

RFP 25-80910

TECHNICAL PROPOSAL QUESTIONS - Detailed Scope of Services

KR High Quality Curriculum Grant

ATTACHMENT F

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Scope of Work Questions

1.1	Section 2.0 Contractor Responsibilities/ Deliverables	At a minimum, respondent will need to provide a list of entities and associated check numbers as verification of payments. Please confirm you are capable of providing this information. In addition, please describe any additional documentation/reports you can provide that you feel could be beneficial to IDOE.
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RESPONSE: The Prism Team will provide a list of entities and associated check numbers as verification of payments. We will do this in real time with a shared master document which will record relevant information such as date the check was sent, date the check was cashed, confirmation of receipt into the correct account and, if necessary, the date of cancellation of check and the date the new check is sent.

1.2	Section 2.0 Contractor Responsibilities/ Deliverables	IDOE expects checks to be mailed out as quickly as possible. Describe your timeline for disbursement (will all checks go out in one day, will they go out in batches over a week, etc.) and your standard method for mailing checks (e.g., USPS first-class mail).
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RESPONSE: The Prism Team will mail checks via a trackable service such as FedEx to ensure security and real-time tracking of deliveries. Each check will be sent in tamper-evident packaging, adding an extra layer of protection during transit. Recipients will be notified via email or phone with tracking numbers so they can monitor the progress of their check and confirm its receipt. We will follow up with recipients to ensure prompt acknowledgment and processing, and any issues that arise during the disbursement process will be addressed immediately.

1.3	Section 2.0 Contractor Responsibilities/ Deliverables	At project closeout, the vendor will need to provide final documentation showing payments have been issued and received (ideally showing that all checks have been successfully cashed). What documentation can you provide for this purpose?
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RESPONSE: The Prism Team will provide comprehensive final documentation at project closeout, confirming that all payments have been issued and successfully received. We will include bank-generated confirmation that the checks were cashed, along with images of the processed checks (when available). This documentation will serve as verification that funds were distributed as intended. Additionally, we will track and provide any outstanding check statuses and address any unresolved issues before final closeout, ensuring complete financial transparency and compliance.

1.4	Section 2.0 Contractor Responsibilities/ Deliverables	Is there a situation or a dollar amount where specific checks are sent by a different delivery method? Describe your policies and procedures for handling these situations.
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RESPONSE: The Prism Team ensures that all payments issued adhere to our highest security protocols, regardless of the amount. While our standard process involves secure check disbursement, we offer flexibility in delivery options by utilizing trackable services such as FedEx, UPS, or certified/registered USPS mail. For special, higher-value, or time-sensitive transactions, we follow a defined escalation procedure. First, the need for alternative methods is assessed. Once identified, our team will communicate directly with the recipient to confirm the preferred method of delivery, and we will

consult with IDOE to obtain approval for any necessary adjustments. In these cases, we could also facilitate secure wire transfers, ensuring direct deposit into the recipient's bank account.

All actions taken, including the delivery method chosen and confirmation of receipt, are documented in our internal tracking system to ensure accountability and transparency throughout the disbursement process.

1.5	Section 2.0 Contractor Responsibilities/ Deliverables	If an entity reports that they have not received their check, what is your process for addressing the issue? Discuss timelines (e.g., an entity must wait X amount of time before reporting a check missing, whether replacement checks will be issued as reported or in batches, etc.), costs, if any, that will be passed along to the entities (stop-payment fees, reissue fees), and any other procedures and related costs (e.g., if replacement checks are sent by another delivery method, will that be an added cost). Also include information on the process if a check is returned by the postal service.
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RESPONSE:

If an entity reports that they have not received their check within 10 business days of issuance, the Prism Team will immediately initiate the following procedure:

1. **Verification:** We will first verify the status of the original check, confirming whether it was cashed or still outstanding. If the check remains uncashed, we will place a stop-payment order to ensure it cannot be fraudulently processed.
2. **Reissuance:** Once the stop-payment is confirmed, we will issue a replacement check. The recipient will be consulted to determine the preferred delivery method, which could include trackable services such as FedEx, UPS, or certified/registered USPS mail.
3. **Timeline for Reporting:** Entities are encouraged to report a missing check after 10 business days have passed since the check's issuance date. However, Prism Team is flexible and will accommodate earlier reporting in cases where expedited delivery is required.
4. **Costs:** The Prism Team will bear all costs related to stop-payments, reissuing, and sending the replacement checks. If a different or more secure delivery method is requested for the replacement, we will cover the cost as part of our commitment to service.
5. **Returned Checks:** If a check is returned by the mailing service, we will contact the recipient to confirm the correct address and immediately reissue the check at no additional cost. The replacement check will follow the same high-security protocols as the original, ensuring secure and timely delivery.

1.6	Section 2.0 Contractor Responsibilities/ Deliverables	What is your procedure for addressing uncashed checks?
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RESPONSE: If a check remains uncashed within 10 business days of issuance, the Prism Team will follow these steps:

1. **Initial Contact:** We will reach out to the recipient to confirm whether they have received the check. If the check has been received, we will request that the recipient expedite processing for payment.
2. **Reissuing Process:** If the recipient has not received the check or it has been misplaced, we will immediately initiate the process of stopping payment on the original check and reissuing a new one. This process includes coordinating with our financial institution to ensure the original check cannot be cashed.
3. **Real-Time Tracking:** All actions related to uncashed checks, including recipient communication and reissuing details, will be documented in real time using the shared document referenced in section 1.1. This ensures full transparency and allows for timely updates and tracking of the issue.
4. **Final Follow-Up:** After reissuing, we will follow up with the recipient to confirm receipt of the replacement check and ensure it is processed promptly.

