



Indiana Interactive dba Tyler Indiana
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317-233-2010

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2.2 Executive Summary

August 22, 2023

Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204
ATTN: Syed Mohammad – RFP 23-74658

Subject: NIC Response to RFP 23-74658

Mr. Mohammad,

Indiana Interactive, LLC d/b/a Tyler Indiana, part of the Digital Solutions Division of Tyler Technologies, Inc., respectfully submits for consideration this response to the Indiana Office of Technology for Request for Proposal (RFP) 23-74658, IN.gov Web Portal by the State.

As required, this Executive Summary is submitted in letter form and is comprised of RFP section 2.2 *Executive Summary* and its subsections.

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.

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.

As the world continually adapts to the everchanging landscape of available technologies, it is imperative that the State of Indiana work to provide the latest products and services available to meet the rising demand of Hoosiers across the state. Tyler Indiana is eager to continue helping the State of Indiana meet those rising demands and will ensure the residents of the state have functional, intuitive, and connected services across numerous channels for all of their governmental needs for the duration of this new contract.

BUILDING ON A LEGACY OF SUCCESS IN INDIANA

Tyler Indiana's Indianapolis-based team has exclusively served the State of Indiana for nearly 30 years by providing comprehensive digital government services. Throughout that history, the Tyler team has evolved and adapted to the growing needs of residents across Indiana who rely on the services provided through IN.gov. Through this long-term partnership with Tyler Indiana, the state has received hundreds



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of awards recognizing the success of these initiatives. Additionally, Tyler has been active in numerous enterprise initiatives alongside the state over the years. These initiatives have allowed Indiana to be the first in the nation to provide a seamless user experience across all state agency websites, implement a statewide mobile experience, provide single sign-on services for more than two million users, streamline payment services across state government, and much more. While completing these first-of-their-kind initiatives, Tyler Indiana has also been able to provide state agencies with essential products and services to grow their own digital strategies. As a result of these initiatives, residents are successfully completing millions of electronic government interactions annually through an award-winning, innovative, and continually evolving digital government suite of services.

DRAMATICALLY EXPANDING OUR PORTFOLIO TO DELIVER MORE VALUE

In addition to our deep experience within Indiana, Tyler Indiana is uniquely positioned to support the State in the next phase of its digital journey. When NIC was acquired by Tyler Technologies two years ago, the combined organization became the nation's largest provider of digital government services and platforms. This transition allows the Tyler Indiana team to supercharge our offering to Indiana. In this proposal, we are offering a dramatically increased portfolio of products and platforms that will elevate service delivery to Hoosiers, minimize support needs, and further accelerate Indiana's future electronic government expansion. From platforms to rapidly build online applications and services to mobile solutions that empower Indiana agencies to provide new and innovative ways of engaging their customers on any device, Tyler Indiana is uniquely positioned to meet and exceed all requirements of this solicitation with proven and reliable solutions. In addition to meeting the requirements outlined in the RFP for enterprise hosting, security, website services, data sales, and more, Tyler Indiana will bring a plethora of platforms that will allow Indiana to transform the digital government services provided across the state.

Tyler Indiana's approach in this RFP closely aligns with Indiana's desire to remain a trailblazer by ensuring the IN.gov Program continuously improves and rapidly employs new technologies and services in support of its mission. To achieve this vision, Tyler Indiana is proposing a suite of enterprise solutions – anchored by the Engagement Platform – to not only meet the requirements of the RFP but to also exceed them by providing solutions that will grow alongside the State of Indiana and the IN.gov Program for years to come.

Tyler Indiana is proud to have been a part of the past success of IN.gov and, should we have the honor of being selected by the state for this opportunity, we look forward to implementing the latest tools, technologies, and processes to ensure the next 30 years are even more successful than the last.

A PLATFORM-BASED APPROACH TO SERVING INDIANA

Tyler Technologies has made extensive investments in platform technologies that have culminated in the creation of the Engagement Platform, our comprehensive digital government platform that is transforming how we deliver eGovernment solutions to our government partners. The Engagement Platform delivers ease of use for both constituents and the government by providing expanded capabilities to help Indiana build new modern engagement channels, rapidly grow the state's digital



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service portfolio, and enable secure transactions across the enterprise.

