



STATE OF INDIANA

REQUEST FOR INFORMATION 24-78913

INDIANA DEPARTMENT OF ADMINISTRATION

**ON BEHALF OF THE
Indiana Department of Education and Treasurer of State**

**SOLICITATION FOR:
Student Choice Solution**

Response Due Date and Time:

May 9, 2024 @ 3:00 PM ET

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Indiana Department of Administration
Procurement Division
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REQUEST FOR INFORMATION 24-78913

I. **INTRODUCTION**

This is a Request for Information (RFI) issued by the Indiana Department of Administration (IDOA) on behalf of the Indiana Department of Education (IDOE) and Treasurer of State (ToS) regarding a new Student Choice Solution.

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

The outline of supplemental attachments and exhibits is described below:

Document	Description
Attachment A - Question and Answer Template	Document where potential Respondents can submit questions to the State
Attachment B - Supplementary Information	Document detailing State requirements/desired functionalities of the Student Choice solution
Attachment C - Sample Contract	Sample Indiana Professional Services Contract
Attachment D - SaaS Terms	Indiana Office of Technology (IOT) SaaS terms and conditions
Attachment E - Cost Information Template	Document where Respondents can provide a projected cost breakdown for their Student Choice Solution
Exhibit 1 – Student Choice Program Application User Experience Narrative	Document outlining the current user experience for each Student Choice program’s application process
Exhibit 2 – Program Application Elements Overview & Comparison	Document detailing the current application elements of the Student Choice Scholarship Program
Exhibit 3 - Choice Scholarship Program Application Process Outline	Document detailing the current application process of the IDOE Choice Scholarship Program
Exhibit 4 - Treasurer of State ESA Application Process Outline	Document detailing the current application process of the Treasurer of State ESA program
Exhibit 5 - Treasurer of State CSA Application Process Outline	Document detailing the current application process of the Treasurer of State CSA program

II. **BACKGROUND AND OBJECTIVE OF THE RFI**

Indiana is seeking a technology-based Solution to support Hoosier families in applying for and selecting among various Student Choice Program options. There are currently three existing programs that each

have individual application processing systems: the Choice Scholarship Program, the Education Scholarship Account (ESA) Program, and the Career Scholarship Account (CSA) Program. The Choice Scholarship Program is managed by the Indiana Department of Education (IDOE), and the ESA and CSA Programs are managed by the Indiana Treasurer of State (ToS). In addition to these programs, the State of Indiana has Student Choice pathways such as a Scholarship Granting Organization (SGO), charter schools, and open enrollment schools. This list is not exhaustive, and additional Student Choice Options may be included in the Solution for informational purposes and/or as new programs become available for families. These programs and pathways are heretofore referenced as Student Choice Options. These Student Choice Options' individual systems are not covered in the scope of this Solution, which will act as the single point of entry for families interested in these programs and pathways. The Solution shall have the ability to collect relevant application information once, use this information to direct applicants to the programs for which they are eligible, and then pass this information to the individual Student Choice systems with which the Solution will be integrated.

This Solution should focus on the end user experience (e.g., the Family User of the system) and provide simple, consolidated user updates that detail application status and other requests required to achieve a transparent application process. The Solution should have an easy to access and navigate menu of options that include but are not limited to recommendations on the Student Choice Options based on basic eligibility criteria, status of any student applications associated with a Family User, and support for families following the selection of a Student Choice Option for their student(s).

Indiana has steadily increased publicly funded options for students in grades K-12. From strong charter school policies in the early 2000's to Choice Scholarships in 2011 to several types of education savings accounts more recently, Indiana is considered a policy leader among states advancing Student Choice Options for all families. This commitment to education innovation has led to the proliferation of options and the expectation that more are on the way. To deliver on the ultimate goal of universal school choice, Indiana needs to harmonize the existing Student Choice Options and present them as part of a unified strategy to help families navigate the options and select what is best for them.

Indiana is interested in developing a cohesive brand that is flexible enough to add new options. Work needs to be done to connect existing Student Choice Options to a common brand identity. This is important to provide the same type of communication cohesion about options for families as we are trying to enact through a technology solution. To achieve this, it is the State's desire that a future Solution provider shall coordinate with the State's selected marketing partner to align this Solution with broader IDOE, ToS, and State brand vision and identity.

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).

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

III. GOALS FOR INDIANA'S FUTURE STUDENT CHOICE SOLUTION

1. Single Point of Entry Across Programs

The Solution must provide a single point of entry for families interested in learning about and taking advantage of current and future Student Choice Options.

