



# **STATE OF INDIANA**

## **Request for Proposal 23-74645**

### **INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of  
State Personnel Department**

**Solicitation For:  
Vision Plan Administration**

**Response Part One, Submission Form Due Date and Time:  
May 17, 2023 @ 3:00 PM EST**

**Response Part Two, Submission of Proposals by Flash Drive  
Due Date and Time:  
May 22, 2023 @ 3:00 PM EST**

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## 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 the Indiana State Personnel Department (SPD), requires the services of one vendor to provide third-party administrative services for the Indiana State Employee Vision plan. 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
Implementation	The successful delivery and implementation of the products/services required by this solicitation at the Indiana Government Center as specified in the contract resulting from this RFP.
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 1) The judicial branch 2) The legislative branch

	<p>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)</p> <p>4) A State educational institution</p>
Prime Contractor	As used in <b>Attachments A</b> and <b>A1</b> , 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 <b>Attachments A</b> and <b>A1</b> refers to the entity entering into a contract with the Prime Contractor for a portion of the scope of the solicitation.
Total Annual Administrative Cost	The amount that the Respondent proposes on <b>Attachment D</b> , Administrative Fees, cell E12, that represents their total, all-inclusive price.
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 RFP is to select a vendor that can satisfy the State's need for third party administrative services for the State employee vision plan. It is the intent of the State Personnel Department to contract with a vendor that provides a quality vision network for participating employees throughout the State of Indiana.

### 1.4 Summary Scope of Work

The State Personnel Department seeks to provide a self-insured vision plan for State of Indiana employees and retirees.

#### 1.4.1 Eligibility, Enrollment and Effective Date

##### Eligibility

1. All active full-time (37.5 hours per week) employees and their eligible "dependents". For employees of the Senate or House of Representatives, eligibility is defined as "full-time" employees, with "full-time" determined by the President Pro Tempore or Speaker of the House.
2. All appointed or elected officials and their eligible "dependents".
3. Employees eligible under the Short- and Long-Term Disability Program remain eligible during the period of disability.
4. "Dependent" means:
  - a) Spouse of an employee;
  - b) Any children, step-children, foster children, legally adopted children of the employee or spouse, or children who reside in the employee's home:
    - (i.) for whom the employee or spouse has been:
      - (I) appointed legal guardian or
      - (II) awarded legal custodyby a court, or
    - (ii.) in an I.C. 31-19-7-1 approved placement for purposes of adoption,under the age of twenty-six (26). Such child shall remain a "dependent" for the entire calendar month during which he or she attains age twenty-six (26). In the event a child:
    - (i.) who is defined as a "dependent", prior to age 19, and
    - (ii.) meets the following disability criteria, prior to age 19:
      - (I) is incapable of self-sustaining employment by reason of mental or physical disability,
      - (II) resides with the employee at least six (6) months of the year, and
      - (III) receives 50% of his or her financial support from the

parent

such child's coverage shall continue, if satisfactory evidence of such disability and dependency is received by the Plan administrator in accordance with the plan administrator's disabled dependent certification and recertification procedures. Eligibility for coverage of the "Dependent" will continue until the employee discontinues his or her coverage or the disability no longer exists. A Dependent child of the employee who attained age 19 while covered under another Health Care policy and met the disability criteria specified above, is an eligible Dependent for enrollment so long as no break in Coverage longer than sixty-three (63) days has occurred immediately prior to enrollment. Proof of disability and prior coverage will be required. The plan requires annual documentation from a physician after the child's attainment of the limiting age.

5. A group health coverage program that is equal to that offered active employees shall be provided by the State for each "Retired Legislator", dependent, or spouse as defined and pursuant to the conditions set forth in IC 5-10-8.
6. "Retirees" meeting the following criteria will continue to be eligible until they become eligible for Medicare:
  - a) Must have reached age fifty-five (55) upon retirement but who is not eligible for Medicare;
  - b) Must have completed twenty (20) years of public service, ten (10) years of which must be continuous State service immediately preceding retirement;
  - c) Must have fifteen (15) years of participation in a retirement fund.
7. "Retirees" meeting the following criteria will continue to be eligible until they become eligible for Medicare:
  - a) Must retire after December 31, 2006.
  - b) Must have reached age fifty-five (55) upon retirement but who is not eligible for Medicare;
  - c) Must have completed fifteen (15) years of public service, ten (10) years of which must be continuous State service immediately preceding retirement.
8. "Retirees" meeting the following criteria will continue to be eligible until they become eligible for Medicare:
  - a) Must have been employed as a teacher in a State institution under IC 11-10-5, IC 12-24-3, IC 16-33-3, or IC 16-33-4;
  - b) Must have reached age fifty-five (55) upon retirement but who is not eligible for Medicare;
  - c) Must have fifteen (15) years of service credit as a participant in the retirement fund of which the employee is a member on or before the employee's retirement date; or must have completed ten (10) years of service credit as a participant in the retirement fund of

