



STATE OF INDIANA

REQUEST FOR INFORMATION **24-76234**

INDIANA DEPARTMENT OF ADMINISTRATION

ON BEHALF OF THE
INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

SOLICITATION FOR:
ENTERPRISE ENVIRONMENTAL INFORMATION MANAGEMENT SYSTEM

RESPONSE DUE DATE:
JANUARY 11, 2024 BY 3:00 PM EASTERN TIME

Stephanie Nelson, Procurement Consultant
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

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REQUEST FOR INFORMATION 24-76234

1.0 Introduction

This is a Request for Information (RFI) issued by the Indiana Department of Administration (IDOA) on behalf of the Indiana Department of Environmental Management (IDEM) regarding the Enterprise Environmental Information Management System.

IDEM's initiative for an enterprise system has been identified to streamline business processes, manage data for tracking and reporting, and improve technology use across the agency.

IDEM is seeking a single integrated system to comprehensively manage the agency's regulated environmental data and increase the efficiency of its business processes. IDEM aims to reduce the number of ancillary systems that are needed to manage its data. Each program area has multiple ancillary systems that vary in scope, function, and complexity. The Agency is responsible for issuing authorizations and permits, monitoring compliance, conducting enforcement activities, tracking remediation, as well as assessment and monitoring for regulated entities across media of air, land, and water.

The Agency desires to successfully replace its media specific systems including legacy desktop and point solutions with an enterprise-based system that addresses the needs of the enterprise and program area.

IDEM's preference is a highly configurable commercial off the shelf (COTS) product built for the management of environmental regulatory data management as opposed to a custom developed 'ground-up' solution.

It is the intent of IDOA to solicit responses to this RFI in accordance with the specifications contained in this document and associated attachments. Neither this RFI nor any response (proposal) submitted hereto is to be construed as a legal offer.

[**THE STATE MAY ELECT TO LIMIT PARTICIPATION IN ANY FUTURE COMPETITIVE SOLICITATION TO VENDORS THAT RESPOND TO THIS RFI.**](#)

2.0 RFI General Information

2.1 Background and Objective of the RFI

The goal of this RFI is to gather general functionality and general pricing structures and timelines from vendors. This information would be used to determine future development of a potential Request for Proposal (RFP).

IDEM is requesting information to formalize the scope of work for a potential RFP by allowing the vendor community to apprise IDEM on information that should be considered as part of the scope of work.

2.2 Vendor Qualifications

Qualified vendors must have the ability to deliver a system that includes the functionality needed by each of the agency's program areas, including addressing all business functions identified as part of each office.

Qualified vendors can be individual companies or consortiums.

3.0 Indiana Department of Environment Management Overview

3.1 Mission Statement

IDEM's mission is to implement federal and state regulations to protect human health and the environment while allowing the environmentally sound operations of industrial, agricultural, commercial, and government activities vital to a prosperous economy. Additional information can be found on the IDEM website (<https://www.in.gov/idem/>).

IDEM's modernization mission is to review and improve our current processes and implement the most appropriate tools to deliver industry-leading, customer-centric services. IDEM goals include:

1. Implement a modern technology solution that can be maintained internally, is scalable for future functionality, and reduces legacy systems risk.
2. Increase electronic data collection to reduce paper forms and improve data quality and operational efficiencies via a self-service portal improving.
3. Establish robust reporting capabilities to allow for more informed and timely decision-making.

3.2 Office Overviews and Business Functions

The Indiana Department of Environmental Management ("IDEM" or the "Agency") administers and enforces State and federally delegated environmental laws and regulations for the protection of public health and the environment. The Agency is comprised of seven principal offices including the following:

- Office of Air Quality ("OAQ"), with responsibility for administering air pollution control laws,
- Office of Land Quality ("OLQ"), with responsibility for, among other things, agriculture, solid and hazardous waste, underground oil storage tanks, emergency response and site remediation,
- Office of Water Quality ("OWQ"), which administers the State's water pollution laws,
- Office of Program Support ("OPS") which offers confidential assistance to citizens and facilities as well as recycling, education, and regional office support,
- Office of Legal Council ("OLC"), which provides legal oversight to the above program areas,
- Office of the Commissioner, and
- Office of the Chief of Staff ("CoS"), with responsibility for supporting Information Technology, Media and Communications, and Legislative and Agricultural Liaison programs.

