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| **Respondent:** |  |
| **Instructions:**  Request for Proposal (RFP)- 25-81223 is a solicitation issued by the State of Indiana in which organizations are invited to compete for a contract amongst other respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will reflect that evaluation. The proposal evaluation can only be based on the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly address all components of the RFP. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments  Please use the yellow shaded fields to indicate your answers to the following questions. The yellow fields will automatically expand to accommodate content. Every attempt should be made to preserve the original format of this form. Technical proposals have page limits and specifications as listed in Section 2.4 of the RFP main document. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness.** Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. Please limit your response **to 250 pages** including any attachments. | |

**Mandatory Requirements**

Contractor’s business office personnel must be accessible to ISPHN Monday through Friday from 8:00 AM to 5:00 PM, Eastern Time excluding State holidays. Please confirm your agreement to this requirement.

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The State reserves the right to remove any Contractor-assigned staff or subcontractor from the premises of the ISPHN. Please confirm your agreement to this requirement.

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**Minimum Tenure**

* All Contractor-assigned staff must complete orientation provided by the NDI.
* Staff who successfully complete NDI orientation are expected to complete a minimum tenure of 13 weeks FTE (487.5 hours) unless otherwise approved by the NDI. The contractor may be liable for prorated reimbursement of orientation costs for staff not completing the minimum tenure.
* The State reserves the right to prorate so that we can recoup some of our losses if we have people cycle out of positions without hitting a minimum tenure of 6 months.

1. Please state your agreement to these requirements.

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**Administrative Duties**

1. Please explain in detail how you will keep up with and follow all applicable laws, standards, regulations, and industry best practices, along with all ISPHN and hospital-specific policies procedures, and protocols.

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1. Please explain in detail how the contractor will ensure that the budgeted FTE’s are not exceeded or that staff is not decreased without authorization.

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1. Please explain in detail how you will notify the ISPHN immediately or not more than one (1) business day of any employee terminations, planned or unplanned., along with describing the process for removing a resource from a position upon request from a State manager.

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1. Please explain in detail how you will provide the 24/7 services required.

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**Reporting**

1. Please explain in detail how you will provide monthly and/or quarterly reporting as required by individual locations. Reports required may include but not limited to:

Staff Roster Report

Vacancy Report

Employee Turnover Report

Locum Tenens Reports

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**Staffing**

1. Please list theas-needed staff augmentation and on-call services for the Indiana Family and Social Services Administration (FSSA) Indiana State Psychiatric Hospital Network (ISPHN) locations that your company can provide. Please also attest to your ability to fill the roles that are listed in the Staffing Section of the Scope of Work.

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8. The contractor will provide ISPHN an account manager. Please provide the name and resume of the person that will be the primary point of contract, along with the communication process, the method used, and the frequency of status updates to end-users.

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1. Please describe how your company will actively recruit resources on behalf of the State.

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1. Please describe how you will ensure that the State’s requirements on prescreening (e.g. background/reference checks, drug testing, security clearances, and criminal history checks) are properly carried out by your organization. Please provide a list of all prescreening service companies you plan to use during the term of the contract.

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1. Please explain in detail how you will provide the on-call services for evenings, nights, weekends, and holidays.

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1. Please describe your standard procedures and best practices related to employee placement and onboarding, resource management and support during the engagement, and State Hiring Manager support during the engagement.

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1. Please describe how you will collect resumes, short-list resumes, screen resources, and match candidates.

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1. Please describe your process to address replacement coverage for absences or cancellations, including provisions in place to protect the State if/when this occurs.

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1. Please describe the process for removing a resource from a position upon request from a State manager.

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1. Please describe your retention practices across the network for valued, long term, high performing resources.

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1. Please explain in detail how you will ensure that the PRN’s work a minimum of two (2) 12.5 or 2 eight (8) hour shifts per month.

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1. Please describe current policies and procedures you have in place to protect the State from co-employment risk.

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1. Please describe current policies and procedures to validate resource Employer of Record. How do these policies and procedures extend to 1099 resources?

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1. Contractor can rotate between employees, but no more than 2. Please explain how this requirement will be accomplished.

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**Rate Card Methodology**

21. Please provide a detailed description of your process and methodology for establishing and/or validating position rates that are relevant to the market.

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1. Any positions that are added once the contract is awarded would require an amendment to the contract. Please provide a response acknowledging your understanding of this requirement.

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**Invoicing and Billing**

23. The proposed solution must include the following invoice requirements:

* 1. Invoices shall only include hours, resource pay rate, expenses, and deliverables approved by the State
  2. Invoices shall be submitted to the State by Respondent including the ability to report payments and track disputes over payments.
  3. Respondents shall invoice individual ISPHN locations and understands the State shall not accept invoices or make payment to Respondent through a central location for all locations.

Respondent shall invoice monthly Please confirm the agreement.

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**Implementation**

24. Please provide a detailed transition plan, including milestones, and estimated timeline, an overview of your implementation team, and how long, starting from contract execution, it will take for you to be ready to receive requests from State users and meet all requirements set out in this RFP.

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