which the employee is a member immediately before the employee's retirement;

9. A group health coverage program that is equal to that offered active employees shall be provided by the State for each "Retired Judge" who meets the following:
  - a) Retirement date is after June 30, 1990;
  - b) Will have reached the age of sixty-two (62) on or before retirement date;
  - c) Is not eligible for Medicare coverage as prescribed by 42 U.S.C. 1395 et seq.;
  - d) Who has at least eight (8) years of service credit as a participant in the Judge's retirement fund, with at least eight (8) years of service credit completed immediately preceding the Judge's retirement.
10. A group health coverage program that is equal to that offered active employees shall be provided by the State for each "Retired Prosecuting Attorney" who meets the following:
  - a) Who is a retired participant under the Prosecuting Attorney's Retirement fund;
  - b) Whose retirement date is after January 1, 1990;
  - c) Who is at least sixty-two (62) years of age;
  - d) Who is not eligible for Medicare coverage as prescribed by 42 U.S.C. 1395 et seq.; and
  - e) Who has at least ten (10) years of service credit as a participant in the Prosecuting Attorneys retirement fund, with at least ten (10) years of service credit completed immediately preceding the participant's retirement.
11. Retirees eligible under subsections 6-10 must file a written request for the coverage within ninety (90) days after retirement. At that time, the retiree may elect to have the retiree's spouse covered. The spouse's subsequent eligibility to continue insurance under the surviving spouse's eligibility end on the earliest of the following:
  - a) Twenty-four (24) months from the date the deceased Retirees coverage is terminated. At the end of the period the spouse would be eligible to remain covered until the end of the maximum period under COBRA;
  - b) When the spouse becomes eligible for Medicare coverage as prescribed by 42 U.S.C. 1395 et seq.
  - c) The end of the month following remarriage; or
  - d) As otherwise provided by Act of the General Assembly.
12. Employee on a leave of absence for ninety (90) days or less and out of pay status
13. An employee on family leave
14. Retirees eligible under IC 5-10-12.
15. As otherwise provided by Act of the Indiana General Assembly.



## **Enrollment**

### *State of Indiana Employees*

1. New employees are given to the Monday following the end of the payroll period of their date of hire to enroll.
2. Employees of a "Direct Bill" agency are given to the Monday following the end of the Auditor's payroll period of their date of hire to enroll.
3. Elected officials and legislators must enroll by January 31<sup>st</sup> of the year following election or re-election.
4. Dependents born or acquired after the date of enrollment must be added within thirty (30) days of the marriage, birth, etc.
5. Enrollment or changes not in accordance with paragraph 1, 2 or 3 may be made as follows:
  - a) During open enrollment period(s) designated by the State;
  - b) Based on the interim qualifying events under Section 125 of the Internal Revenue Code; or
  - c) Or for correction of administrative errors by the State.
6. Persons who have elected coverage hereunder and who have a payroll relationship to the State Auditor must authorize payroll deductions to pay their portion of the cost. Certain disability plan participants, certain employees on leave without pay, retirees, and direct bill agencies remit fees directly to the Vendor.
7. All eligible employees, disability plan participants, retirees currently participating in the plan and their dependents must be allowed to enroll during open enrollment without regard to an active work requirement or pre-existing condition(s).