Each of the media-related offices (OAQ, OLQ, OWQ) engage in a wide range of regulatory activities, including development of policy and regulations, issuance of various authorizations and permits, licenses and certifications, oversight of environmental remediation, inspection of regulated entities, and enforcement of State environmental laws, regulations, and permits issued by the Agency. The vendor will

be responsible for working with IDEM staff to ensure the solution meets all of the agencies requirements utilizing primarily out-of-the-box capabilities with limited customizations.

Agency – Overview

Comprehensive information on the Agency and its Offices and Program Areas can be found on the State's public website. <https://www.in.gov/idem/>

Program and Function – Overview

For more information see **24-76234 - Attachment C – Program Area Functional Matrix.**

Office of Land Quality – Overview

The Office of Land Quality (OLQ) is primarily responsible for protecting the Indiana landscape through regulatory permitting, compliance, and contamination remediation.

(Additional Information: <https://www.in.gov/idem/landquality/>)

Office of Water Quality – Overview

The Office of Water Quality's (OWQ) mission is to monitor, protect, and improve Indiana's water quality to ensure its continued use as a drinking water source, habitat for wildlife, recreational resource and economic asset.

(Additional Information: <https://www.in.gov/idem/cleanwater/>)

Office of Air Quality – Overview

The Office of Air Quality (OAQ) is tasked with protecting the quality of Indiana's air.

(Additional Information: <https://www.in.gov/idem/airquality/>)

Office of Legal Counsel – Overview

The Office of Legal Counsel (OLC) provides legal advice to all program areas within IDEM. While focused mainly on providing counsel on regulatory issues within the OAQ, the OLQ, and the OWQ, OLC also provides counsel for support functions within the agency such as contracts and human resources.

(Additional Information: <https://www.in.gov/idem/legal/>)

Office of Program Support – Overview

The Office of Program Support (OPS) aids in the fulfillment of IDEM's mission through collaboration, outreach, education, and assistance efforts with focuses on pollution prevention, recycling, and technical compliance assistance.

(Additional Information: <https://www.in.gov/idem/ops/>)

The community regulated by these Offices of IDEM runs the gamut from large, multinational companies to small, single site owners. Members of the regulated community often engage environmental consultants to assist them in complying with applicable regulations and the remediation of contamination. These

external stakeholders regularly interface with IDEM on behalf of their clients and likewise relay information to their client from the agency. Consultants perform field activities including sampling, remediating contamination, and equipment testing, operation, and maintenance. The data and other information generated in this process are vital to IDEM's mission in assuring adequate protection of human health and the environment. Once submitted, it is routed through the appropriate staff including technical specialists to generate the appropriate output to external stakeholders, such as a response letter, deficiency, violation, or denial/approval of the activity.

4.0 Technology Functions and Infrastructure

IDEM's Information Services team supports the agency's IT needs through helpdesk and telecommunications support, database and application management, data analytics enablement, and overall modernization and enterprise innovation.

IDEM and the State of Indiana through the Indiana Office of Technology has significant infrastructure to support the above solutions and additional support, monitoring, and productivity tools. Additional information can be found on the IOT web site ([About IOT](#) and [IOT Vendor Engagement](#)).

5.0 Functional and Technical Requirements

IDEM acknowledges that ongoing process improvement will be needed as program specific requirements are identified and refined. It is during the requirements definition and refinement process that opportunities to streamline processes across the agency will be determined.

The functional requirements outlined in 24-76234 Attachment D – Functional Requirements include areas of Security, Configuration, Entity Management, Single Event Tracking, Authorizations, Compliance Evaluations, Enforcement, Legal Case (Litigation) Management, Criminal Investigations, Remediation, Report Receipts, Monitoring and Sampling, Internal Requests for Services, Fiscal, Activities, Activity Process Tracking, Interested Parties, Public Notices, Asset Management, Generate Form Documents, Email Generation, Usability, Reporting, and Integrations.

For additional information see **24-76234 Attachment D – Functional Requirements**.

High level technical requirements are outlined in 24-76234 Attachment E – Technical Requirements and include General Architecture, system security, on-premise implementation, system integrity, and cloud enablement.

For additional information see **24-76234 Attachment E – Technical Requirements**.

