



INDIANA DEPARTMENT OF CHILD SERVICES

Request for Proposal #00026

**Solicitation For:
National Youth in Transition Database Program**

**Response Due Date:
October 31, 2025, by 3:00 PM EDT**

Indiana Department of Child Services
DCS Child Welfare Services
302 W. Washington St., Room E306
Indianapolis, Indiana 46204

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SECTION ONE GENERAL INFORMATION AND REQUESTED SERVICES

1.1 INTRODUCTION

In accordance with Indiana statute, IC 5-22, the Indiana Department of Child Services (DCS), requires the National Youth in Transition Database (NYTD) outcome survey data collection and youth engagement activities for youth who are a part of the 17, 19, and 21 year old NYTD survey cohort population for the Department of Child Services / National Youth in Transition Database Program in all five (5) regions and 92 counties. DCS intends to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the DCS website (<https://www.in.gov/dcs/current-requests-for-proposals>) for downloading. Neither this RFP nor any response (proposal) submitted in response to this RFP is to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

The following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

DCS	Department of Child Services
Award Recommendation	Indiana Department of Child Services' summary to the agency being supported, typically in letter format, of the solicitation and suggestion on respondent selection for the purposes of beginning contract negotiations.
Contract Award	The acceptance of the Indiana Department of Child Services' Award Recommendation by the agency is supported in conjunction with the public posting of the Award Recommendation.
DCS	Department of Child Services
Full Time Equivalent (FTE)	The State defines FTE as a measure of an employee's productivity by executing the scope of work outlined in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees, each spending 1/2 of their working time on a project, that would also equal 1 FTE.
IAC	Indiana Administrative Code
IC	Indiana Code
Implementation	The successful implementation of Healthy Family Administrative Services at the Indiana Government Center, as specified in the contract resulting from this RFP

Installation	The delivery and physical setup of products or services requested in this RFP
National Youth in Transition Database	The National Youth in Transition Database (NYTD) collects information on youth in foster care, including sex, race, ethnicity, date of birth, and foster care status. It also collects information about the outcomes of those youth who have aged out of foster care.
NYTD Baseline Population	Youth who turn seventeen (17) years old while under the care and supervision of DCS or another public agency (e.g., juvenile justice agency) and placed in foster care, defined as twenty-four (24)-hour substitute care under the State's placement and care responsibility, who are in federally recognized foster family homes. The baseline population excludes youth who are at home on a trial home visit.
NYTD Coordinator	DCS employee who is responsible for the day-to-day contract oversight, including contract deliverables and scope of work.
NYTD Cohort	The NYTD cohort population is a sample or random sample of youth who are eligible to take the NYTD outcome survey at ages 17, 19, and 21.
NYTD Discharge Youth Participation Rate	Sixty percent response rate to the NYTD outcome survey by the NYTD follow-up population at ages 19 and 21 who are no longer in foster care.
NYTD Follow-Up Population	Youth who completed the NYTD Outcome Survey as part of the baseline population and were randomly selected to take the survey at age 19 and again at age 21.
NYTD Foster Care Youth Participation Rate	An eighty percent response rate to the NYTD outcome survey by the NYTD follow-up population at ages 19 & 21 who are in foster care.
NYTD Incentive	A financial or non-financial gift incentive is provided to youth who take the survey.
NYTD Outcome Participation Rate	The total response rate to the NYTD outcome survey among participants in the NYTD baseline or follow-up population.
NYTD Outcome Survey Tool	A web-based or paper “outcomes survey” data collection instrument that shall remain in compliance with the NYTD policies published by the Administration for Children and Families.
Older Youth Initiatives Manager	DCS employee who is responsible for enforcing compliance with the administrative and programmatic terms and conditions of the contract. Primary point of contact with the awarded Respondent.