The Engagement Platform consists of flexible cloud-first architected component technologies focused on specific aspects of citizen engagement and service delivery. Several of these components are in use today in Indiana such as Engagement Builder (formerly AccessGov), Appointment Scheduling platform (formerly TeleGov), MyCivic, and the Payment Services Suite. Tyler Indiana commits to implementing additional Engagement Platform technologies as an Indiana-specific foundation for digital government service delivery to enable new levels of engagement, expedite solution delivery, add immediate value, and reduce overall technical debt.

New IN.gov services will be provisioned using one of the Engagement Platform's standard application technologies whenever technically possible. Each of these low-code application technologies has specific strengths to support a variety of digital service and usability scenarios. For example, MyCivic is a mobile-first application platform focused on delivering streamlined mobile experiences through a native mobile app that pulls in data and information from other modules of the Engagement Platform such as the Engagement Builder. Selection of the optimal standard application technology will be based on the unique requirements of each new application. In addition to using the Engagement Platform for new applications, Tyler Indiana will strategically migrate legacy data sale applications to the Engagement Platform to reduce technology debt and refresh the user experience while leveraging Tyler's backend invoicing system.

The below summarizes some of the benefits of each of the proposed components.

ENGAGEMENT BUILDER: EMPOWERING AGENCIES WITH LOW-CODE TOOLS

Engagement Builder is a digital government product that offers our partners a robust low-code/no-code forms solution to rapidly bring online services to market. From simple forms to collect data and payment to robust workflows and backend data integrations with external databases and third-party products, Engagement Builder plays a pivotal part in building interactive channels with the state's residents. The goal of Engagement Builder is to offer partners a single place to manage all their eGovernment forms and workflows while providing constituents a single, user-friendly location for government engagement.

STATE BENEFITS

- **Great User Experience** - Partners can manage the entire user experience by configuring the look and feel, guided search questions, search index, and qualifying questions that help redirect misguided users back to success.
- **Self-Service** - Engagement Builder allows partners to configure their own portal -- without work orders or waiting in the queue. By controlling how content is delivered, agencies can delegate ongoing portal management to different teams and staff members across the organization.
- **Fast Time-to-Market** - New tenants can be added in minutes; as soon as the ink dries on the statement of work, a business unit can be delivering immediate value to constituents. The inclusion of PDF forms means that existing content can be published now and form digitization can occur at a comfortable pace.



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- **Reduced Reliance on IT Resources** - Partners can empower business units to create their own online forms and content without consuming valuable and backlogged IT resources.
- **ADA Compliant and Mobile First** - All products offered in Engagement Builder are mobile responsive and ADA compliant. Even when partners build their own forms, they are automatically rendered to these standards.
- **Rich Integrations** - Data sources can be used to connect to core systems and eliminate dual entry. Simple configurations allow partners to map form fields directly to data sources, while batch extracts and emails can connect data to manual processes. For advanced integrations, all form data is accessible through the API. Standard integrations, such as Perceptive Content, allow partners to map data directly to common state systems.

CITIZEN BENEFITS

- **One Stop** - Engagement Builder allows states to roll up all their forms and workflows into a statewide directory so citizens can find anything indexed by Engagement Builder from any agency.
- **Rich Discovery Features** - Engagement Builder provides citizens a conversational interface, form directory, and natural language search to help them quickly find information.
- **Reduced Duplicate Data Entry with My Forms and Auto-Complete** - Engagement Builder remembers a citizen's past submissions, allowing a historical view at any time. The platform also uses past submissions to prepopulate the citizen's next submission and/or recommend related forms for them to complete. Users can manage their profiles if desired or disable this functionality completely.
- **Save & Continue** - Authenticated (and for a few hours unauthenticated) users can leave their computer and resume their submissions at their convenience. Engagement Builder saves a draft of all in-progress forms automatically.
- **Simple Interactions** - If there is a question on a citizen's submission, it can be sent back with comments and a request for more information. The citizen can complete and resubmit the form at their convenience.
- **Reminders** - For reoccurring forms, citizens can be reminded on the next occurrence and a prepopulated draft loads automatically in their My Forms directory.

APPLICATION BUILDER: QUICKLY DELIVER LARGE-SCALE SERVICES

When more robust online applications are needed, Tyler's Application Builder product can be deployed to rapidly bring large-scale services to market. Applications built on Tyler's Application Builder are designed to support Indiana's day-to-day operations from day one and to evolve with the state's changing needs over time. This proven system -- with FedRAMP hosting options that are accredited and secure with C&A's ibased on NIST 800-53, CIACAP, and DCID 6/3 -- will fit any agency's needs across Indiana.