Applicants for Indiana's Student Choice Options should be directed through the Solution as a "front door" which would allow access to all Student Choice Options. Core information

necessary to determine eligibility for any student choice option should be collected once through a “common application” and utilized by the various programs as necessary. Families should not have to enter the same information more than once if they are pursuing more than one option or pursuing different options for different students.

The Solution must be able to recognize different requirements of each Student Choice Option such that a student does not have active applications for two mutually exclusive programs at the same time, such as the Choice Scholarship and ESA Programs. The Contractor shall work closely with program staff during requirements gathering and validation to ensure that such program guidelines and limitations are incorporated into the Solution.

2. Strong UI/UX for Applicants/Families

The Solution must have an intuitive and easy-to-use interface for Hoosiers applying for and accessing Indiana’s Student Choice Options. Throughout architecture, design, and development discussions the Contractor will incorporate the User Interface (UI) and User Experience (UX) considerations for each user type into the design process and outputs, particularly with respect to the applicant and family portal and the business processes that drive the Solution.

Please refer to Attachment B and Exhibits 1-5 for additional background on UI/UX requirements and considerations and application workflows.

3. Scalable

The Solution must be scalable to be able to accommodate consistent increases in users as Indiana’s Student Choice Options continue to expand. The Solution must also be able to integrate with and share information from additional Student Choice Options that may be launched while this Solution is operational.

4. Timeline

The State envisions a phased approach for rollout of the Solution. The State encourages Respondents to propose a realistic timeline and implementation approach based on their experiences developing, implementing, and maintaining similar technology solutions that integrate with multiple individual systems to present a single cohesive entry point for end users.

5. Ed-Fi Data Standard

The State has adopted the Ed-Fi data standard through Data Exchange implementations outlined in the document linked here: https://www.in.gov/doe/it/link-initiative/data-exchange/#Data_Exchange_Ed_Fi_API_Suite_3_v6_0_for_Developers. The State strongly prefers the use of Ed-Fi data standards by the Contractor but may consider alternative standards.

6. Access Indiana

Access Indiana is the State’s Single Sign-On Enterprise Authentication standard (SSO), which will be used to authenticate users and handle account maintenance functions, such as password resets. The State encourages Respondents to outline their ability to integrate with Access Indiana and describe any challenges that would be faced with such an integration.

IV. **RESPONDENT REQUIREMENTS**

In order to respond to this RFI, the vendor must have a Solution that can provide the services described in Section II, Background and Objectives of the RFI, Section III, Goals for Indiana's Future Student Choice Option Solution and associated RFI Attachments and Exhibits through either previous experience implementing a similar Solution to assist with a state's integration of multiple systems into one end user-facing Solution or a similar Solution that has not been implemented but could be developed for implementation in the near future.

V. **RESPONSE FORMAT, ATTACHMENTS, AND INSTRUCTIONS**

Respondents should submit responses to the RFI utilizing a format of their choice, so long as it describes how they will meet the specific requirements of this RFI and the deliverables included within and addresses the questions listed below in accordance with the following minimum format requirements: 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 [20] PAGES IN LENGTH.** Any attachments (excluding Attachment E - Cost Information Template), appendices, graphics, or timelines not contained in the main body of the document will count towards this page limit.

All RFI attachments and exhibits are listed in this table:

Attachment/Exhibit	Name
Attachment A	Question and Answer Template
Attachment B	Supplementary Information
Attachment C	Sample Contract
Attachment D	SaaS Terms
Attachment E	Cost Information Template
Exhibit 1	Student Choice User Experience Narrative
Exhibit 2	Student Choice Scholarship Programs Application Elements
Exhibit 3	IDOE Choice Scholarship Application Process Outline
Exhibit 4	Treasurer of State ESA Application Process Outline
Exhibit 5	Treasurer of State CSA Application Process Outline

Please review the terms and conditions listed in Attachment C - Sample Contract and the Indiana Office of Technology (IOT) terms and conditions contained in Attachment D - SaaS Terms. Please indicate any significant concerns or rejections (and rationale) with how these requirements could align with the proposed Solution in your RFI response. Do not provide redlined copies of Attachments C and D in lieu of a narrative response, but Respondents may provide redlined edits to the terms contained in Attachments C and D to supplement a narrative explanation. This information is collected to understand how the State's terms and conditions align with market standards.