6.0 Submission Requirements

6.1 Response Format and Attachments

Respondents should submit responses to the RFI, using **24-76234 Attachment A - Response Template**, describing how they will meet the specific requirements of this RFI and the deliverables included within. All narrative responses must be provided to the State in Microsoft Word format. Respondents must structure their response according to the sections outlined below to facilitate the State's review of the responses. [**THE TOTAL RESPONSE SHOULD NOT BE MORE THAN 50 PAGES IN LENGTH.**](#)

If you would like to provide a response/feedback to this RFI for a potential RFP for IDEM, you must provide your response to the State as shown in the RFI Timeline and Response Submission section below.

6.2 RFI Timeline

The following timeline is only an illustration of this RFI process. The dates associated with each step are not to be considered binding.

Anticipated RFI Dates:

Activity	Date
Issuance of RFI	November 21, 2023
Deadline to Submit Written Questions (3:00PM Eastern Time)	December 7, 2023
Response to Written Questions/RFI Amendments	December 14, 2023
Due Date for Submissions (3:00PM Eastern Time)	January 11, 2024

6.3 Question/ Inquiry Process

All questions/inquiries regarding RFI 24-76234 must be submitted in writing via email using **24-76234 Attachment B – Questions and Answers Template**, Questions and Answers Template, by the deadline of **December 7, 2023 by 3:00PM ET** to rfp@idoa.IN.gov. The email subject line should contain the following phrase:

“REQUEST FOR INFORMATION 24-76234, QUESTION AND INQUIRIES.”

Following the question/inquiry due date, IDOA will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website as soon as possible. Only answers posted on the IDOA website will be considered official 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.

Please note that Stephanie Nelson (SteNelson@idoa.in.gov) is the State’s single point of contact for this RFI. **Inquiries are not to be directed to any other staff member of IDEM.** Such action may disqualify respondent from further consideration in this RFI and any subsequent RFP process.

If it becomes necessary to revise any part of this RFI, or if additional information is necessary for a clearer interpretation of provisions of this RFI prior to the due date for submissions, an addendum will be posted on the IDOA website.

6.4 Clarifications and Discussions

The State reserves the right to request clarifications on information submitted to the State. The State also reserves the right to conduct discussions, either oral or written, with the Respondents. These discussions could include requests for additional information, requests for cost information or technical requirements

response attachment revision, etc. Additionally, in conducting discussions, the State may use information derived from the responses 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 discussions.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

6.5 Confidentiality

It is important to note that all information submitted in Respondent's proposals to this RFI will be kept confidential and will not be made available to the public unless this RFI does not result in the release of a solicitation at a later date. If a solicitation results from this RFI, then the information contained in the proposal submissions for this RFI must be made available to the public once the resulting solicitation has been awarded and the protest period has ended.

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 award, the entire solicitation file may be viewed and copied by any member of the public, including news agencies and competitors.

Please note citing "Confidential" on an entire section is not sufficient. 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](#)

Respondents claiming a statutory exception to the APRA must indicate so on a separate attachment labeled "**Confidential Documentation Listing**". That document should include the following information:

- List all documents where claiming a statutory exemption to the APRA;
- Specify which statutory exception of APRA that applies for each document;
- Provide a description explaining the way the statutory exception to the APRA applies for each document.

When claiming confidential information, respondents should submit two versions of their response:

- 1) A confidential version (for the State's review and evaluation)
 - a. Confidential Information must be clearly marked in a separate folder.
- 2) A redacted version (for public records requests)

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also reserves the right to seek the opinion of the PAC for guidance if the State has doubts the cited exception is applicable.

Prices are **NOT** confidential information.

6.6 Response Submissions Instructions

Firms interested in providing information to IDOA should submit responses via email to rfp@idoa.IN.gov. All responses must be received no later than **January 11, 2024 by 3:00PM ET**. The subject line of the email submission must clearly state the following:

“RESPONSE TO REQUEST FOR INFORMATION 24-76234”

Any information received after the due date and time may not be considered.

No more than one proposal per Respondent may be submitted.

Templates outlined in this document should be returned in their native file format.

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

7.0 Description of Attachments

24-76234 - Attachment A – Response Template

24-76234 - Attachment B – Questions and Answers Template

24-76234 - Attachment C – Program Area Functional Matrix

24-76234 - Attachment D – Functional Requirements

24-76234 - Attachment E – Technical Requirements