

REQUEST FOR PROPOSAL 23-73290

Unemployment Insurance Payment Distribution

INDIANA DEPARTMENT OF ADMINISTRATION

**ON BEHALF OF
Department of Workforce Development**

PRE-PROPOSAL CONFERENCE

October 26, 2022

IDOA/PROCUREMENT DIVISION



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General Information

- This Pre-Proposal Presentation will be posted on IDOA's Solicitation Website following this presentation.
- Potential Respondents (prime contractors and subcontractors) will be given the opportunity to express interest in this solicitation and to have their company and contact information posted to the solicitation website. **Attachment I** provides a template for submitting company information. This form is optional, and if desired to be submitted, should be emailed to smohammad@idoa.IN.gov no later than 3:00PM Eastern Time on Friday, Oct. 28, 2022.
- Potential Respondents to the solicitation are encouraged to submit any questions pertaining to the RFP via the Question/Inquiry Process. Please use **Attachment G** of this RFP for this purpose. Questions regarding the solicitation must be submitted by 3:00PM Eastern Time on Friday, Oct. 28, 2022.
- Part One of the submission process is due no later than 3:00PM Eastern Time on Monday, December 12, 2022, and Part Two is due no later than 4:30PM Eastern Time on Thursday, December 15, 2022.



Purpose of the RFP and Summary Scope of Work

- The purpose of this solicitation is to select a respondent that can satisfy the State's need for Unemployment Insurance Payment Distribution. It is the intent of Department of Workforce Development (DWD) to contract with a respondent that provides quality Unemployment Insurance Payment Distribution for DWD / Unemployment Insurance Payment Distribution.
- DWD encourages proposals to include best practices from other states and/or new and innovative ideas to be implemented in Indiana.



Purpose of the RFP and Summary Scope of Work (Cont.)

- The Vendor shall follow all State and federal laws and regulations in the performance of its duties providing payment distributions.
- The Vendor shall provide advanced warning of all changes. Minor changes shall require at least thirty (30) days' notice, while major changes shall require at least ninety (90) days' notice.
- The Vendor shall have a minimum of three viable payment distributions options, but no option shall be a program or State of Indiana branded stored value card.
- Attachment F and F1 should be referred for details.

Term of Contract

- There will be a base term of four (4) years from the date of contract execution. There may be four (4) one-year renewals for a total of eight (8) years at the State's option.

Key Dates

Activity	Date
Issue of Solicitation	October 17, 2022
Pre-Proposal Conference	October 26, 2022
Deadline to Submit Pre-Proposal Networking Form (Optional)	October 28, 2022 by 3:00 PM Eastern Time
Deadline to Submit Written Questions	October 28, 2022 by 3:00 PM Eastern Time
Response to Written Questions/RFP Amendments	November 4, 2022
Submission process, Part One (Online Submission Form)	December 12, 2022 by 3:00 PM Eastern Time
Submission process, Part Two (Receipt of Proposal on Flash Drive)	December 15, 2022 by 4:30 PM Eastern Time
Submission of Reference Check Forms to the State	December 15, 2022 by 3:00 PM Eastern Time
Award Recommendation	<TBD>



Executive Summary

At a minimum, your Executive Summary must address the following (also outlined in Section 2.2 of the RFP):

- Summarize your ability to supply the requested products and/or services as defined in Sections 1 and 2.4 (Technical Proposal) of the RFP document.
- Include your primary contact information.
- Make sure the Executive Summary is signed by an authorized representative.
- State your understanding of the respondent notification.

You may include additional “cover letter information within the Executive Summary if desired.



Attestation Form

- The Attestation Form (**Attachment J**) must be completed and returned with your proposal.
 - Mandatory Submission and Requirements
 - Confirm Mutual Understanding and Submission
 - Confidential / Redacted File Information
 - Subcontractors per RFP Section 2.6.4 (identification of the functions to be provided by the subcontractor, etc.)