The Application Builder is trusted by state and federal partners across the county and moving to an application built on the product is straightforward and seamless. Tyler Indiana's business and IT teams will work with the partner iteratively as the project evolves, with a keen focus on delivering immediate business value. For example, we recommend deploying high-value features first and building expanding functionality over time as a means to accelerate ROI rather than expending resources on features that may be of little immediate value.



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A BUILT-FOR-GOVERNMENT SOLUTION

- Developers and users gain fine grain control over the configuration, upgrade path, and user experience associated with the applications and products they are building.
- All data elements required by stakeholders, as well as policy modeling, are taken into account along with the main types of cases and projects to be handled.
- The data-first development approach is easier, more inclusive, and more transparent than older approaches such as BPM or waterfall.
- Document Management module lets users store, retrieve, and preview documents, presentations, and spreadsheets as well as images, video, and audio.
- Mobile module can retrieve and capture data and documents from any mobile device.
- Analytics module gives workers accurate information in clear, visual formats so they can make better decisions.
- Access module gives external users access to selected aspects of the system.
- Direct Scan module scans and saves paper documents, faxes, and emails directly to the system.
- Customizable help module enables organizations to deliver self-help and ongoing training.
- Application Accelerators have best practices, business rules, and terminology built right in, on average satisfying 80% of an organization's requirements out of the box.

MY CIVIC: EXPANDING THE MOBILE CITIZEN EXPERIENCE

Tyler's My Civic is a comprehensive, customizable product designed to promote civic engagement and enhance the quality of life in any community. Through a single, public-facing native mobile app, residents and business owners have access to all the services, resources, and information an agency or department has to offer, enabling them to play a more active role in the area they call home.

SUPPORTING EASY CITIZEN INTERACTIONS

- Push notifications provide a cost-effective way to communicate important information to community members in real time
- Deliver up-to-the-minute local announcements, such as office closings or storm alerts
- Target notification delivery to specific zip codes or geo-located areas
- Reduce reliance on costly, third-party emergency notification systems
- Create a calendar feed populated by administrative users with one-time or recurring events, which residents can add to their device's native calendar
- Gather and display news content from sources including RSS feeds, photo albums, and social media channels
- Provide a searchable directory of elected officials, organizational staff, or community groups through directories
- Add parks and recreational facilities, including hours, amenities, photos, and turn-by-turn GPS-enabled directions
- Generate customizable surveys and feedback forms
- Give residents the power to contact elected officials at the touch of a button
- Allow citizens to sign up for push notifications to stay up to date on news, events, or other important information



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- Provide citizens the ability to complete online transactions and interact with the state on any mobile device by leveraging the Engagement Builder integration

TELEGOV: APPOINTMENT SCHEDULING MADE EASY

TeleGov, Tyler's appointment scheduling product, is a secure enterprise SaaS solution that provides easy-to-use tools to manage inbound agency traffic and is configurable for every state, city, county and municipality.

REDUCING AGENCY WORKLOADS

- TeleGov supports key government functions, so reliance on agency appropriations and staff is greatly reduced.
- Schedule and manage appointments in-person, by phone, or virtually.
- Notify constituents using automated push text and email reminders with quick delivery and agency-level configuration.
- Build, modify, send, and upload forms
- Turnkey reporting tools

MEETING MANAGER: SUPPORTING EFFICIENT & COMPLIANT PUBLIC MEETINGS

Tyler's Meeting Manager Platform is a secure enterprise SaaS solution that provides easy-to-use tools to manage meeting scheduling, agendas, notes, live video feeds, and more. This platform allows our government partners to ensure meeting polices and rules are followed while providing transparency to the public. Meeting Manager seamlessly supports open meetings across every level of government.

STREAMLINING PUBLIC MEETING MANAGEMENT

- Faster minute generation
- Better meeting organization
- Automated agenda development
- Robust searching capabilities
- Flexible workflows for team collaboration
- Meeting and organizational transparency with citizen access
- Record and share video

MICROSERVICES PLATFORM: ENABLING REPEATABLE FUNCTIONALITY

Tyler's Microservices Platform (MSP) allows Tyler platforms to quickly implement key services within an existing product without the need to develop custom code to complete specific tasks. With a growing list of more than 30 microservices a, MSP has services that quickly allow platform implementation specialists to:

- Geocode a latitude/longitude to a street address



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- Implement autocomplete features in a form
- Store documents securely
- Queue and schedule email delivery
- Quickly implement event logging
- Perform image comparisons
- Render a map
- Generate passes for mobile wallets
- Generate a PDF
- Verify a phone number via SMS
- Provide URL shortener services

SQUIZ MATRIX CMS: SIMPLIFYING AND ACCELERATING CONTENT PUBLISHING

Squiz Matrix is a proven third-party CMS platform leveraged by the IN.gov Program for the past several years. Familiar to those who use it today, Squiz is a flexible, low-code enterprise content management system designed to manage multiple sites with many editors. This has made the solution ideal for Indiana and the more than 300 websites managed by the IN.gov Program.

