



STATE OF INDIANA

REQUEST FOR INFORMATION/INNOVATION 26-84396

INDIANA DEPARTMENT OF ADMINISTRATION

**ON BEHALF OF THE
DEPARTMENT OF CHILD SERVICES, CHILD SUPPORT BUREAU**

**SOLICITATION FOR:
STATE DISBURSEMENT UNIT (SDU) OPERATIONS FOR ELECTRONIC AND
PAPER PAYMENT COLLECTION PROCESSING AND CORRESPONDENCE IMAGING**

**RESPONSE DUE DATE:
JUNE 25, 2025 @ 3:00 PM EASTERN TIME**

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REQUEST FOR INFORMATION/INNOVATION 26-84396

INTRODUCTION

This is a Request for Information/Innovation (RFI) issued by the Indiana Department of Administration (IDOA) on behalf of the Indiana Department of Child Services, Child Support Bureau regarding the State Disbursement Unit (SDU) Operations for Electronic and Paper Payment Collection Processing and Correspondence Imaging.

It is the intent of IDOA to solicit responses to this Request for Information/Innovation 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.

BACKGROUND AND OBJECTIVE OF THE RFI

The Indiana Department of Child Services, Child Support Bureau is seeking information from qualified vendors to assist in the transition of our current State Disbursement Unit (SDU) payment processing to an ideal state that efficiently handles payment collections, including both electronic and paper payments, and accommodate additional lines of service. This RFI is intended to gather information on potential solutions, methodologies, and best practices for this transition. The scope of this RFI does not include payment disbursements.

In Indiana, the Title IV-D Child Support Enforcement Program is administered by the Indiana Department of Child Services Child Support Bureau (CSB). Title IV-D child support services are provided locally by County Prosecutors and Clerks operating in cooperative agreement with CSB.

Indiana's statewide automated child support system is known as the Indiana Support Enforcement Tracking System (ISETS), and is used by CSB, County Prosecuting Attorneys and County Clerks of Circuit Court. ISETS contains both the IV-D and the non IV-D child support caseload for the State of Indiana.

Child support orders are established or modified exclusively by judicial action in Indiana by county courts. The establishment and operation of a State Disbursement Unit (SDU) for the centralized collection and disbursement of payments under child support orders is one of the requirements of the child support enforcement program under Title IV-D of the Social Security Act. States are required to establish and operate a state disbursement unit.

The Indiana State Central Collection Unit (INSCCU) is the State Disbursement Unit that scans and processes all paper child support documents and financial instruments (including cash and backup documents) into electronic file formats. The staff at INSCCU process and image all checks and correspondence received at INSCCU, post payments, research suspense/exception items, resolve return deposit items and recoupment recovery, and complete adjustments of INSCCU posted payments when necessary.

Current State of Paper Payment Processing:

The process includes receiving, sorting, batching, scanning, and posting payments, along with handling financial exceptions. Payment-related mail is collected from CSB-owned P.O. Boxes by a vendor courier and processed. Envelopes are opened, contents are categorized, and all checks, remittance details, and correspondence are scanned. Payments are batched, verified, and converted into electronic formats for storage and transmission.

Financial reconciliation includes ISETS adjustments and bank account balancing. Checks are restrictively endorsed, scanned, posted, and deposited into the Treasurer's zero balance account. Deposits are presented to the payee bank via Image Cash Letter (ICL), with manual deposits used for exceptions.

Daily, an encrypted file with payment data is uploaded into ISETS by 5:00 p.m. EST/EDT. Exceptions processed include mis-postings, out-of-balance issues, returned checks, foreign currency, and more.

In 2024, the Indiana SDU processed a total of 639,593 paper transactions, totalling \$99,613,784.

Current State of Electronic (EFT, ACH, Credit/Debit Card) Payment Processing:

CSB currently supports standard ACH file transfers and also offers a State managed website that gives employers an alternative mechanism for electronic funds transfer of income withholding payments. NCPs may also pay by credit or with debit card through a third-party Vendor, make a cash payment through MoneyGram or PayNearMe at participating retail locations, or make a cash payment at the County Clerk's office.

Note: In any given month, over 79% of Indiana's income withholding payments are submitted via electronic means. Indiana has processed over 85% of their payments electronically for the past four years.

In 2024, Indiana processed a total of 4,010,536 transactions, totalling \$601,441,951.

Current State Correspondence Scanning and Storage:

Documents and financial instruments, including cash and supporting materials, are scanned into electronic formats for secure storage and efficient electronic transmission. Original and backup documents are stored in a secure, access-controlled area with restricted staff access. All materials are retained in compliance with CSB's retention policy and are available for retrieval as needed.