Other Governmental Body	<p>An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:</p> <ol style="list-style-type: none"> 1) The judicial branch 2) The legislative branch 3) A political subdivision (includes towns, cities, local governments, etc.) <p>A state educational institution</p>
Products	Tangible goods or manufactured items as specified in this RFP
Proposal	An offer as defined in IC 5-22-2-17
Provider Representative	<p>Respondent's point of contact for the awarded contract from this RFP. The identified staff members should have responsibilities that include, but are not limited to, submitting timely and accurate deliverables and reports, submitting invoices, and managing the project to ensure all specified tasks and activities are completed accurately and on time. Additionally, the assignment and supervision of staff participation in all conference calls, both on-site and off-site. This employee will meet with the NYTD Coordinator.</p>
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the Respondent who will be ultimately responsible for the performance of the contract.
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "state agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive branch, including the administrative department of the state government.
Total Bid Amount	The amount proposed by the Respondent in Attachment D represents their total, all-inclusive price.
Vendor	Any successful respondent selected as a result of the procurement process will deliver the products or services requested by this RFP.
VSC	Valuable Scope Contribution – A business function that supports the scope of this solicitation

1.3 PURPOSE OF THE RFP

The purpose of this solicitation is to select a respondent that can satisfy the State's need to conduct NYTD outcome surveys for the NYTD 19 and 21-year-old follow-up population – discharge youth, disbursing NYTD incentives, and provide NYTD youth engagement activities to all five (5) regions and the corresponding local county offices in the State. DCS intends to contract with a respondent that provides quality and competent data collection, research, evaluation, efficient disbursement, and administrative tracking of financial or non-financial gift incentives, as well as youth engagement activities for the youth who are part of the NYTD cohort population for the Department of Child Services/NYTD program. The Respondent must report a NYTD survey response rate of 60 percent or more for NYTD discharge youth who are a part of the 19 and 21-year-old NYTD follow-up population, and are identified as NYTD discharged youth, i.e., no longer in foster care. The Respondent must provide provision of outreach services and engagement activities to cohort members of the baseline and follow-up population during and between survey periods to assist youth with survey completion, maintain youth contact information, provide resources, oversee the NYTD Youth Ambassadors, and other engagement activities in accordance with the NYTD Scope of Work (Attachment A).

1.4 SUMMARY SCOPE OF WORK

The contractor chosen will be expected to conduct NYTD surveys for the out-of-care population in accordance with the John H. Chafee Foster Care Program for Successful Transition to Adulthood (the Chafee Program) and the NYTD outcome survey data collection requirements. The contractor will administer the NYTD outcomes surveys to youth / young adults NYTD discharge youth in the 19 and 21 follow up population; including meeting the 60 percent participation rate, maintain on-going contact with members of the NYTD survey population, locate and maintain contact information of members of the NYTD survey population and engage youth in outreach services and activities to ensure DCS meets the NYTD reporting requirements.

The contractor will administer the NYTD outcome survey for the 19 and 21-year-old follow-up population identified as discharge from foster care, meet the 60 percent participation rate for the discharge youth population, and actively engage youth 17 through 21 years of age who are in the survey baseline and follow-up population through outreach services and engagement activities. DCS also requires the provision of outreach services and engagement activities for the youth as needed. Outreach services and engagement activities are described as activities designed by the contractor to educate youth and maintain contact with youth and young adults utilizing:

- NYTD Youth Ambassador's Program
- Social media: Twitter, Facebook, and Instagram etc.
- Monthly contact with youth via text, email and/or mail to maintain accurate address and contact information and keep youth engaged in the NYTD process.
- In person / face to face contact with youth to promote NYTD participation and engagement.
- NYTD webpage development and updates
- NYTD app development and update
- Incentives or non-financial gifts

These specifications include, but are not limited to, length, quality, staff qualifications, documentation requirements, program reports and evaluations.

