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| StateSeal.JPG | **RFP-26-86206**  **Medicaid Fraud Abuse and Detection System RFP**  **Attachment F - Technical Proposal Response Instructions** |

**Overview:**

Request for Proposal (RFP) 26-86206 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. Contractor Systems and Technology (Section 3 of Attachment K)
2. Contractor Services (Section 4 of Attachment K)
3. Contractor Staff (Section 5 of Attachment K)
4. Contractor Administrative Duties (Section 6 of Attachment K)
5. Independent Security Audit (Section 7 of Attachment K)
6. Transition from Current Solution (Section 8 of Attachment K)

**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 not to 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. Contractor Services should have a “4.1. Fraud and Abuse Detection,” 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.

**Medicaid Fraud and Abuse and Detection System RFP Technical Proposal Questions**

# Contractor Systems and Technology (Att. K Section 3)

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

* 1. Please describe the specifics of your proposed technology and software. Please include description of what the elements are, the function each will perform, and how many units or licenses will be needed.
  2. Please describe your proposed Commercial off the Shelf Solution (COTS); if not providing a COTS, please describe your alternative solution in detail. Please describe how this solution has demonstrated success in other states without customization. In your description:
     1. If you are proposing a system with components from different sources, vendors, or projects, please describe how your solution will integrate the component pieces and the type and functionality of each component.
     2. Please describe any software that the State will need to purchase through you in order to implement and maintain the proposed solution. All costs must be included in Attachment D: Cost Proposal Template.
     3. Provide a high-level architectural diagram(s) and associated details of hardware/infrastructure required for your proposed solution.
     4. If there are any requirements that your solution cannot meet prior to go-live, explain the alternative solution and provide an estimated timeline for the requirement to be rolled out.
     5. Confirm you shall modify or configure your solution to meet all essential requirements prior to the implementation.
  3. The State's standardized technologies are MuleSoft for APIs and GoAnywhere for secure file transfer. The IOT Data Exchange and IOT Security divisions strongly prefer the use of MuleSoft/GoAnywhere (option dependent upon complexity of data and file transfer) to facilitate secure data transmission. The State strongly prefers to use these technologies; however, if the proposed solution does not support these technologies, the State is willing to consider alternatives. Elaborate on how your company’s solution will accommodate the utilization of the identified technologies. If the proposed solution does not support these technologies, explain in detail why and outline the proposed alternative.
  4. Please describe in detail your approach to hosting the solution, including:
     1. If the solution is not cloud-hosted, please describe the location from which it will be hosted, as well as the location of the proposed data centers and who owns the data centers. If this will be subcontracted out, explain who is the subcontractor (and their role).
     2. Any remote operations for the data centers you propose to employ.
     3. Details of proposed redundancy (entire data center, application code, database, etc.). Is redundancy with a remote location?
     4. Who will have access to the State’s data.
     5. How specifically does your company encrypt the State’s data. What is your company’s data encryption strategy for data at rest and data in transit?
     6. If the servers that are proposed in this response are shared among multiple customers, or if the servers proposed are for a sole customer.
     7. Your proposed load balancing for your customers, within each datacenter as well as between primary and secondary data centers (if applicable).
     8. Details about public and private subnets in the proposed infrastructure design.
  5. Please address your ability to adapt to State hosting of the solution if directed by the State. Please describe in detail your approach to supporting State hosting of the solution if required.
  6. Please describe in detail your process for adding and maintaining proper licensure for all your proposed software and systems.
  7. Please describe in detail the data mining and analytics techniques your technology solution(s) will employ.
  8. Please describe your approach to FADS algorithms, including how many you employ.
  9. Please provide an example of a case referral for suspected fraud and abuse you would provide to a state government client.
  10. Please affirm your ability to provide the TransUnion’s TLOxp product as provider peer comparison tool. If not, please describe in detail the alternative tool you propose to offer the State and its ability to meet the requirements listed in Section 3.1 of the Scope of Work.
  11. Please describe in detail the case management system you propose to offer the State and its ability to meet the requirements listed in Section 3.2 of the Scope of Work. Please include a basic workflow of the case management system.
  12. Please provide a detailed description of how you plan to ensure timeliness and accuracy for all reports of Scope of Work Section 3.3.
  13. Please describe in detail the policies and practices you will utilize to ensure that all its systems are available, on-line and operational in accordance with the service levels contemplated by this contract in Exhibit 3.
  14. Please describe in detail the content and scope of all requested trainings you would provide to State users of proposed systems.
  15. Cloud-Based Service Offering – Please see Attachment K: Scope of Work, Section 3.6: Infrastructure Overview for detailed requirements information.

