



STATE OF INDIANA

REQUEST FOR INFORMATION/INNOVATION 27-88314

INDIANA DEPARTMENT OF ADMINISTRATION

**ON BEHALF OF THE
INDIANA DEPARTMENT OF INSURANCE**

**SOLICITATION FOR:
ADMINISTRATION OF THE INDIANA ALL PAYER CLAIMS DATABASE**

**RESPONSE DUE DATE:
OCTOBER 21, 2026**

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REQUEST FOR INFORMATION/INNOVATION 27-88314

INTRODUCTION

This is a Request for Information/Innovation (RFI) issued by the Indiana Department of Administration (IDOA) on behalf of the Indiana Department of Insurance regarding Administration of the Indiana All Payer Claims Database.

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

Introduction

The Indiana Department of Insurance (IDOI), in coordination with the Indiana Department of Administration (IDOA), is issuing this RFI to gather input from qualified vendors regarding products, services, approaches, cost structures, and capabilities related to the administration and ongoing development of the Indiana All Payer Claims Database (IN-APCD). The purpose of this RFI is to better understand market offerings, modern practices, emerging technologies, and pricing models that may inform future procurement. This RFI is exploratory and does not constitute a solicitation or a request for proposals.

Purpose of the RFI

IDOI seeks information on comprehensive solutions for administration, maintenance, modernization, and enhancement of the Indiana APCD. The State aims to evaluate how vendors can support secure data ingestion, improve public transparency, strengthen analytic capacity, expand consumer-facing tools, and ensure ongoing compliance with legislative and regulatory requirements. The State is specifically seeking solutions that address the following problems:

- The need for a robust, efficient, scalable APCD infrastructure capable of handling large and diverse data sets.
- The need to improve public access to healthcare cost and quality data through modern interfaces, tools, and automation.
- The need to streamline state operations, data-request processes, and analytic workflows with improved technology and vendor support.
- The need for strong privacy, security, and intellectual property protections aligned with State of Indiana and CMS standards.
- The need for user-friendly cost transparency regarding annual pricing and long-term sustainability.

Overview

The selected vendor shall provide comprehensive administrative, technical, operational, and analytical support for the Indiana All Payer Claims Database (IN-APCD). Work includes maintaining the core database infrastructure, ensuring high-quality data ingestion, supporting public-facing tools, and delivering services that advance healthcare transparency, usability, and statewide analytic capacity.

RFI Objective

The purpose of this RFI is to obtain a detailed understanding of the operational, technical, and financial requirements associated with managing and sustaining the Indiana All Payer Claims Database (APCD). Through this RFI, the State aims to:

- Gain insight into the full range of activities required to operate, maintain, and enhance a modern APCD, including data ingestion, cleaning, storage, analytics, reporting, security, compliance, and governance.
- Understand industry standards and best practices for APCD operations, including staffing models, system architectures, hosting options, and service-level expectations.
- Obtain itemized cost estimates and cost drivers from qualified vendors to establish a realistic benchmark for what it should cost to manage an APCD of Indiana's size and complexity.

Requested Areas of Information

IDOI requests information related to vendor capabilities for the following components:

- **Component 1: Operation of the Indiana APCD**

Vendors shall provide information on their ability to operate a statewide all payer claims database, including secure data ingestion, validation, storage, quality assurance, payer coordination, transmission, and ongoing maintenance.

- **Component 2: Chatbot Implementation and Maintenance**

Vendors shall describe solutions for maintaining or enhancing the existing public-facing APCD chatbot, including automation capabilities, guided search features, performance metrics, maintenance models, and availability standards.

- **Component 3: Consumer-Facing Website Maintenance**

Vendors shall provide options for maintaining and improving the State's public APCD transparency website (such as: its maintenance, hosting, security, accessibility, navigation, updates, and integration with APCD data products).

- **Component 4: Existing and New Dashboards**

Vendors shall describe their capacity to maintain current dashboards, develop new dashboards, support visual analytics, and meet legislative reporting requirements with user-friendly, accurate presentations.

- **Component 5: Analytic Environment Maintenance**

Vendors shall outline their solutions for maintaining secure analytic environments, databases, tools, user access, data pipelines, and advanced analytic capabilities used by state agencies and researchers.

- **Component 6: Common Data Layout (CDL) and Submission Process**

Vendors shall describe how they would maintain, improve, or provide an alternative to the State's current access to the Common Data Layout. This includes documentation, validation rules, training materials, and onboarding practices for data submitters.

- **Component 7: Data Request Process Administration**

Vendors shall describe solutions for administering the APCD data request process, including application intake, review workflows, approval logic, data fulfillment, communication channels, and compliance with privacy rules.

- **Component 8: Annual Pricing**

Vendors shall provide information on pricing models for all listed components, including annual, itemized, bundled, optional, subscription-based, and volume-based pricing structures.

- **Component 9: Data Privacy and Security Plan**

Vendors shall outline their data privacy and security plan, including protocols, encryption standards, audit practices, incident response, legal compliance, and methods used to safeguard claims data and sensitive information.