## **Effective Date**

1. For enrollees whose contribution is collected biweekly through payroll deduction by the State Auditor, coverage shall commence four (4) days after the payroll deduction corresponding to their date of hire or event occurrence.
2. For enrollees whose contribution is collected through payroll deduction by a direct bill agency, coverage shall commence the first day of the calendar month following the date of hire or the qualifying event, unless otherwise established.
3. Coverage will terminate on the earliest of:
  - a) The date the contract is terminated.
  - b) The date a dependent ceases to be eligible.
  - c) The end of the period for which premiums have been paid for the following:
    - (i) The withdrawal of deduction authorization for employee and/or dependents coverage, consistent with Internal Revenue Code section 125;
    - (ii) The date premiums are due, payable and unpaid, except as a result of clerical or inadvertent error;

- (iii) Termination of employment;
  - (iv) The death of the employee.
4. Coverage for employees enrolled during the open enrollment period will be effective January 1<sup>st</sup> of the following year. For this purpose, payroll deductions will be pro-rated. Coverage effective dates and new bi-weekly premium rates for State employees and retirees for subsequent years will be determined by SPD with notification to the carriers.

1.4.2 SPD seeks proposals for the plan design as described on our website at <https://www.in.gov/spd/benefits/vision/>. The plan will be self-funded for State of Indiana employees and retirees.

#### 1.4.3 Required Administrative Services

<b>Service:</b>	<b>Function:</b>
Actuarial and Underwriting	Estimations of annual plan expenses and effects of contemplated changes in plan designs.
Management Reports on Claim Expenses	Various management reports on claim expenses including cost incurred at specific providers, types of plan expenditures and other reports which assist in analyzing and controlling claims.
Reports on Membership	Monthly reporting system detailing membership for active members, retirees, direct bill agencies, and COBRA participants.
Risk Management	Assist in reviewing and providing risk management mechanisms and data.
Consulting	Assist in reviewing trends in the vision field and applying those trends to the State of Indiana plan. Benchmarking to similar clients. Updates and analysis of State or Federal legislation affecting the State of Indiana plan. Assistance in reviewing procedures and making those procedures more efficient and more responsive to plan participants.
Customer Service	Able to provide timely and accurate response to inquiries and guarantee access within certain time limits. Provide assistance in responding to participants or administrator's concerns in a timely and accurate manner. A toll-free customer service line and a website must be made available.
Early Retiree Program Administration and Billing	The State of Indiana allows early retirees who have met certain age and service requirements to continue vision coverage (exactly like the active employee group) until Medicare eligibility. The early retiree is billed for 100% of the premium cost by the Corporation (the same cost as is charged to the active employee group). The vendor is responsible for directly billing individual participants on

	a monthly basis and monitoring periods of eligibility including duration of eligibility and secondary events.
Leave of Absence Billing	Bill plan participants for bi-weekly premiums when on various approved leaves such as family medical leave, military leave, approved leave of absence, or Workers' Compensation.
Billing of Direct Bill (Other governmental body) Agencies	Ability to direct bill (other governmental body) agencies eligible to participate in the State of Indiana plan.
Billing of COBRA Participants	Ability to bill former employees and/or dependents that elect to continue coverage under COBRA. The Corporation bills the COBRA participant for 102% of the premium cost. The vendor is responsible for directly billing individual participants on a monthly basis and monitoring periods of eligibility including duration of eligibility and secondary events.
Billing of Senior Judges	Ability to direct bill each Senior Judge for the employee portion of the informational fees on a bi-weekly or monthly basis.
Communication of Plan	Development and production of enrollment cards, summary plan description and other communication materials regarding vision plan. Includes on-site enrollment meetings for employees across the State of Indiana.
Plan Protection and Legal Prudence	Demonstrate adequate liability protection, protection of confidentiality of participant information (HIPAA) and legal prudence.
Utilization Review	This will include review of procedures of participating providers for quality, efficiency, and elimination of vendor over utilization.
Claim Adjudication	The ability to accurately apply provisions of the State vision plan to submitted claims and respond to participants in a timely manner.
Eligibility Determination	A tracking system capable of interfacing with the State's eligibility file generated from PeopleSoft, which establishes and maintains eligibility lists for the vision plan.
C.O.B.R.A.	Administration of COBRA for plan participants. The initial notification of COBRA rights and the notice of COBRA eligibility will be administered by the State. The Corporation will be responsible for billing the COBRA participant as well as establishing and monitoring periods of eligibility including duration of eligibility and secondary events.
Accounting and Expenditure Control	Demonstrate application of accounting principles and claims cost controls that prevent loss of funds, abuse,

	fraud and recovery of lost dollars.
Technical	Must have the ability to accept SFTP transmissions and ADOBE PDF files.