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested National Youth in Transition Database Program	This section provides an overview of the RFP, including definitions, general timelines for the process, and a summary of the National Youth in Transition Database Program being solicited by the Indiana Department of Child Services through this RFP.
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP, including a Letter of Transmittal, Business Proposal Template, Technical Proposal Template, and Cost Proposal Template.
Section 3 – Proposal Evaluation Criteria	This section outlines the evaluation criteria to be used in assessing respondents' proposals.
Attachment A	NYTD Scope of Work
Attachment B	Business Proposal Template
Attachment C	Technical Proposal Template
Attachment D	Cost Proposal Template
Attachment E	NYTD Q & A Template
Attachment F	NYTD 101
Attachment G	NYTD Sample Contract
Attachment H	NYTD Monthly and Annual Report Descriptions
Attachment I	NYTD Monthly Report Template
Attachment J	NYTD Cohort Schedule & Sample Size
Attachment K	NYTD Resources
Attachment L	Assurances
Attachment M	Exhibit 1 Certification Background Check
Attachment N	Principles of Child Welfare
Attachment O	Federal Selected Disallowed Expenses

1.6 PRE-PROPOSAL CONFERENCE

DCS will host a pre-proposal conference virtually via Microsoft Teams on **September 11, 2025 @ 10:00 AM Eastern Time**. The pre-proposal conference link is posted in section **1.20 Summary of Milestones**. The pre-proposal conference link and announcements of any changes to the pre-proposal conference location, date, or time will be posted on the DCS Current Request for Proposal webpage: <https://www.in.gov/dcs/current-requests-for-proposals/>. Respondents are reminded that no answers issued verbally at the conference are binding on the State, and any information provided at the conference, unless it is later issued in writing, also is not binding on the State. Attendance at this conference is optional and not a prerequisite for submitting an RFP response.

1.7 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time on September 18, 2025**. Questions/Inquiries must be submitted in **Attachment E, NYTD Q&A Template**, via email to olderyouthquestions@dcs.gov and must be received by the time and date indicated above.

The subject line of the email submission must clearly state the following:
“RFP #00026 NYTD Program Questions/Inquiries – [Insert Respondent's Name].”

Following the question/inquiry due date, the DCS Older Youth Initiatives Manager will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the DCS website according to the timetable established in Section 1.21 of the RFP. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the DCS 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.

Inquiries are not to be directed to any staff member of the Department of Child Services. Such action may disqualify the Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a more straightforward interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the DCS website. If such addenda issuance is necessary, the Child Welfare Services Division – Older Youth Initiatives may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.8 DUE DATE FOR PROPOSALS

All proposals, including attachments, must be entered and submitted to the DCS Older Youth Services mailbox: olderyouthquestions@dcs.gov no later than **3:00 p.m. Eastern Time on October 31, 2025**. The subject line of the email submission must clearly state the following:

“RFP #00026 NYTD Program Proposal Response – [Insert Respondent's Name].

No more than one proposal per Respondent may be submitted.

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

Any proposal not submitted electronically by the date and time specified in Section 1.20 Summary of Milestones will NOT be considered.

1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format consistent with the submittal of the original response, acceptable to the Indiana Department of Child Services, and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Indiana Department of Child Services will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Indiana Department of Child Services after the exact hour and date specified for receipt of proposals will not be considered.

1.10 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include requests for additional information, requests for cost or technical proposal revisions, etc. Additionally, when conducting discussions, the State may use information derived from proposals submitted by competing respondents, provided that 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. Discussions, along with negotiations with responsible respondents, may be conducted for any appropriate purpose.

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

A sample contract is provided in **Attachment G**. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.10 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.11 BEST AND FINAL OFFER - SPECIALIZED SERVICES ONLY

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract based on the initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following the evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering both cost and the evaluation criteria outlined in this RFP.

1.12 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to assist in evaluating the Respondent's proposal. Site visits, if required, will be discussed in the technical proposal.

1.13 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with multiple Respondent (s) to fulfill the requirements in this RFP.

The term of the contract shall be for a period of **[four] (4)** years from the date of contract execution. There may be **one (1)** two-year renewal for a total of **six (6)** years at the State's option.

1.14 CONFIDENTIAL INFORMATION

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 the contract award, the entire solicitation file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA must indicate so per Attachment J, which specific provision applies to which specific part of the response.

Please note that citing "Confidential" on an entire section is not sufficient or acceptable.

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

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance.

1.15 TAXES

Proposals should not include any tax from which the State is exempt.

1.16 PROCUREMENT DIVISION REGISTRATION

In order to submit a proposal, Respondents must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award, all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm.