Any cloud-based solution recommended by vendors should use a State of Indiana-owned cloud tenant. The State of Indiana will establish an appropriate cloud tenant for the solution as part of the design activities early in the project. The vendor is expected to install, update, and manage the application and other unique aspects of the solution during the project to meet State of Indiana requirements and as part of Day 2 support / Maintenance and Operations. The State of Indiana requires the receipt of the 1) financial consumption charges as part of the usage within the State of Indiana owned cloud tenant and 2) visibility into the security results throughout the life of the solution on the State of Indiana owned cloud tenant.

If your company is recommending an exception to using a State of Indiana owned cloud tenant as described in Attachment K: Scope of Work, Section 3.6: Infrastructure Overview, provide a clear justification for why hosting within a state-owned cloud tenant is not feasible and describe your company's status and readiness for compliance with NIST 800-53, Revision 5 (or the current version at the time of proposed solution go-live).

Outline, in detail, your company's overall cloud-based service strategy, specifying:

* + 1. the hosting location
    2. your company’s agreement with the financial consumption and security visibility expectations if your company is recommending a solution hosted in a State of Indiana owned cloud tenant
    3. your company’s NIST 800-53, Revision 5 readiness if recommending a solution that is not hosted in a State of Indiana owned cloud tenant.
    4. all tools and software outlining their purpose as part of your company’s cloud solution during both project implementation and Maintenance and Operations throughout the life of solution.

Identify any assumptions made in your company’s response and provide a detailed explanation for each assumption to ensure a clear and mutual understanding of the proposed solution.

If proposing an on-premises service offering, a response is not needed to this Technical Proposal subsection 1.o.; please respond instead to Technical Proposal subsection 1.p.

* 1. On-Premises Service Offering – Please see Attachment K: Scope of Work, Section 3.6: Infrastructure Overview for detailed requirements information.

If proposing an on-premises service offering, please describe your approach to delivering on-premises-based services for the two scenarios outlined in Attachment K: Scope of Work, Section 3.6: Infrastructure Overview. Include details on how your solution will address the scope of services, service levels, and costs as defined in the “Hosting” section of the [IOT-Services-Catalog.pdf](https://www.in.gov/iot/files/IOT-Services-Catalog.pdf). Additionally, provide examples of similar projects your company has successfully implemented to demonstrate your capability.

Identify any assumptions made in your company’s response and provide a detailed explanation for each assumption to ensure a clear and mutual understanding of the proposed solution.

If proposing a cloud-based services offering, a response is not needed to this Technical Proposal subsection 1.p.; please respond instead to Technical Proposal subsection 1.o.

* 1. Artificial Intelligence (AI) – Solution Incorporating AI: Does the proposed solution utilize any form of artificial intelligence (AI), as defined by IC 4-12.1-5-1 (<https://iga.in.gov/laws/2024/ic/titles/4#4-13.1-5-1>)? If so, please address the following:
     1. How is AI utilized within the solution?
     2. Can the AI functionality be disabled without impacting the overall functionality or performance of the proposed solution?
     3. Can the State enable/disable the AI functionality, or is that controlled by the solution/implementation provider?
     4. If disabling AI does result in limitations, please specify what those limitations are.
     5. Is there a plan to introduce AI into the solution in the next four (4) years if AI is not already utilized OR is there a plan to expand AI in the solution if AI is already utilized?

If AI is not currently used in the proposed solution AND there are no plans currently to add AI to the proposed solution, respond with confirmation of understanding in the response area below.

* 1. Artificial Intelligence – Vendor Development During Implementation and Support: Do your developers use artificial intelligence (AI), as defined by IC 4-12.1-5-1 (<https://iga.in.gov/laws/2024/ic/titles/4#4-13.1-5-1>) to augment their work? If so, please address the following:
     1. Describe the degree to which your developers use AI to augment their work.
     2. Describe the extent to which AI tools for development work are proposed for use in this project.
     3. Can the AI functionality be disabled without impacting the development of the proposed solution?
     4. If disabling AI does impact the development of the proposed solution, please specify what those impacts are.
     5. Is there a plan to introduce AI as part of the development of the proposed solution in the next four (4) years if AI is not already utilized in development OR is there a plan to expand AI as part of the development if AI is already utilized?

If AI is not currently used by developers and there are no plans currently to leverage AI as part of development during the project or in Maintenance & Operations, respond with confirmation of understanding in the response area below.