In Attachment E - Cost Information Template, please provide potential cost information for your proposed Student Choice Solution if it were proposed today, including design, customization, and implementation costs as well as ongoing operation and maintenance costs. Please break down the proposed costs into the

categories described in Attachment E to the extent they align with your proposed Solution. Please use the Cost Information Narrative worksheet to describe the pricing model and triggers (e.g., number of students served, number of licenses required) that directly affect the Solution costs. **This information will not represent a binding offer from the Respondent** but will help the State gather market price information for budgeting purposes. Accurate cost information is vital for the State, as inaccurate information could jeopardize the potential to procure and implement such a solution in the future.

You must provide your response to the State as shown in the RFI Timeline and Response Submission section below.

1. General Information

Please provide the following information about your organization:

- a. Legal Name of Organization
- b. Contact Name/Title
- c. Contact Email Address
- d. Organization Website
- e. Years of Experience Providing Similar Services/Systems

2. Experience

Please describe any current or past Student Choice Solutions or similar solutions your organization has designed, implemented, and/or operated that are relevant in nature to the requirements outlined in this RFI, especially in a government environment. Provide specific examples where possible including client program scope, integrations with individual systems (i.e., integrating multiple individual systems in one solution), how much of the solution was custom vs. out of the box, and describe the level of solution modularity (such that basic additions/edits do not require extensive rewriting).

3. Proposed Student Choice Option Solution Overview

Please describe your organization's proposed Student Choice Solution based upon Indiana's goals as described in this RFI. Please refer to Attachment B - Supplementary Information for additional details on what the State is seeking in a new Student Choice Solution and what is currently envisioned with regard to project management and Solution functionalities. Specifically, please outline the following (referring to experience where applicable):

- a. Solution/Software Overview
 - i. Describe your proposed Solution for these services and your deployment model. Include details on solution installation, updates, and test environments.
 - ii. Describe how the Solution would be able to integrate with individual program systems to present a "front door" for end users, including any required bidirectional interfaces.
 - iii. Describe out-of-the-box features that support the State's goals and which features would require customization.
 - iv. Describe the specific technologies (i.e., technology stack) being proposed in your Solution.
 - v. Describe what, if any, components of your proposed Solution (including, but not limited to, System Design, Development, and Implementation, Maintenance and Operations, Implementation, Customer Support, and Training) would be developed or managed by a third party.
 - vi. High modularity of a Solution, such that additions/edits do not require extensive rewriting of the program, is a priority to the State to ensure scalability as Student Choice Options expand in Indiana. Please describe the modularity of your proposed Solution and the level of effort that would be required by the Solution owner and by the State to add additional Student Choice programs.
 - vii. Describe your experience gathering and incorporating end user feedback to support UI/UX development.

- viii. Describe any native capabilities of your proposed solution that relate to automated document review and data validation.
- b. Hosting

For more information on State vision and supporting details please see Section 2.1 of Attachment B – Supplementary Information.

 - i. Describe your proposed hosting model. Please specify which cloud provider your Solution would utilize and clarify whether your Solution could use only that provider or could use any provider.
 - ii. Please provide details on your current Solution uptime, how this is measured and the frequency of measurement.
 - iii. Please describe the process, schedule and communication methods relative to Solution maintenance.
- c. Database/System Integrations/Interface

For more information on State vision and supporting details please see Section 2.2 of Attachment B – Supplementary Information.

 - i. Please detail the web browsers supported by your solution.
 - ii. Mobile interface capabilities are a priority for the State. Please describe the mobile interface capabilities of the Solution and any design principles utilized in Solution development to ensure functional mobile interfacing.
 - iii. The State desires a solution that does not require additional software plugins or components to operate. Please describe if your Solution requires any plugins or components for effective processing.
 - iv. The State requires a Solution that is compliant with § 508 of the Rehabilitation Act of 1973 (Accessibility Standards) with Level A (must support) and Level AA (should support) Success Criteria as defined under Web Content Accessibility Guidelines (WCAG) 2.1, in each case with respect to public-facing portions of the systems. Please describe your ability to comply with these requirements and any alternative or supplemental accessibility offerings your Solution may provide.
 - v. Please describe your Solution's translation features and what languages are supported. What is your Solutions capability to add additional needed languages?
 - vi. Describe how your Solution will integrate with existing State systems as outlined in Attachment B – Supplementary Information. Respondents may review API requirements at the IDOE swagger site: <https://dataexchangedev.doe.in.gov/swagger/>. Please include in your response any barriers your organization may have relative to these API requirements and a proposed alternative.
 - vii. Describe the Solution's ability to use MuleSoft API and/or GoAnywhere Managed File Transfer services to facilitate secure data exchange, data transmission, and file transfer needs. If the Solution does not support these technologies, explain in detail and outline the proposed alternative.
 - viii. Describe any document storage capabilities of the Solution. Clarify whether any such capabilities are native to the Solution or are available through a separate integrated system. Describe whether the Solution would be able to integrate with an OpenText platform for file storage.
 - ix. The State desires a Solution that is able to operate in all modern web browsers without required plug-ins, but if these *would* be required for the Solution, describe details of minimum client hardware and software (including operating systems, plug-ins, libraries, etc.) required for access and use.
 - x. Describe any geolocation or geographical data display capabilities that are native to the Solution or available through a separate integrated system.
- d. Data Requirements and Capabilities

