

If the Respondent's commitment amount is \$0 and thus the commitment percentage is 0% for WBE participation, a deduction of 1 point will be discounted on the WBE score.

The Respondent with the greatest applicable VSC participation which exceeds the stated goal ("exceeds" defined herein as a commitment percentage that is equal to or greater than 12% before rounding) for the WBE category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable VSC participation and both firms exceed the goal for the WBE category both firms will receive 6 points.

3.2.7 Indiana Veteran Owned Small Business Subcontractor Commitment - 5 points⁹

The following formula will be used to determine points to be awarded based on

⁸ Required documentation must, of course, be provided to receive points as described.

⁹ Required documentation must, of course, be provided to receive points as described.

the IVOSB goal listed in [Section 1.20](#) of this solicitation. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for IVOSB participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established IVOSB goal, the maximum points achieved will be awarded according to the following schedule:

%	0%	0.6%	1.2%	1.8%	2.4%	3%
Pts.	-1	1	2	3	4	5

NOTE: Fractional points will be awarded based upon a graduated scale between whole points. (e.g., a 0.3% commitment will receive .5 points and a 1.5% commitment will receive 2.5 points)

If the respondent's commitment percentage is 0% for IVOSB participation, a deduction of 1 point will be assessed.

The IVOSB prime respondent commitment will be 3% and will receive 5 points. Any additional IVOSB subcontractor commitments will be added to the 3%.

The respondent with the greatest applicable VSC participation which exceeds the stated goal for the IVOSB category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable VSC participation and both firms exceed the goal for the IVOSB category both firms will receive 6 points.

3.2.8 Qualified State Agency Preference Scoring

When applicable, pursuant to Indiana Code 5-22-13, a qualified State Agency submitting a response to this solicitation will be awarded preference points for Minority, Women's, and Indiana Veteran Business Enterprise equal to the Respondent awarded the highest combined points awarded for such preferences in the scoring of this solicitation.