#### 1.4.4 Current Membership Profile

January 2023

	Single	Family	Total Subscribers	Total Dependents	Total Members
Active Employees	11,194	15,083	26,277	32,811	59,088
Early Retirees	290	75	365	87	452
COBRA	86	43	129	66	195
Total	11,570	15,201	26,771	32,964	59,735

Estimated number of individual bills:

Senior Judges - 113

Early Retirees – 365

COBRA - 129

Direct Bill Agencies – 13

Leave of absences – on average 50 per month

#### 1.4.5 Current Purchasing Profile

In aggregate, the State spends approximately \$142,000 annually on third-party administrative services for the State of Indiana employee vision plan. Since this number is based on past usage and may fluctuate up or down, the State is not in a position to guarantee that future spending will be at these levels. **Attachment K**, Demographic Data, provides additional information regarding the details of current state employees and plan type and Attachment L, Historical Claim Information, provides an overview of past claims experience. Nevertheless, the amount is provided as an aid to suppliers in responding to this RFP.

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 the total annual administrative cost amount from the Cost Proposal (Attachment D) Administrative Fees, cell E12.**

#### 1.5 Solicitation Outline

The outline of this solicitation document is described below:

Section	Description
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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 G	Q&A Template
Attachment H	Reference Check Form
Attachment I	Pre-proposal Network Opportunities Form
Attachment J	Attestation Form
Attachment K	Demographic Data
Attachment L	Historical Claim Information
Attachment M	Top 35 Providers in 2022

## 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 solicitation file at <https://www.in.gov/idoa/procurement/current-business-opportunities/> 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 State strongly encourages potential Prime Contractors and potential Subcontractors to complete and submit **Attachment I** directly to [rfp@idoa.in.gov](mailto: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 respondent community. Though **Attachment I** is not required, the State encourages its use.

## 1.7 Question/Inquiry Process

All questions/inquiries regarding this solicitation must be submitted by the date and time outlined in [Section 1.24](#). Questions/Inquiries may be submitted in **Attachment G**, Q&A Template, via email to [rfp@idoa.IN.gov](mailto: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 23-74645 Questions/Inquiries – [INSERT COMPANY NAME]”**.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents, redacting the name of the company who submitted the question. The responses will be posted to the IDOA website according to the timetable established in [Section 1.24](#). Only answers posted on the IDOA website will be considered binding and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

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

## 1.8 Due Date for Proposals

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

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

Two (2) paper copies of the proposal and the Flash Drive (2) should be sent using the address information below:

Arthur L. Sample IV - 23-74647 - Dental Plan Administration  
Indiana Department of Administration  
Procurement Division  
402 West Washington Street, Room W468  
Indianapolis, IN 46204

Each Respondent must submit at least one original Flash Drive but if more are needed, that is acceptable.

The proposal must follow the format indicated in Section Two of this document. No other method of submission will be accepted.

Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired.

No more than one proposal per Respondent may be submitted.

Responses not submitted by the deadlines will not be considered; nor will sending it via email or hand delivery be viable alternatives.

The State will not provide confirmation of receipt of Flash Drives. If that is desired, the Respondent should select a shipping method that will offer confirmation of receipt.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded.

All communication, unless stated otherwise in this document, should be directed to the IDOA staff member on the title page of this solicitation. If communication is had with any other staff member, the Respondent may disqualify themselves from further consideration.

### **1.9 Modification or Withdrawal of Offers<sup>1</sup>**

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. <sup>2</sup>

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

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<sup>1</sup> 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.

<sup>2</sup> Making modifications to the Cost Proposal could result in the proposal being removed from consideration.

### **1.11 Proposal Clarifications**

The State may request clarifications, in writing, on proposals submitted. These clarifications could include, but are not limited to, request for additional information, or request for Cost or Technical proposal revision. Additionally, in conducting clarifications, the State may use information derived from proposals submitted by competing Respondents only if the identity of the Respondent providing the information is not disclosed to others. The State will provide equivalent information to all Respondents which have been chosen for clarifications.

