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| StateSeal.JPG | **RFP-25-82984**  **Fee For Service Medicaid Incontinence Supplies RFP**  **Attachment F - Technical Proposal Response Instructions** |

**Overview:**

Request for Proposal (RFP) 25-82984 is a solicitation issued by the State of Indiana in which organizations are invited to compete 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 be reflective of that evaluation. The evaluation of a proposal is based upon 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.

A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness.

**Technical Proposal Components:**

The Technical Proposal response should be divided into these components, based on the corresponding sections in Attachment K Scope of Work:

1. Medicaid Provider Policies and Procedures
2. Federal Quality Standards
3. Covered Products
4. Nursing Assessments
5. Home Delivery
6. Customer Service Requirements
7. Customer Service Training and Records
8. Background Checks
9. Warehousing Standards
10. Prescriptions
11. Meetings
12. Readiness Review Plan
13. Educational Materials
14. Grievance and Appeal Process
15. Reports
16. Member Satisfaction Surveys
17. Managed Care Entity (MCE) Pricing
18. Audit
19. Failure to Perform/Non-Compliance Remedies

**Submission Specifications:**

Technical proposals have specifications as listed in Section 2.4 of the RFP Main Document and as provided below:

* It is the State's preference that the Technical Proposal be submitted as a single document. However, if excessive file size is an issue, the State will accept multiple documents. The State prefers to not navigate an excessive number of files during the review process. Technical proposals greater than 200 pages in length are discouraged.
* The Respondent may respond in the format of their choosing provided their response maintains the order proposed in this template. Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments.
* Attachments and exhibits may be provided in a separate file. However, the Technical Proposal must contain an adequate description of the contents. In other words, the Technical Proposal should stand on its own and must contain enough information to understand separate exhibits and attachments.
* If submitted in PDF format, the files should not be locked.
* Technical Proposals should have a table of contents, be continuously paginated, and be separated into the following sections:
  + Executive Summary
  + Technical Proposal Responses (see below)
  + Other attachments
* Please structure your Technical Proposal responses to address the specific subsections in each section of the Scope of Work and cross-reference your responses to the applicable sections. For example, a submission for Section 4. Nursing Assessments should have a “4.A. Assessment Tool,” section clearly laid out and structured.

**Response Structure:**

Please review the requirements in Attachment K (Scope of Work) carefully and address each section and requirement. Please describe your relevant experience and how your approach incorporates best practices from previous experience. Please explain how you propose to perform the work in its entirety, including but not limited to the specific elements highlighted below. Respondents are cautioned against simply repeating the RFP language within the response as evidence of understanding or capability. While the “what” and “how” of each component is important, the “why” and “with what result” (actual or projected), as well as demonstrated experience and prior work, should demonstrate and substantiate the Respondent’s expertise in each area. The value added by the Respondent’s proposal should be clearly highlighted for each item addressed.

Respondents are strongly encouraged to submit inventive proposals that go beyond the Scope of Work requirements set forth in Attachment K of this RFP and to demonstrate a depth of understanding of each item discussed.

For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities.

Please explain how you propose to execute each Section in its entirety, including but not limited to the specific elements highlighted below by Section, and describe all relevant experience.

**Fee For Service Medicaid Incontinence Supplies RFP Technical Proposal Questions**

# Medicaid Provider Policies and Procedures

Please address Scope of Work Section 1 in its entirety. Within your response:

* 1. Please describe your plan to comply with all IHCP policies and procedures, including how you plan to stay attuned to policy updates from FSSA.

# Federal Quality Standards

Please address Scope of Work Section 2 in its entirety. Within your response:

* 1. Please describe in detail how you plan to comply with all quality standards and requirements set forth in the Centers for Medicare & Medicaid Services Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Quality Standards.

# Covered Products

Please address Scope of Work Section 3 in its entirety. As part of your response:

* 1. Please describe in detail how you will ensure members are offered at least three different brands of products for each HCPCS code.
  2. Please describe in detail your plan and methodology for engaging with physicians as necessary. Please include how you will approach obtaining product advice from a member’s physician when necessary.

# Nursing Assessments

Please address Scope of Work Section 4 in its entirety. Within your response:

* 1. Please provide a detailed description of your plan to develop, maintain, and revise a nursing assessment tool for determining appropriate products, product brands, product quantities, and other necessary information for individual members.
  2. Please describe how you plan to ensure sufficient staffing of qualified registered nurses to conduct nursing assessments for members in a timely fashion. Please provide your planned full-time equivalent (FTE) staff count for registered nurses.
  3. Please describe how you will plan, structure, and conduct nursing assessments.
  4. Please provide a detailed description of how you plan to ensure timeliness for all requirements of Scope of Work Section 4.
  5. Please describe in detail how you will coordinate with other organizations or entities, such as Indiana Home Health Agencies, to provide and complete the nursing assessment upon member request.
  6. Please describe how you will verify member eligibility prior to rendering services.