Indiana Economic Impact (IEI)

■ Indiana Economic Impact, Attachment C

- Respondents must submit this completed attachment, **but it will not be used for evaluation purposes.**
- Definitions of FTE (Full-Time Equivalent)
- Example: If a Respondent has five (5) full time employees, is bidding on its 5th contract, and all contracts get an equal amount of commitment from the employees, then each employee commits 20% of his/her time to the new contract:
 - $0.2 \times 5 \text{ employees} = 1 \text{ FTE}$



Business Proposal (Attachment E)

■ Company Financial Information (Section 2.3.4)

- Respondents must provide documents to demonstrate financial stability including, for example, the 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, Respondents must explain why and include an income statement and balance sheet for each of the two (2) most recently completed fiscal years.
- If the documents are from a parent or holding company, Respondents must explain the business relationship between the entities and demonstrate the financial stability of the entity which is directly responding to this RFP.

■ Contract Terms (Section 2.3.6)

- Respondents should review sample State contract (Attachment B) and Additional terms for Cloud Services Engagements (Attachment B1) and note exceptions to State non-mandatory clauses in Business Proposal and Executive Summary. Mandatory clauses are non-negotiable.



Business Proposal (Attachment E) (cont.)

■ References (Section 2.3.7)

- Respondents must have at least three (3) references who:
 - Can speak to the Respondent's experience in providing the services that are the same, or similar, to those products and/or services requested in this solicitation
 - Can speak to the Respondent's performance on contracts of similar scope for government clients
 - Are not the State of Indiana or any of its agencies
- Respondents must ask each reference to complete **Attachment H** - Reference Check Form and email it directly to IDOA (idoareferences@idoa.in.gov) by 3:00 PM Eastern Time on Thursday, December 15, 2022.



Technical Proposal (Attachment F)

- Respondents must address all items and components of **Attachment F and Attachment F1**
- Where appropriate, supporting documentation (e.g., diagrams, certificates, graphics, or other exhibits) may be submitted as an attachment and referenced within the relevant answer field.
- Any referenced documents must be included as an appendix to the Technical Proposal with referenced sections clearly marked.

Cost Proposal (Attachment D)

- Please complete the template provided for the Cost Proposal by populating ONLY the yellow shaded cells. All other cells will populate automatically.
- Cost proposals will be scored based on the Total Bid Amount (found in cell C6) for the four-year base term using the cost normalization formula.
- The cost normalization formula is as follows:
Respondent's Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 30



Cost Proposal (Attachment D) (cont.)

State of Indiana, Unemployment Insurance Payment Distribution RFP 23-73290

Attachment D - UI Payment Distribution Program Fee Proposal

Respondent Name:

Respondent Name Here

Instructions: On this attachment, the Respondent shall provide the fee schedule it proposes to charge the State for this program in lines 10 – 11. If the vendor anticipates any other one-time costs either for the program or for each recipient, the cost should be disclosed on lines 12 – 13.

The Respondent must complete the designated yellow cells. All other non-yellow cells in the sheet have been completed for you or will populate automatically, and are not to be changed.

In the additional information section, please indicate the cost per item for each distribution method offered. These will be averaged for a cost per item number to be added to the total cost amount of the contract.

Total Cost Amount	0.00
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Activity	Cost Description	Cost Each
Program Setup	This fee is charged by the Vendor to the State to create / initiate a payment distribution program.	
Recipient Setup	This fee is charged by the Vendor each time the Vendor needs to create an account for each individual recipient	
Additional one time cost		
Additional one time cost		

Additional Information Section

	Average cost per item	0.00
Activity	Cost Description	Cost Each
		0

Confidential Information

■ Confidential Information (RFP Section 1.15)