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

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

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract based on initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

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) two-year renewals for a total of eight (8) years at the State's option.

### **1.15 Confidential Information**

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire solicitation file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The



responses are deemed to be “public records” unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA **must indicate so per Attachment J** which specific provision applies to which specific part of the response.

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

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

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

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

#### **1.16 Taxes**

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

#### **1.17 Procurement Division Registration**

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

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

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

#### **1.18 Secretary of State Registration**

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

Secretary of State of Indiana  
Corporation Division  
402 West Washington Street, E018  
Indianapolis, IN 46204

### 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 ANNUAL ADMINISTRATIVE COST**” should match the amount entered in the **Attachment D**, Cost Proposal Template. 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 ANNUAL**

**ADMINISTRATIVE COST”** 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](http://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](mailto: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](mailto: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 ANNUAL ADMINISTRATIVE COST**” should match the amount entered in the **Attachment D**, Cost Proposal Template. 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 ANNUAL ADMINISTRATIVE COST”** 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](mailto: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](http://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](mailto: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](mailto: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.<sup>3</sup> 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	March 29, 2023
Deadline to Submit Written Questions	April 12, 2023 by 3:00 PM Eastern Time
Pre-Proposal Network Opportunities Form	April 12, 2023 by 3:00 PM Eastern Time
Response to Written Questions/Amendments	April 26, 2023
Submission process Part one: Submission Form and Required Attachments (see footnote 4.)	May 17, 2023 by 3:00 PM Eastern Time
Submission process Part two: Submission of Proposals on Flash Drive(s) (see footnote 4.)	May 22, 2023 by 3:00 PM Eastern Time
Submission of Reference Check Forms to State (see footnote 4.)	May 22, 2023 by 3:00 PM Eastern Time

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<sup>3</sup> Submission of the Submission Form, Proposals on Flash Drives and Reference Check Forms to State ARE binding and not subject to change.



<b><i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i></b>	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
Award Recommendation	TBD

### **1.25 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.

### **1.26 Procurement Protest Policy**

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

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

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



## Section Two Proposal Preparation Instructions

### 2.1 General

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

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

### 2.2 Executive Summary<sup>4</sup>

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.

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<sup>4</sup> The Executive Summary may be included on the Flash Drive if desired.

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

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

#### 2.2.2 **Signature of Authorized Representative**

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

#### 2.2.3 **Respondent Notification**

Unless otherwise indicated in the Executive Summary, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor, contractor or respondent addresses.

#### 2.2.4 **Secretary of State**

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

#### 2.2.5 **Other Information**

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

### 2.3 **Business Proposal**

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

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

### 2.3.1 General (optional)

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

### 2.3.2 Respondent's Company Structure

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

### 2.3.3 Respondent's Diversity, Equity, and Inclusion Information

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

### 2.3.4 Company Financial Information

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

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

### 2.3.5 Integrity of Company Structure and Financial Reporting

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

### 2.3.6 Contract Terms/Clauses

A sample contract that the State expects to execute with the successful Respondent(s) is provided in **Attachment B**. This contract contains mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are substantively required. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in **Attachment B**.

Please review the contract and indicate per **Attachment J**, your acceptance of mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause in **Attachment E**. If you require additional contract terms, please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State may reject all requested changes.

The mandatory contract terms are as follows:

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

The substantively required terms are as follows:

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

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

### 2.3.7 References

Reference information is captured on **Attachment H**. Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone number or email of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and emailed by the reference DIRECTLY to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same, or similar, to those products and/or services requested in this solicitation.

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

### 2.3.8 Registration to do Business

#### Secretary of State

Respondents providing the products and/or services required by this solicitation must be registered to do business within the State by the Indiana Secretary of State. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State at [www.in.gov/sos](http://www.in.gov/sos). The Respondent must indicate the status of registration, in the Executive Summary.

#### Department of Administration, Procurement Division

To complete the on-line Bidder registration, go to the Bidder Profile Registration website at <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents need to be registered to submit a proposal. Completion of the Bidder registration will

result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and location(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database.

#### **2.3.9 Authorizing Document**

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

#### **2.3.10 Diversity Subcontractor Agreements**

- 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.

#### **2.3.11 General Information**

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

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.
- b. What is your company's technology and process for securing any State information that is maintained within your company?