# Home Delivery

Please address Scope of Work Section 5 in its entirety. As part of your response:

* 1. Please describe in detail your experience providing products via home delivery. Please provide all available historical fulfillment percentages for member or user requests from these past experiences.
  2. Please describe how you will ensure the delivery of products to the right address in compliance with the provided shipping timeframes.
  3. Please provide your detailed plan for ensuring timely and accurate delivery of emergency products. Please describe your approach to delivering emergency products if you are not able to ship products quickly enough to meet a member’s emergency medical need.

# Customer Service Requirements

Please address Scope of Work Section 6 in its entirety. Within your response:

* 1. Please provide your plan to maintain a system for tracking and reporting call center data.
  2. Please describe in detail your plan for providing a member services messaging option available after business hours and multiple languages as described in the Scope of Work.
  3. Please describe your approach to protecting caller privacy. Please include how you plan to verify member or authorized representative identity.
  4. Please describe your backup telephone system and the process for activating and engaging it.
  5. Please describe your approach to measuring the given call center metrics on a timely basis. Please also describe in detail how you plan to ensure that the provided metrics are consistently met.

# Customer Service Training and Records

Please address Scope of Work Section 7 in its entirety. Within your response:

* 1. Please describe your approach to ensuring sufficient staffing to run the call center. Please include your plan for providing on-call staff after normal business hours (including but not limited to nursing staff) and how you plan to provide language translation and Telecommunications Device for the Deaf (TDD) services as required.
  2. Please describe in detail your approach for developing a comprehensive training plan for all service personnel.
  3. Please describe your plan for providing quality assurance as described in the Scope of Work.

# Background Checks

Please address Scope of Work Section 8 in its entirety. Within your response:

* 1. Please describe how you conduct pre-employment background checks and maintain records of background checks already conducted.

# Warehousing Standards

Please address Scope of Work Section 9 in its entirety. Within your response:

* 1. Please provide in detail your contingency plans against supply chain issues, including but not limited to manufacturing or shipping issues and disasters or other business disruptions.
  2. Please provide a detailed description of your approach to stocking your product inventory. Please include your approach to maintaining a quality supply inventory, including how you plan to ensure proper storage conditions are maintained and no products are shipped that are within four (4) months of their expiration.

# Prescriptions

Please address Scope of Work Section 10 in its entirety. Within your response:

* 1. Please describe how you plan to ensure prescriptions are renewed, at a minimum, every twelve (12) months.
  2. Please describe your approach to sending prescription requests. Please illustrate how your approach helps guard against unwanted prescription expirations.

# Meetings

Please address Scope of Work Section 11 in its entirety. Within your response:

* 1. Please indicate how you plan to ensure adherence to State quality and timeliness standards regarding communications and meetings.

# Readiness Review Plan

Please address Scope of Work Section 12 in its entirety. Within your response:

* 1. Please provide in detail your plans for ensuring system readiness and process readiness as described in the Scope of Work.
  2. Please describe your approach to rectifying deficiencies or corrections identified during or because of readiness review.

# Educational Materials

Please address Scope of Work Section 13 in its entirety. Within your response:

* 1. Please provide your plan for drafting member educational materials, including ensuring the State has ample time and opportunity to review and comment on drafts.
  2. Please describe your approach to ensuring materials are culturally sensitive and accessible to members in the format and language of their choosing.

# Grievance and Appeal Process

Please address Scope of Work Section 14 in its entirety. Within your response:

* 1. Please describe in detail your plan to notify members of negative actions and how you plan to communicate their right to appeal a denial.

# Reports

Please address Scope of Work Section 15 in its entirety. As a component to your response:

* 1. Please provide a sample member activity report or a sample operational activity report.

# Member Satisfaction Surveys

Please address Scope of Work Section 16 in its entirety. Within your response:

* 1. Please describe what components you would include in an annual questionnaire/survey to help FSSA evaluate the success of this contract.
  2. Please describe how you would collect and summarize responses to Member satisfaction surveys.

# Managed Care Entity (MCE) Pricing

Please address Scope of Work Section 17 in its entirety by confirming your understanding and acceptance of the requirements therein.

# Audit

Please address Scope of Work Section 18 in its entirety, including how you ensure preparedness to respond to an audit request from the State in timely fashion.

# Failure to Perform/Non-Compliance Remedies

Please address Scope of Work Section 19 in its entirety. Within your response:

* 1. Please provide any instances in which you or any related holding company, parent company, subsidiary, or intermediary company have been subject to any of the conditions listed below during the past five (5) years for services that relate to those contemplated by this RFP. If any of the following conditions apply, please provide full details of each occurrence, including the circumstances and how you addressed the situation.
     1. Contracts that were terminated for convenience, non-performance, non-allocation of funds, or any other reason for which termination occurred before the completion of the originally contracted term.
     2. Occurrences where the Respondent has either been subject to default or has received notice of default or failure to perform on a contract. Provide full details related to the default or notice of default including the other party’s name and contact information.
     3. Formal sanctions or complaints.
     4. Any corrective actions and sanctions that you have been subject to.
     5. Damages, penalties, or related assessments, or payment withholds not earned. Include the estimated value of each incident with the details of the occurrence.
     6. Known litigation, administrative or regulatory proceedings, or similar matters.