1.17 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register and maintain good standing with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.18 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees, or other statutory, regulatory, or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.19 AMERICAN WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.20 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the

evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

Key RFP Dates

Activity	Date
Issue of RFP	August 28, 2025
Pre-Proposal Conference	September 11, 2025 10:00 am – 12:00 pm Eastern Time Join the meeting now Meeting ID: 287 194 433 198 4 Passcode: GR9aX6JL
Deadline to Submit Written Questions	September 18, 2025, by 3:00 pm Eastern Time
Response to Written Questions/RFP Amendments	September 26, 2025
Submission of Proposals	October 31, 2025, by 3:00 PM Eastern Time
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	November 1 – 31, 2025
Proposal Discussions/Clarifications (if necessary)	November 1 – 31, 2025
Notification of Awards	December 1 – 12, 2025
Preparation of Contracts	December 15, 2025
Contract Start Date	February 1, 2026

1.21 CONFLICT OF INTEREST

Any person, firm, or entity that assisted with and/or participated in the preparation of this RFP document is prohibited from submitting a proposal to this specific RFP. For this RFP, "person" means a state officer, employee, special state appointee, or any individual or entity working with or advising the State or involved in the preparation of this RFP proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

1.22 PROTEST POLICY

The State's procurement protest policy can be found in the State's **Procurement Protest Policy** located at <https://www.in.gov/dcs/files/GA-20-Procurement-Bid-Protests.pdf>. Per the policy, there are two periods of protest allowable for the RFP:

- Specifications Protest - written letter of protest regarding inadequate, unduly restrictive, or ambiguous requirements or specifications must be received by DCS by the close of business, not less than ten (10) business days (as defined by the State work calendar) prior to the proposal due date.
- Award Recommendation Letter Protest - written letter of protest regarding the procurement methods and/or procedures used during the procurement process must be received by DCS by the close of business within five (5) business days (as defined by the State work calendar) after the date of the Award Recommendation Letter.

Additional details as to the required content in the letter and the steps involved in a protest can be found in the **Procurement Protest Policy**.

SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent's proposal.
- **Executive Summary Letter:** The transmittal letter must be in the form of a letter and address each component under Section 2.2.
- **Business Proposal:** The business proposal template, Attachment B, must be organized under the specific section title as listed in the RFP.
- **Technical Proposal:** The technical proposal template, Attachment C, must be organized under the specific section titles as listed in the RFP.
- **Cost Proposal (if applicable):** The cost proposal template, Attachment D, must be used in response to this request.
- Each item, such as the Executive Summary Letter, Business Proposal Template, Technical Proposal Template, Cost Proposal Template, etc., must be a separate, standalone electronic file within the zip file.
- Whenever possible, please submit all attachments in their original format.
- Confidential information must also be clearly marked on any files uploaded with the RFP response.

2.2 EXECUTIVE SUMMARY LETTER

The Executive Summary must address the following topics, except those specifically identified as "optional."

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 2.4 of this solicitation.

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 email address, if that contact is different than the individual authorized for signature.

2.2.3 Respondent Notification

Unless otherwise indicated in the Executive Summary, Respondents will be notified via email.

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/respondent addresses.

2.2.4 Secretary of State

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

2.2.5 Assurances

The Respondent shall indicate that they have read, understood, and agree to the assurances contained within Attachment L.

2.2.6 Other Information

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

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics, except those specifically identified as "optional." **The Business Proposal Template is Attachment B.**

2.3.1 Respondent Business Information

Each Respondent must enter their company's general information, including contact information.

2.3.2 General

This optional section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Each Respondent must list and provide documentation of all applicable accreditations, certifications, and affiliations. All items for this section response should be compiled into one PDF and uploaded to the Supporting Documentation of Accreditation, Partnership, or Affiliation section of this RFP.

2.3.3 Respondent's Company Structure and Financial Information

The legal form of the Respondent's business organization, the State in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or

services in the United States must be described in more detail than other components of the organization.

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.4 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the State in which it is formed that is proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, the anticipated dollar amount for the subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal.