#### **2.3.12 Experience Serving State Governments**

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or other governmental bodies.

#### **2.3.13 Experience Serving Similar Clients**

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

#### **2.3.14 Indiana Preferences**

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

##### Buy Indiana

Refer to Section 2.7 for additional information.

#### **2.3.15 Extending Pricing to Other Government Bodies**

Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies.

### **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.**

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.

Respondents shall provide three tabs on the Cost Proposal Template. On the tab Administrative Fees, the respondent will provide the monthly administrative cost per plan for single and family coverage plans. Cost proposed by the respondent shall be all-inclusive of the scope of work and the respondent's technical proposal. On the tab label Average Reimbursement, the respondent should complete the chart using the average reimbursement and utilization frequency for each service based on their 2022 reimbursements in the State of Indiana only. Proposals will be scored by comparing administrative costs and projected claim expenses.

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 Form<sup>5</sup>

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

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<sup>5</sup> The **Attachment J**, Attestation Form may be included on the Flash Drive if desired.



Form due on the Submission Form due date and Eastern time.

### 2.6.1 Indiana Economic Impact

All companies desiring to do business with State Agencies must complete an “Indiana Economic Impact” form (**Attachment C**). This is not a separate evaluation item scored as set forth in [Section 3.2](#) but still a required form. The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the State. The amount entered in Line 16 “Total amount of this proposal, bid, or current contract” should match the 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 J** (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5).

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

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

#### **Defining an Indiana Business:**

“Indiana business” refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to

- residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.
  - (4) A business that makes significant capital investments in Indiana.
  - (5) A business that has a substantial positive economic impact on Indiana.

**Substantial Capital Investment:**

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

**Substantial Indiana Economic Impact:**

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

**2.6.3 Indiana Preferences**

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this solicitation, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized by the due date of the solicitation.**

Buy Indiana

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

**2.6.4 Subcontractors**

The Respondent is responsible for the performance of any obligations that may result from this solicitation and shall not be relieved by the non-performance of any subcontractor. Respondent's proposal must identify all subcontractors 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 J**, either a copy of the **executed subcontract** or a **letter of agreement** over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a

subcontractor, **the Attestation Form, Attachment J, must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.**

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this solicitation or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women's Business Enterprise, or Veteran Owned Small Business under IC 4-13-16.5-1 and IC 5-22-14-3.5. 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 J** will be disqualified.
- 3.1.2 Each proposal will be evaluated based on the categories included in [Section 3.2](#). A point score has been established for each category.
- 3.1.3 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State may be selected by IDOA and SPD for further action, such as contract negotiations. If, however, IDOA and SPD 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)	<b>40 available points</b>
3. Cost (Cost Proposal)	<b>40 available points</b>
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 (1bonus points are available, see Section 3.2.6)
<b>Total</b>	<b>100 (103 if bonus awarded)</b>

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, **Attachment E** Business Proposal, **Attachment F** Technical Proposal, unaltered and complete with all requested supporting documents.
- **Attachment J** Attestation Form, complete with all requested supporting documents; submitted as Submission Form attachment.

Any proposals not meeting the Mandatory Requirements will be disqualified.

#### **Step 2**

The proposals that fulfill the Step 1 Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be further evaluated.

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

### **Step 3**

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

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

The section below describes the different evaluation criteria.

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

**The following 2 categories cannot exceed 80 points.**

- 3.2.2 Management Assessment/Quality**  
**40** available points

- 3.2.3 Price**  
**40** available points

Cost scores will then be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 40 points. The normalization formula is as follows:

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

- 3.2.4 Buy Indiana Initiative – 5 points**

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

### 3.2.5 Minority Business Subcontractor Commitment – 5 points<sup>6</sup>

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 Annual Administrative Cost.)*

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 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 points <sup>7</sup>

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

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<sup>6</sup> Required documentation must, of course, be provided to receive points as described.

<sup>7</sup> Required documentation must, of course, be provided to receive points as described.

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	1.3	1.8	2.2	2.7	3.1	3.6	4.0	4.5	5.0
.			5		5		5		5		

*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 points <sup>8</sup>**

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

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<sup>8</sup> Required documentation must, of course, be provided to receive points as described.



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.