- All materials contained in proposals are subject to the Access to Public Records Act (APRA) and can be accessed by any member of the public after contract award. The responses are deemed to be “public records” unless a specific provision of IC 5-14-3 protects it from disclosure.
- In order to request certain information be kept confidential, Respondents must claim a statutory exception to the APRA in their **Attestation Form**, including describing which specific provision applies to which specific part of their response.
- Confidential information must also be clearly marked and kept separate from the proposal in the electronic copies. IDOA recommends submitting a “public” file that has the confidential information redacted (may be in PDF format) and a “final” file that includes all required information (must be in format prescribed by the RFP).
- **DO NOT LABEL YOUR ENTIRE RESPONSE AS CONFIDENTIAL**



Evaluation Criteria

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	50 available points
3. Cost (Cost Proposal)	30 available points
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)
Total	90 (92 if bonus awarded)

Minority and Women's Business Enterprises

- **Mission/Vision**

- Promote, monitor, and enforce the standards for certification of minority and women's business enterprises.
- Provide equal opportunity to minority and women enterprises in the state's procurement and contracting process.

- **Nondiscrimination and Antidiscrimination Laws**

- Pursuant to Indiana Civil Rights Law, specifically IC §22-9-1-10, every state contract shall contain a provision requiring the contractor and subcontractors to not discriminate against any employee or applicant with respect to Protected Characteristics.



Minority and Women's Business Enterprises

- **Contact Information**
 - Phone: 317-232-3061
 - E-mail: mwbecompliance@idoa.in.gov
 - Web: www.in.gov/idoa/mwbe
- **Complete Attachment A, MBE/WBE Form**
 - Include sub-contractor letter of commitment
- **Goals for Proposal**
 - 8% Minority Business Enterprise of **Total Bid Amount**
 - 11% Women's Business Enterprise of **Total Bid Amount**



Please carefully
review the
information in this
box



ATTACHMENT A MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITMENT FORM

In accordance with IC 4-13-16.5 and 25 IAC 5, it has been determined that there is a reasonable expectation of Minority and/or Women Business Enterprise subcontracting opportunities on a contract awarded under this RFP. 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 use of respondents who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "TOTAL BID AMOUNT" should match the amount entered in the Attachment D, Cost Proposal Template cell C6. The MBE and/or WBE subcontractor amount and subcontractor percentage is based on the initial term of the contract for scoring purposes only. The subcontractor commitment shall apply to 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 reserves the right to verify all information included on the MBE/WBE 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 RFP 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



Minority and Women's Business Enterprises

- Prime contractors must ensure that the proposed subcontractors meet the following criteria:
 - Are listed in the IDOA Directory of Certified Firms, on or before the proposal due date, **national diversity plans are not accepted**. The directory can be found here: <http://www.in.gov/idoa/mwbe/2743.htm>.
 - **Serve a Valuable Scope Contribution (VSC) on the engagement, as confirmed by the State.**
 - Provide the goods or services specific to the contract and within the industry area for which it is certified.



Minority and Women's Business Enterprises

- **Prime contractors should note the following:**
 - Subcontractors' MBE/WBE Certification Letter, provided by IDOA, must accompany the proposal to show current status of certification.
 - Each firm may only serve as one classification – MBE or WBE (see Section 1.21)
 - Pursuant to 25 IAC 5-6-2(b)(d), a Prime Contractor who is a 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.



Minority and Women's Business Enterprises

STATE OF INDIANA MBE/WBE SUBCONTRACTOR COMMITMENT FORM

RFP#: 23-73290

TOTAL BID AMOUNT:

<input type="checkbox"/> MBE Firm	<input type="checkbox"/> WBE Firm		
Company Name:		Contact Person:	
Address:		E-mail:	
Sub-Contract Amount:		Telephone Number: ()	Fax Number: ()
Sub-Contract Percentage of Total Bid:		Describe service/product to be provided and <u>how this is a Valuable Scope Contribution of the Contract:</u>	
Provide approximate dates when Sub-Contractor will perform on this project:			