For more information on State vision and supporting details please see Section 2.3 of Attachment B – Supplementary Information.

- i. Describe whether the Solution would be able to integrate with other systems to get necessary data or whether all data used by the Solution would need to reside in its database.

e. Data Standards

For more information on State vision and supporting details please see Section 2.4 of Attachment B – Supplementary Information.

- i. Describe your data standards and how they relate to the standards already used by the State, the Ed-Fi data standard as outlined in the document linked here: https://www.in.gov/doi/it/link-initiative/data-exchange/#Data_Exchange_Ed_Fi_API_Suite_3_v6_0_for_Developers. If you are unable to adhere to the Ed-Fi data standard, please explain why and propose an alternative standard.
- ii. Describe whether your organization offers any products that are certified by a data standard's associated organization (e.g., the Ed-Fi Alliance maintains the Ed-Fi Data Standard and offers product developers certifications to demonstrate fidelity to the Ed-Fi standards). Please specify any such certifications or related data-standard-focused partnerships.
- iii. Describe how the Solution would process data and different data types. What kinds of data is the Solution capable of importing and exporting?
- iv. Describe how the Solution handles data retention. Please include details of how the Solution tracks, logs and audits system activity and what data is captured through this process. Please provide a description of your capabilities to configure data retention policies by different data types.
- v. Describe how the Solution maintains data privacy and how you will ensure that State information will be kept secure and confidential.
- vi. Please describe your ability to integrate with Student Choice Option programs' individual security systems.
- vii. Please describe the frequency with which data is received and shared by your Solution. Does your Solution have real time data sharing capabilities?

f. Identity Management

For more information on State vision and supporting details please see Section 2.5 of Attachment B – Supplementary Information.

- i. Describe the Solution's ability to integrate with Access Indiana (<https://www.in.gov/inwp/applications/authentication/>) for single sign-on authentication and user identity management. If the Solution cannot accommodate Access Indiana, please clarify what actions and accompanying timelines would need to be completed for utilization.
- ii. Describe your approach to managing a variety of user types and roles with different levels of permission, particularly in situations with confidential student or personal information.
 1. Please provide details and examples on the mechanisms utilized to protect student confidentiality through the verification of user access to student records.
 2. Please provide details on your Solutions ability to allow user permission groupings to be applied and managed by multiple State administrators.

g. Tracking Mechanisms

For more information on State vision and supporting details please see Section 2.6 of Attachment B – Supplementary Information.

- i. Please describe the dynamic dashboard capabilities of your Solution. Does your Solution offer a dashboard that would allow information adaptation over time based on user metadata, such as notifying a user that their student may have progressed into a school grade at which they are eligible for new Student Choice Options based on previously entered age and grade information? Please provide any innovative suggestions or prior use cases for utilizing user metadata to generate dynamic suggestions and customized in-app communications.
 - ii. Does your Solution have the ability to display timeline projections for insight into User Families' individual application processing? This could include, but is not limited to, a status tracker that a family user could check to see the status of a program application.
 - iii. Describe the Solution's search capabilities and any proposed approach to allowing end users to filter schools and providers across a variety of categories.
 - iv. Describe what types of user metadata would be required or helpful for generating the dynamic dashboarding, customized communications, and variable search functions described above.
- h. Communication Features/Tools

For more information on State vision and supporting details please see Section 2.7 of Attachment B – Supplementary Information.