2.3.5 Experience Serving State Governments or Similar Clients

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

2.3.6 Business Capacity and Risk

Respondent will discuss their company's technology and process for securing any State information that is maintained by your company.

Respondent will provide a copy of their current formal disaster recovery plan if available. If no plan is available, provide any alternative solution your company has to offer.

Respondent will confirm if the company has any current pending litigation regarding contract disputes.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished online at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register online at no cost to become a Bidder with the State of Indiana. To complete the online Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents must be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the State that you can supply or service. There is no fee to be placed in the Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder. Problems or questions concerning the registration process, or the registration form can be emailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.9 References

The Respondent must include a list of at least three (3) professional references for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. Information provided should include the name, address, and telephone number of a person who may be contacted for further information.

2.3.10 Contract Terms/Clauses

A sample contract that the State expects to execute with the successful Respondent (s) is provided in Attachment G. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment G.

In your Transmittal Letter, please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section, please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms, please include them in this section. To reiterate, it is the State's strong desire not to deviate from the contract provided in the attachment, and as such, the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Duties of Contractor, Rate of Pay, and Term of Contract
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Provision and Certification
- Employment Eligibility
- Funding Cancellation
- Governing Laws
- Indemnification
- Information Technology
- Non-Discrimination Clause
- Ownership of Documents and Materials

- Payments
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

Any or all portions of this RFP and any or all portions of the Respondent's response may be incorporated as part of the final contract.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections described below. Every point made in this section must be addressed in the order given. The same outline must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State. **The Technical Proposal Template is Attachment C.**

- 2.4.1 Respondent will describe their experience with surveying individuals of transient populations and maintaining contact with this type of population. The Respondent will provide information regarding the types of populations and surveys they have conducted with this population. Respondent will provide the success rate in maintaining contact with the individuals in the populations they have been charged with tracking.
- 2.4.2 Respondent will describe how they will administer the NYTD outcomes survey to youth / young adults in the 19 and 21-year-old follow-up survey populations. Respondent will describe how they will contact each member of the NYTD outcomes survey 19- and 21-year-old follow-up population for the purpose of engaging the youth/young adult in completing the NYTD outcomes survey to meet the requirement of 60% participation of out-of-care youth in the population. The Respondent must describe how they will allow for the manual administration of the NYTD surveys, including the possibility of face-to-face survey completion. The Respondent must describe the process to manually collect survey information and enter it into the NYTD DCS online portal.
- 2.4.3 Respondent will describe how they will gather contact information and locate youth who are part of the NYTD outcomes survey's 17-year-old baseline population and the 19- and 21-year-old follow-up populations. Respondent must describe how they will maintain contact with current and former foster youth included in the NYTD outcomes survey population.
- 2.4.4 Respondents will describe how they will administer and disburse the monetary incentive to youth / young adults who have completed the 17, 19, and 21-year-old NYTD outcomes survey. Respondents will describe how they will incentivize and motivate the youth in each cohort to maintain the necessary contacts and participate

in surveys. Respondents will provide any potential or current partnerships and describe what incentives they might offer to this population. Respondent must describe how they plan to disburse the proposed incentives to this population.