- **Component 10: State Ownership of Intellectual Property**

Vendors shall confirm ownership of all tools, codes, dashboards, documentation, data models, automations, and deliverables created or maintained under a future agreement. Emphasis should be put on any components that can be fully owned by the State of Indiana and a description shall be described on the process for transferring or licensing intellectual property rights.

Scope of Work

1. Operation of the Indiana APCD

- Administer, operate, and maintain the Indiana APCD.
- Ensure continuous uptime, data integrity, and secure management of all claims, eligibility, provider, and non-claims datasets.
- Coordinate with payers, state agencies, and data submitters to support timely and accurate data submissions.

2. Chatbot Implementation and Ongoing Maintenance

- Maintain the existing APCD public-facing chatbot, including updates to logic, additional data sources, knowledge models, and system mechanics.
- Monitor performance, accuracy, and user experience; implement enhancements based on analytics and feedback.
- Ensure 24/7 availability and compliance with state and federal security standards.

3. Maintenance of Consumer-Facing Website

- Provide full support for the state's APCD transparency portal, including hosting, security monitoring, content updates, accessibility, and functional improvements.
- Ensure intuitive navigation, accessibility, and mobile responsiveness.
- Integrate and maintain APCD analytics, cost comparison tools, and transparency resources to support consumer decision-making.

4. Existing and New Dashboards

- Maintain existing Indiana APCD dashboards, including data refreshes, quality checks, and interface updates.
- Design and implement new dashboards as requested by the state or driven by legislative requirements.
- Ensure dashboards remain accurate, user-friendly, and reflective of updated APCD data.

5. Maintenance of Analytic Environment

- Maintain secure analytic data warehouse(s), tools, and workspaces.
- Provide technical support for IDOI analysts, policy research initiatives, advanced analytics, modeling, and state-led research initiatives.
- Ensure appropriate access controls for internal and external analysts.

6. Common Data Layout (CDL) and Submission Process

- Maintain or develop the Indiana CDL for consistent data submission across payers.
- Provide clear documentation, submission rules, validation standards, and quality checks.
- Conduct training, communication, and support for data submitters, including onboarding new entities.

7. Data Request Process Delivery and Maintenance

- Assist IDOI with the administering of the Indiana APCD Data Request process, which may include application intake, review workflows, approvals, and data transmission.
- Ensure compliance with privacy standards, suppression rules, and legal requirements.

8. Provide Annual Pricing

- Provide annual, itemized pricing for all components included within the scope of work.
- Provide bundled and optional cost structures to support budgeting, fiscal planning, and procurement.
- Offer pricing updates based on changes in system requirements, volumes, tools, or state mandates.

9. Maintain Data Privacy and Security Plan

- Maintain a comprehensive data privacy and security plan that meets or exceeds State of Indiana and Federal standards.
- Include encryption, auditing, user access controls, incident response procedures, and compliance with state, federal, and APCD-specific requirements.

10. State of Indiana Ownership of Intellectual Property

- Vendors are asked to confirm ownership of all tools, codes, dashboards, documentation, data models, automations, and deliverables created or maintained under a future agreement.
- Vendor is requested to provide options to ensure state ownership.

Unique Features, Characteristics, and Capabilities

Vendors should also describe any unique features, technologies, processes, or operational models that differentiate their solution and are critical to improving transparency, data management, or system performance. Vendors may include:

- Automation or AI features that reduce manual labor, improve accuracy, or enhance user experience.
- Scalable architectures capable of supporting future growth, legislative expansion, or multi-agency use.
- Enhanced tools that simplify complex healthcare data for consumers, policymakers, or analysts.
- Workflow improvements that reduce processing time, errors, or administrative burden.
- Privacy, security, or compliance practices that exceed industry norms.
- Approaches that increase accessibility, public engagement, or system reliability.
- Notable clients
- Confidentiality - Do not include proprietary or confidential information unless clearly marked. The State may use submitted information to refine procurement specifications.

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).

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

RESPONSE FORMAT AND ATTACHMENTS

Respondents should submit responses to the RFI, utilizing **Attachment A**, 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 10-15 PAGES IN LENGTH.**

If you would like to provide a response/feedback to this RFI for a potential RFP for IDOI, 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	September 16, 2026
Deadline to Submit Written Questions (3:00PM Eastern Time)	September 25, 2026
Response to Written Questions/RFI Amendments	October 8, 2026
Due Date for Submissions	October 21, 2026

QUESTION / INQUIRY PROCESS

All questions/inquiries in regards to RFI 27-88314 must be submitted in writing via email using **Attachment B**, Questions and Answers Template, by the deadline of **September 25, 2026 by 3:00PM ET** to rfp@idoa.IN.gov. The email subject line should contain the following phrase:

“REQUEST FOR INFORMATION/INNOVATION 27-88314, 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 Eli Sturgeon (esturgeon@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 the IDOI. 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.

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 rfp@idoa.IN.gov. All responses must be received no later than **October 21, 2026 by 3:00PM ET**. The subject line of the email submission must clearly state the following:

“RESPONSE TO REQUEST FOR INFORMATION/INNOVATION 27-88314”

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.