 - i. Describe the Solution's ability to provide customized communications and alerts by applicant and Student Choice Options. What methods are used to deliver these communications (text, email, etc.)?
 - ii. Describe how the Solution would notify users of in-process program applications.
 - iii. Describe your approach to providing a content management system that would allow State users to upload information and share ad hoc program/Student Choice Option updates to the Solution's website.
- i. Customer Support

For more information on State vision and supporting details please see Section 2.8 of Attachment B – Supplementary Information.

 - i. Please review the State's desired level of customer support described in Section 3.9 of Attachment B. Describe how the Solution would offer the desired level of customer support, including a largely triage-based function for public user inquiries and more intensive support for State administrative users.
 - ii. Describe what technologies or components of the Solution, if any, would be utilized to offer the level of customer support described in Section 3.9 of Attachment B. e.g. live customer representatives, chat bots, surveys, online FAQ's, etc.
- j. Reporting Features

For more information on State vision and supporting details please see Section 2.9 of Attachment B – Supplementary Information.

 - i. Describe the Solution's reporting features and capabilities. Please specify whether the Solution would support the reporting needs of State administrative users (e.g., Web Analytics), families (e.g., student data), and schools/providers (e.g., school/program data).
 - ii. Describe whether the Solution would be able to aggregate user survey data and generate related reports for State administrative users.
- k. Training

For more information on State vision and supporting details please see Section 2.10 of Attachment B – Supplementary Information.

 - i. Describe a proposed training plan that includes a variety of distinct learning options for different user types, including, but not limited to, families, State administrative

users, and schools/providers. Please specify what types of trainings would be offered and how they would be kept up-to-date.

I. Security Features/Monitoring and Compliance Considerations

For more information on State vision and supporting details please see Section 2.11 of Attachment B – Supplementary Information.

- i. Please review the IOT standards, policies and guidelines which are online at <https://www.in.gov/iot/iot-vendor-engagement/>. Please describe any potential barriers your company and solution may have relative to these standards, policies and guidelines.
 - ii. Please describe your ability to adhere to FedRAMP moderate standards. If your solution does not align with this standard, please explain in detail your alternative approach.
 - iii. Please describe all security standards your Solution employs, including but not limited to, HIPAA, FERPA, COPPA. Additional details can be found in Attachment B – Supplementary Information, Section 2.4.3.
 - iv. The State's current security framework is based on National Institute of Standards and Technology standards (NIST.gov). Please describe how your organization aligns with these standards and the corresponding certifications your organization maintains. If your organization aligns with a different framework, provide that framework(s)'s information and how it aligns to the State's current security framework.
 - v. Please describe how your organization works collaboratively with clients to identify and ensure that the Solution adheres to compliance requirements on an ongoing basis, such as [Indiana Code 511 IAC 7-32 through 49](#), which contains Indiana's special education rules.
 - vi. Please confirm your ability to provide and maintain a certificate of cyber insurance as outlined in Attachment C – Sample Contract Draft.
- m. Implementation
- i. Describe a proposed implementation approach for this Solution as described in this RFI document and Attachment B - RFI Supplementary Information. Indicate whether your approach incorporates a phased or big bang implementation methodology, and how the requested functionalities described in the above-noted RFI materials would be incorporated.
 1. If applicable, please refer to a recent implementation of a similar Solution that includes an end-to-end implementation and associated timeline. The State is particularly interested in understanding the time required to implement the Solution.

VI. **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	March 14, 2024
Deadline to Submit Written Questions (3:00PM Eastern Time)	March 28, 2024
Response to Written Questions/RFI Amendments	April 11, 2024

VII. **QUESTION / INQUIRY PROCESS**

All questions/inquiries in regards to RFI 24-78913 must be submitted in writing via email using **Attachment A - Questions and Answers Template**, by the deadline of **March 28, 2024, by 3:00PM ET** to rcohen@idoa.in.gov. The email subject line should contain the following phrase:

“REQUEST FOR INFORMATION 24-78913, 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 IDOE or ToS.** 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.

VIII. **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.

IX. **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.

X. RESPONSE SUBMISSION INSTRUCTIONS

Vendors interested in providing information to IDOA should submit responses via email to Robert Cohen at rcohen@idoa.in.gov. All responses must be received no later than **May 9, 2024, by 3:00PM ET**. The subject line of the email submission must clearly state the following:

“RESPONSE TO REQUEST FOR INFORMATION 24-78913”

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

The State accepts no obligations for costs incurred by Respondents in responding to this RFI.