- 2.4.5 The contractor is responsible for providing meaningful and authentic youth engagement to all youth / young adults who have participated in and/or are members of the NYTD outcomes survey population. Respondent will describe how they will engage the 17-year-old baseline population from the time such youth are identified as members of the 19-year-old follow-up population through the NYTD random sample process. Respondents will describe how they will engage members of the 19-year-old follow-up population from the time the youth / young adults are identified, during the 19-year-old survey period, and through the NYTD cohort cycle. Respondents will describe how they will engage identified members of the 21-year-old follow-up population through the NYTD cohort cycle, during and through the NYTD of the 21-year-old survey period.
- 2.4.6 Respondent will describe how they will oversee and facilitate all youth engagement activities for youth / young adults who have participated in and/or are members of the NYTD outcomes' 17-year-old baseline population and the 19- and 21-year-old follow-up populations. Respondents will describe their youth engagement plan. Respondent will describe how they will oversee the NYTD Youth Ambassador's program Respondent will describe how they will use technology and social media to engage youth / young adults through the 17, 19, and 21-year-old cohort NYTD outcomes survey period.
- 2.4.7 Respondents will develop and maintain a NYTD website or webpage that is accessible on the Internet through a secure website, in accordance with DCS guidelines. The website will be used for engagement purposes and will contain educational information about NYTD surveys, DCS, community-related links, and other resources as approved by DCS. The website should include a chat feature, an email address, and a toll-free telephone line to provide support and assistance to the youth taking the survey. Respondents will develop and maintain a database that tracks NYTD surveys, contact information, and disbursement of incentives. Respondents will describe their abilities to develop and maintain a NYTD website or webpage, database as identified, and how they plan to determine what information is best used on this website.
- 2.4.8 Respondent will describe how they will closely collaborate with the DCS and Older Youth Services providers. Respondents will describe how they will connect youth to community/state resources as needed.

2.5 COST PROPOSAL

The Cost Proposal Template is Attachment D.

The Respondent will complete Attachment D, providing the cost for NYTD Staffing, NYTD Consultant, NYTD Direct Cost, and NYTD Indirect Cost.

The Cost Proposal must be submitted in the original format. Any attempt to manipulate the format of the Cost Proposal document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk.

The NYTD contract will be a cost reimbursement contract, generally not to exceed the contract amount. The contract amount for the vendor will be estimated based on the total number of youth eligible to take the NYTD outcome survey and youth who participated and completed the NYTD outcome survey by cohort. (See Attachment J) and for the allowable cost of the following activities:

Description	Unit Measure
NYTD Survey & Outreach – Personnel	Actual Cost
NYTD Survey & Outreach – Subcontractors: Web Development, Location Services, CRM	Actual Cost
NYTD Survey & Outreach – Incentives	Actual Cost
NYTD Survey & Outreach – Youth Engagement Activities	Actual Cost
NYTD Survey & Outreach – Travel Expenses	Actual Cost
NYTD Survey & Outreach – Telephone & Postage	Actual Cost
NYTD Survey & Outreach – Staff Training	Actual Cost
NYTD Survey & Outreach – Space Cost	Actual Cost
NYTD Survey & Outreach – Insurance	Actual Cost
NYTD Survey & Outreach – Other Administrative Cost	Actual Cost
NYTD Survey & Outreach – Indirect cost:	Actual Cost

SECTION THREE PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals in terms of compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Director of the Indiana Department of Child Services or their designee will, in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
- 3.1.2 Each proposal will be evaluated based on the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price if applicable.
- 3.1.3 Based on the results of this evaluation, the qualifying proposals determined to be the most advantageous to the State independently by county, taking into account all of the evaluation factors, may be selected by the Department of Child Services for further action, such as contract negotiations. If, however, the Department of Child Services decides that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, the Department of Child Services may begin contract preparation with the next qualified Respondent (s) or determine that no such alternate proposal exists.

3.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 100). If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations, or policies, the specific criterion or criteria will be disregarded, and the responses will be evaluated and scored without taking into account such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Business Proposal	5 available points
3. Technical Proposal	70 available points
4. Cost (Cost Proposal)	25 available points
Total	100

All proposals will be evaluated using the following approach.

Step 1

In this step, proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals that do not meet the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 75 points. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a "short list." Any proposal not making the "short list" will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc., focused on cost and other proposal elements. Step 2 may include a second "short list".

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions which lead to changes in the technical proposal for the short-listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

3.2.1 Adherence to Requirements – **Pass/Fail**

Respondents who pass this category proceed to Phase 2, where the proposal is evaluated for Management Assessment/Quality and Price.

3.2.2 Management Assessment / Quality – **75** available points

3.2.3 Price – **25** available points.

Cost scores will then be normalized to one another based on the lowest-cost proposal evaluated. The lowest cost proposal receives a total of 25 points. The normalization formula is as follows

- *Respondent's Cost Score = (Lowest Cost Proposal / Total Cost of Proposal) X 25*