<input type="checkbox"/> MBE Firm	<input type="checkbox"/> WBE Firm		
Company Name:		Contact Person:	
Address:		E-mail:	
Sub-Contract Amount:		Telephone Number: ()	Fax Number: ()
Sub-Contract Percentage of Total Bid:		Describe service/product to be provided and <u>how this is a Valuable Scope Contribution of the Contract:</u>	
Provide approximate dates when Sub-Contractor will perform on this project:			



Minority and Women's Business Enterprises

- MBE/WBE Scoring Methodology: MBE/WBE scoring is conducted based on 10 points plus a possible 2 bonus points scale
 - MBE: Possible 5 points + 1 bonus point
 - WBE: Possible 5 points + 1 bonus Point

- Professional Services Scoring Methodology:
 - The points will be awarded on the following schedule:

MBE:

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

WBE:

%	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

- Fractional percentages will be rounded up or down to the nearest whole percentage
- If the respondent's commitment percentage is rounded down to 0% for MBE or WBE participation the respondent will receive 0 points.
- Submissions of 0% participation will result in a deduction of 1 point in each category
- The highest submission which exceeds the goal ("exceeds" defined as a commitment percentage that is equal to or greater than 9% before rounding) for the MBE participation or equal to or greater than 12% before rounding) for the WBE participation will receive 6 points (5 points plus 1 bonus point). In case of a tie both firms will receive 6 points.



IDOA Subcontractor Scoring

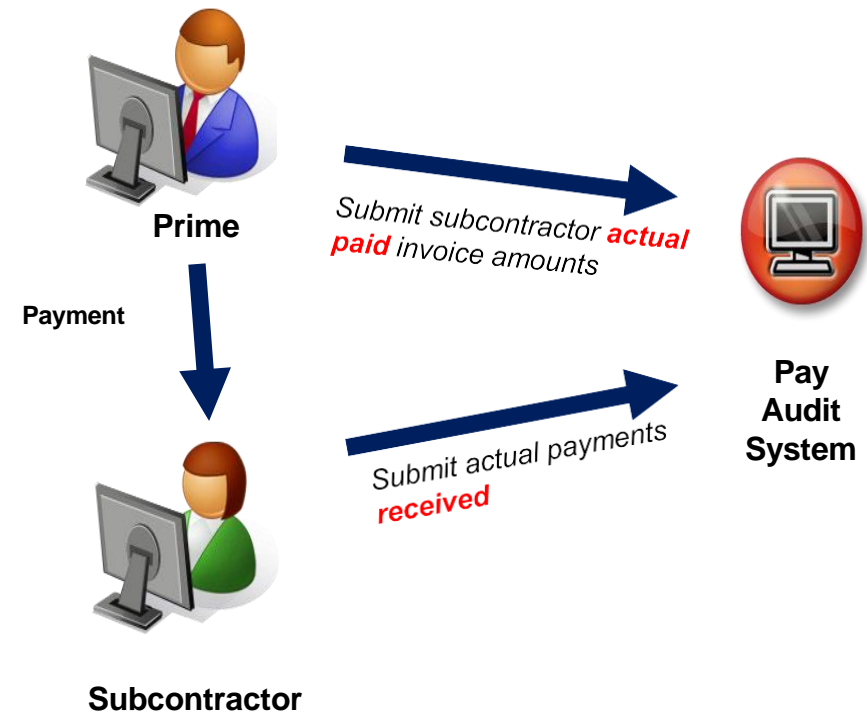
RFP MBE/WBE Scoring Example

Bidder	MBE %	Pts.	WBE %	Pts.	Total Pts.
Bidder 1	12.0%	5.0	13.0%	6.0	11.00
Bidder 2	6.0%	3.75	4.0%	2.5	6.25
Bidder 3	8.0%	5.0	11.0%	5.0	10.00
Bidder 4	16.0%	6.0	0.2%	0.0	6.00
Bidder 5	0.0%	-1.0	0.0%	-1.0	-2.00

Subcontractor Compliance

Pay Audit System

- Tool utilized to monitor the state's diversity spend for subcontractors
- Selected primes and subcontractors are required to report payments submitted or received through this web-based tool
- Based on contract terms payments should be reported monthly or quarterly
- **Questions?** Contact Division of Supplier Diversity
 - mwbecompliance@idoa.in.gov
 - www.in.gov/idoa/mwbe/payaudit.htm



Optional Submission Forms/Documents

Due Date	Document/Form
10/28/2022	Pre-Proposal Networking Opportunity (Attachment I)
10/28/2022	Questions and Answers Form (Attachment G)

Submission of these documents is optional and does not impact your ability to submit a proposal.