1.7	Section 2.0 Contractor Responsibilities/ Deliverables	What are your policies and procedures for handling fraudulently cashed checks?
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RESPONSE: In the event of a fraudulently cashed check, the Prism Team will take the following steps:

1. **Notify the Bank:** We will immediately report the issue to our bank for investigation. If fraud is confirmed, the bank will refund the funds, and law enforcement may be contacted if necessary.
2. **Reissue Payment:** Upon confirmation, we will reissue the payment using a secure, trackable method, in consultation with the recipient.
3. **Internal Review:** We will conduct an internal review to identify any vulnerabilities and update our protocols as needed to prevent future fraud.
4. **Fraud Prevention:** Our protocols include dual authorization for high-value checks, tamper-evident packaging, and recipient confirmation to minimize fraud risk.
5. **Real-Time Tracking:** All actions are documented in the shared system in real time for full transparency.
6. **Costs:** Prism will cover all costs related to stop-payments, reissuance, and fraud resolution, including cooperation with law enforcement.

1.8	Section 2.0 Contractor Responsibilities/ Deliverables	If any entity has a question/concern, what options will they have to contact you? Phone, email, form/help-desk-style ticket system? How long after check disbursement will you provide support to entities (for lost/misdelivered checks, potentially fraudulently cashed checks, etc.)
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RESPONSE: The Prism Team offers 24/7 availability for receiving inquiries via phone and email. While inquiries can be submitted at any time, responses will be provided during normal business hours by our call center staff, who are trained on FAQs and equipped to handle common concerns. For more complex issues, we have an escalation process in place. We utilize a ticketing system to track all queries and aim to resolve tickets within one business day. Each inquiry, along with the issue and resolution, will be logged in real time in the shared document referenced in section 1.1. Support will be available starting from the day recipients are notified that their check has been mailed and will continue until all issues, such as lost or fraudulently cashed checks, are resolved.

1.9	Section 3.0 Project Meetings	Detail how you are able to meet the requirements of Section 3.0 Project Meetings.
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RESPONSE: The Prism Team will fully meet the requirements of Section 3.0 by organizing a Project Kickoff Meeting to initiate the project. This meeting will introduce key stakeholders, address questions, provide contract updates, and outline next steps for implementation. The kickoff meeting will be virtual, hosted via Microsoft Team, Zoom, or Google Meet (based on participant preference), without requiring additional software or plugins.

We will provide a meeting agenda to IDOE at least 72 hours prior to the kickoff, and deliver meeting minutes for review within 24 hours post-meeting. For ongoing communication, the Prism Team will hold bi-weekly project status meetings or provide updates via email if a full meeting is not needed. Agendas for these meetings will be sent 24 hours in advance, and meeting minutes will be shared within 24 hours of completion.

The Prism Team is committed to working closely with IDOE to ensure effective follow-up and communication. We are flexible in scheduling additional meetings as needed and can create custom dashboards or reports to meet IDOE's specific project tracking and reporting requirements.

1.10	Section 4.0 Timeline for Project	Confirm that you are able to meet the timeline for the project as described in Section 4.0. If you would like to propose revisions the timeline, do so here.
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RESPONSE: The Prism Team affirms that we are able to meet the project timeline as described in Section 4.0. We propose NO revisions to the timeline.

1.11	Section 5.0 Staff Qualifications	Detail how you are able to meet the requirements of Section 5.0 Staff Qualifications.
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RESPONSE: The Prism Team consists of resources from Prism Holistic Care Ltd., netlogx (WBE), Professional Management Enterprises (MBE), and Bravia Services (VBE), all Indiana-based entities. Together, our collective experience in project and grant management, alongside our deep knowledge of Indiana’s grant landscape, positions the Prism Team as an ideal candidate to carry out the mission of this RFP.

The Prism Team has extensive experience working with the State of Indiana on grant and project management. For example, while supporting the My Healthy Baby project, we successfully managed surplus funds to create additional grant opportunities for local home visiting programs. Over the course of this project, we administered at least 75 individual awards totaling more than \$4.75 million, providing comprehensive support that included drafting grant language, facilitating bidders’ conferences, reviewing and scoring applications, and recommending awards. Our team also handled ongoing monitoring of grant spending and collected required annual reports from programs.

In addition to grant management, the Prism Team brings over 20 years of experience supporting various public sector clients, including the Indiana Department of Administration (IDOA), Indiana Department of Health (IDOH), Indiana Bureau of Motor Vehicles (BMV), Indiana Secretary of State (SOS), and the Indiana Department of Correction (IDOC). Our work with these agencies covers a broad range of services, such as needs assessments, RFP design and management, vendor selection, negotiation, vendor onboarding, and project management.

Furthermore, the Prism Team has significant expertise in managed care, IT solutions, professional services, and administration. We have successfully supported Fortune 500 Managed Care Organizations, providing tailored services in staffing, HR support, compliance management, claims processing, and auditing. Our IT solutions ensure secure and efficient operations for both government and private entities.

This diverse experience, combined with our strong track record of managing large-scale projects and grants, ensures that the Prism Team can meet and exceed the requirements of this RFP.