As part of the updated IN.gov Program under the new contract, Tyler Indiana intends to begin implementing new features that will not only allow agency webmasters to intuitively manage their static webpage content, but also begin using the headless CMS features Squiz has to offer.

A headless CMS operates by storing content (text, images, videos, etc.) in a structured format, often referred to as "content as data." This content is then accessed via APIs by front-end applications or digital touchpoints. Developers have complete freedom to design and deliver the user interface, while content creators focus solely on crafting compelling content.

Leveraging the headless features of Squiz will allow any state agency to store content managed by webmasters and communications teams that instantaneously updates dynamic content such as online applications and native mobile apps without the need for a labor-intensive code deployment or update.

As part of the transition to this new contract, Tyler Indiana will work closely with IOT and the IN.gov Governance Council to develop a product roadmap for IN.gov's CMS services. This will include, but is not limited to, an evaluation of the Squiz platform itself against other CMS platforms to ensure webmasters across the state are able to leverage the best technology to succeed in their mission to serve the public.

THIRD-PARTY SOFTWARE MANAGEMENT REVIEW

As the incumbent, Tyler Indiana is intimately familiar with the library of third-party portal managed tools. Throughout the partnership with Indiana, Tyler has been actively involved with identifying, vetting, implementing, and maintain a myriad of third-party tools for IN.gov. Through our extensive knowledge and understanding of each agency's unique needs, Tyler has been highly successful in deploying all third-party tools throughout its partnership with the state.



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During the transition period, Tyler Indiana will work closely with IOT and the IN.gov Governance Council to review each third-party product. This review will include usage, feature, and reliability assessments as well as anonymous customer surveys to all IN.gov partners. Through the collection of this data, Tyler Indiana will work with IOT to assess each tool to determine if it is still meeting the needs of the state. If it is determined that IN.gov has outgrown or dislikes a product(s), Tyler Indiana will work collaboratively with the state to identify an alternate solution.

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.

As the President & General Manager of Indiana Interactive, LLC d/b/a Tyler Indiana, I, Andrew Hoff, am authorized to certify the information provided in this proposal meets all general conditions including the information requested in RFP Section 2.3.4 and have signed this Executive Summary. I am authorized and will serve as Tyler’s principal contact for the proposal. My address, telephone number, and email address are as follows:

Address:	151 W. Ohio Street, Suite 100, Indianapolis, IN 46204
Telephone:	(317) 234-0139
Email Address:	andrew.hoff@tylertech.com

Additionally, as requested in RFP Section 2.3.9 *Authorizing Document*, we have provided the following information:

Company’s Bidder ID #:	0000005966
FEIN:	48-1167554
Type of Business (i.e., Corporation, Sole Proprietor, LLC, etc.):	LLC
North American Industry Classification System (NAICS) Code	541512 Computer Systems Design Services

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.



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Tyler Indiana has read and understands.

2.2.4 Secretary of State

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

Indiana Interactive, LLC d/b/a Tyler Indiana is registered to do business with the State by the Indiana Secretary of State (Business ID 1995030751) and the Indiana Department of Administration, Procurement Division since 1995.

Additionally, as requested in RFP Section 2.3.8 *Registration to Do Business*, we have provided the following information here as well as in the attached file, 23-74658 Att E3 SOS Registration Status.

Status of Registration	Active
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2.2.5 Other Information

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

We have carefully read and understand the history, scope, volumes, and objectives of the IOT for this program. We are confident that Tyler Indiana's proposed solution will provide the State a flexible way to continue to offer new and innovative solutions across the state.

Additionally, as requested in RFP Section 2.3.16 *Extending Price to Other Governmental Bodies*, Tyler agrees to extend the prices of awarded products and/or services to other governmental bodies.

Thank you for your consideration of Tyler.

Sincerely,

Andrew Hoff, President & General Manager
Indiana Interactive, LLC d/b/a Tyler Indiana