In 2024, the Indiana SDU scanned a total of 43,922 correspondence documents.

Current State Technical Specifications:

Files are exchanged with CSB, IOT, and ISETS via secure file transfer protocol (SFTP) in various state and bank approved file formats.

Ideal State Implementation:

- Describe the proposed ideal state for payment processing, including the use of automated procedures, electronic processes, and computer-driven technology to the maximum extent feasible, efficient, and economical, including options for EFT, paper, credit card and cash payments.
- Describe any currently available portal or technology for employers and NCPs to submit payments, including any existing Commercial Off-The-Shelf (COTS) software.
- Describe customer support processes, including response times, escalation protocols, and the availability of self-service resources.
- Ensure the solution complies with all relevant regulations and standards.
- Include the scope of experience with similar contracts and projects that demonstrate the capacity to fulfill government specific requirements.

Streamlining Operations:

- Recommendations for streamlining electronic and paper payment collection.
- Methods to enhance operational efficiency and reduce manual processes.
- Suggestions for adopting additional lines of service. Describe how these additional services will be integrated into the existing payment processing system and the benefits they will provide to constituents.
- Overview of the technologies, platforms, or software proposed for payment processing.

Transition Plan:

- Describe a typical transition strategy that outlines the steps and considerations required to move from the current state to the ideal state.
- Include a typical timeline, resource requirements, and risk management strategies; including any lessons learned from similar projects.

Training and Support:

- Outline the training and support services that could be provided to ensure a smooth transition and ongoing operations.
- Include options for training staff, employers, and other stakeholders.

Cost and Budget Considerations:

- High-level cost estimates for implementation and transition.
- Potential areas for cost optimization and added value.

Submission Guidelines Responses should include:

- A company overview and relevant experience in similar projects.
- Detailed responses to the key areas of interest outlined above.
- Any additional information or case studies that demonstrate the capabilities and success in similar projects.

The State seeks to potentially outsource these services to leverage the expertise, advanced technology, and cost efficiencies provided by vendors specializing in payment processing, document scanning, and financial instrument imaging and preparation.

The primary objective of this RFI is to gather insights, explore innovative approaches and understand how vendors can support the transition from our current payment processing operations to a more streamlined and adaptable future state. The ideal solution should enhance the collection of payments, improve the processing of electronic and paper payments, and ensure compliance with all relevant regulations and standards.

The goal of this RFI is to gather general functionality and general pricing structures from vendors for the development of a potential Request for Proposal (RFP).

Indiana Department of Child Services, Child Support Bureau is requesting information to formalize the scope of work for a potential RFP by allowing the vendor community to apprise the Indiana Department of Child Services, Child Support Bureau on information that should be considered as part of the scope of work.

RESPONSE FORMAT AND ATTACHMENTS

Respondents should submit a narrative response 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 15-20 PAGES IN LENGTH.**

If you would like to provide a response/feedback to this RFI for a potential RFP for Indiana Department of Child Services, Child Support Bureau you must provide your response to State as shown in the RFI Timeline and Response Submission section below.

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	June 4, 2025
Deadline to Submit Written Questions (3:00PM Eastern Time)	June 11, 2025 @ 3:00 PM ET
Response to Written Questions/RFI Amendments	June 18, 2025
Due Date for Submissions	June 25, 2025 @ 3:00 PM ET

QUESTION / INQUIRY PROCESS

All questions/inquiries in regards to RFI 26-84396 must be submitted in writing via email using **Attachment A**, Questions and Answers Template, by the deadline of **June 11, 2025 by 3:00PM ET** to rfp@idoa.IN.gov. The email subject line should contain the following phrase:

“REQUEST FOR INFORMATION/INNOVATION 26-84396, 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 Robert Cohen is the State's single point of contact for this RFI. Inquiries are not to be directed to any other staff member of the Indiana Department of Child Services, Child Support Bureau. Such action may disqualify the 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.

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.

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 manner in which 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.

RESPONSE SUBMISSION INSTRUCTIONS

Firms interested in providing information to IDOA should submit responses via email to rcohen@idoa.in.gov.

All responses must be received no later than **June 25, 2025 by 3:00PM ET**. The subject line of the email submission must clearly state the following:

"RESPONSE TO REQUEST FOR INFORMATION/INNOVATION 26-84396"

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

No more than one proposal per Respondent may be submitted.

Tempaltes 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.