# Contractor Services (Att. K Section 4)

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

* 1. Please describe in detail the analytics within the system(s) you employ to detect fraud, abuse and waste, highlighting the quantitative and qualitative aspects of your audits. Please provide examples of results in other states, especially in comparison to Indiana’s population (i.e. based on a population of X size, there was a return of Y amount per person; based on Z number of audits produced, there was A number that have garnered results).
  2. Please describe how you will satisfy the State’s need for subject matter expertise in Medicaid fraud, waste, and abuse.
  3. Please describe in detail the reasoning, planning and practices of a quality-of-care review.
  4. Please describe in detail your development and internal review processes for leads prior to their delivery to the State.
  5. Please describe in detail how you would assist the State following a referral of suspected fraud, waste, or abuse, including, but not limited to, the responsibilities of field investigations and agency cooperation.
  6. Please describe in detail your process for performing prepayment and post payment audits.
  7. Please describe what coding and reimbursement software for prepayment review you propose to use.
  8. Please describe in detail the contents and scope of the provider education program you will offer.
  9. Please describe in detail the MCE monitoring tool you propose to offer the State and its ability to meet the requirements listed in Section 4.6 of the Scope of Work.
  10. Please provide in detail your plan to maintain a system for tracking and reporting call center data.
  11. Please describe your approach to protecting caller privacy.
  12. Please describe the key metrics you employ when measuring and analyzing system outages.
  13. Please describe in detail how you would determine ROI for the State in accordance with the requirements of Att. K Section 4.8.

# Contractor Staff (Att. K Section 5)

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

* 1. Please describe in detail your plan for sufficient clinical staffing including which specific types of clinician roles (e.g., MD, RN) and how many you propose.
  2. Please describe in detail all trainings contractor staff must complete, including role-specific and generic ones.
  3. Describe your overall staffing plan to fulfill the needs of this project. For each position, indicate the number of individuals in those roles and the monthly time dedication of those individuals to the Contract’s scope of work.
  4. Please describe how you plan to sufficiently satisfy the staffing requirements for the vital personnel listed in Section 5.1 of the Scope of Work.
  5. Confirm that the vital personnel can meet the on-site expectations of their position, as described in Attachment K, Section 5.
  6. If available, please provide resumes for all vital personnel including clear indication that the individual proposed meets the requirements in Section 5 of Attachment K.
  7. Include an organizational chart for the proposed project team, including the role of any subcontractors. Please make clear which are your staff, and which are subcontractor staff.
  8. Please provide an example written backup personnel plan.
  9. Confirm that all proposed staff, regardless of position, will be working from within the US.
  10. Please describe the role(s) of any subcontractors you will utilize for this Contract.
  11. Please identify the positions who will serve as “key persons” under Clause 29 of Att. B – Sample Contract.

# Contractor Administrative Duties (Att. K Section 6)

Please address Scope of Work Section 6 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.
  2. Please provide an example of how you have supported transitions with previous clients, both as the departing and incoming party.
  3. Please describe in detail your plan to provide transition support to the State and any new vendor who will provide similar services, per Section 6.4 in the Scope of Work.
  4. Please describe in detail the practices and policies you will put in place to best ensure data security, including, but not limited to, how you will comply with the Indiana Office of Technology (IOT) and HIPAA security standards.
  5. Please provide an IT Business Continuity / Disaster Recovery plan as mentioned in Section 6.5.c. in the Scope of Work. Within your plan, please address:
     1. The location of the disaster recovery site as compared to the primary site.
     2. The high-level disaster recovery activities to be used to restore the application, including timelines and ownership of those activities.
     3. The maximum application downtime the State can expect once disaster recovery is initiated.

# Independent Security Audit (Att. K Section 7)

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

* 1. Please describe your prior experience contracting with Independent Validation & Verification (IV&V) vendors).
  2. Please summarize the results of prior Independent Security Audits performed on contracts you hold with state governments.

# Transition from Current Solution (Att. K Section 8)

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

* 1. Please describe in detail your approach to system design, development, configuration, implementation, and integration with State systems. DDI must be completed prior to service go-live. DDI is billable only upon acceptance of the system by the State.
  2. Please provide an example transition plan inclusive of a project plan and system design workplan, a requirements-gathering and validation plan, a solution testing plan, and a training plan.
  3. Please describe in detail your approach to ensuring successful readiness review of the solution.
  4. Please provide an example readiness review plan supported with evidence from past experience.