Required Submission Forms/Documents

Due Date	Document/Form
12/12/2022	Online Submission Form
12/12/2022	Executive Summary (as part of the online submission)
12/12/2022	Attestation Form (as part of the online submission) (Attachment J)
12/15/2022	M/WBE Participation Plan Form (Attachments A) <ul style="list-style-type: none">• Letter(s) of Commitment• Certification Documentation
12/15/2022	Indiana Economic Impact Form (Attachment C)
12/15/2022	Cost Proposal Template (Attachment D)
12/15/2022	Business Proposal Template (Attachment E)
12/15/2022	Technical Proposal Template (Attachment F)
12/15/2022	Reference Check Forms (Attachment H)

Failure to submit any of the required forms/documents puts your proposal at risk of not being evaluated and/or loss of points. Use the templates provided for all responses and do not alter any templates. Responses must be submitted per the RFP instructions. See RFP Sections 1.8 and 2.1 for additional details. Late submissions will not be accepted.



Submission Requirements

All submissions must be made through a **two-part** process as described in RFP Sections 1.8 and 2.1.

■ Part One: Procurement Submission Form

- Form is available via the [Procurement Submission Form](#) link on the [Current Business Opportunities](#) page.
- All fields must be completed, including uploading the Executive Summary and Attestation Form
- The form must be submitted by the Part One due date and time listed in Section 1.24. Failure to submit the form or submission after the due date and time will result in disqualification

■ Part Two: Receipt of Proposals on Flash Drives

- Proposal files must be mailed to the address listed in Section 1.8.
- The proposal must be received by the Part Two due date and time listed in Section 1.24. Failure to submit the flash drive by the due date and time will result in disqualification

■ You must be a registered bidder to submit a proposal.

- Please refer to the [Bidder Registration](#) tutorial page for instructions about creating or updating your Bidder Profile.

It is your responsibility to ensure that all required documents and forms are submitted prior to the due dates. Failure to complete or submit required documents and forms may result in disqualification or loss of points.



Additional Information

IDOA PROCUREMENT LINKS AND NUMBERS

<https://www.in.gov/idoa/procurement/>

- A. Link to the developing for bidder registry with IDOA and Secretary of State.
<https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>
- B. Secretary of State of Indiana:
Can be reached at (317) 232-6576 for registration assistance. <https://www.in.gov/sos/>
- C. See Vendor and Supplier Resource Center:
<https://www.in.gov/idoa/procurement/supplier-resource-center/>
- D. Minority and Women Owned Business Enterprises:
Link to more information and full listing of IDOA Minority and Women Owned Businesses
<https://www.in.gov/idoa/mwbe/>
- E. RFP posting and updates:
Go to <http://www.in.gov/idoa/2354.htm> (select “Current Business Opportunities” link)
Scroll through table until you find desired RFP number/Event Name on left-hand side and click the link.



Questions

- All questions/inquiries should be submitted using the Q&A Template (Attachment G) based on the process outlined in Section 1.7 of the RFP Main Document.
- **Reminder:** If interested, send a Pre-Proposal Network Opportunities Form (Attachment I) via email, to rfp@idoa.in.gov by 3:00 PM ET on 10/28/2022.



Thank You

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Division of Supplier Diversity

mwbecompliance@idoa.IN.gov

www.in.gov/idoa/mwbe/payaudit.htm

