



STATE OF INDIANA

Mike Braun, Governor

DEPARTMENT OF ADMINISTRATION
Commissioner's Office

Indiana Government Center South
402 West Washington Street, Room W462
Indianapolis, IN 46204

Preliminary Notice - Award Recommendation

RFP 26-84962, 988 Contact Centers Services

March 30, 2026

The Indiana Department of Administration ("IDOA"), on behalf of Indiana Family and Social Services Administration (FSSA), and the Division of Mental Health and Addiction (DMHA) (collectively, the "State"), has identified the following companies as the selected respondents for RFP 26-84962, 988 Contact Centers Services (the "RFP").

- A Better Way Services, Inc.
- Crisis Center, Inc.
- Mental Health Association in Indiana INC D/B/A Mental Health America of Indiana

The State will begin contract negotiations with the companies indicated above in the near future. This award recommendation is conditioned upon successful finalization of contracts between the State and the companies indicated above within sixty (60) calendar days. If the State and any company indicated above fail to reach an agreement on contract terms in a timely manner the State may choose to withdraw this award recommendation and may select an alternative respondent.

Once contracts are finalized the State will issue a final Notice of Award. The protest period will begin the day after the Notice of Final Award is publicly posted. Should the State withdraw this award recommendation, further notice will be given to respondents as to next steps.

I.C. 4-13-1-19 states that "[a] bidder or an offeror does not gain a property interest in the award of a contract by the department unless the bidder or offeror is awarded the contract, and the contract is completely executed."

Please contact Christina Garcia; cgarcia@idoa.in.gov with any questions.