**State of Indiana**

**RFP 26-85533**

**OECOSL Central and Regional Eligibility Offices RFP**

**Attachment F — Technical Proposal**

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| **Respondent:** |  |

**Instructions:**

Request for Proposal (RFP) 26-85533 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 Attachment O - Scope of Work.

Technical proposal specifications are listed in Section 2.4 of the RFP main document. Please review the requirements in Section 2.4 carefully. Respondents are encouraged to submit proposals addressing OECOSL’s goals that go beyond the general requirements set forth in Attachment O of this RFP. 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.

Respondents should insert their text in the provided boxes below the questions/prompts. Respondents are allowed to reference appendices or exhibits not included in the boxes provided for the responses, so long as those materials are clearly referenced and described in the boxes in the template. The boxes may be expanded to fit a response. Every attempt should be made to preserve the original format of this form. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness. Please limit your response to 30 pages or less, not including any appendices.**

**1.0 Executive Summary**

Provide a brief executive summary of your proposed approach to deliver the Scope of Work. Be certain to include a description of any subcontractors with whom you are partnering to fulfill the scope of the Contract and what roles these subcontractors will have during the life of the Contract.

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**2.0 Background and Experience (Attachment K, Sections 1 & 2)**

Describe your company and proposed project staff’s background and experience. Include the following information, at a minimum:

1. A list of organizations or agencies (if any) for which you have delivered intake services, application management services, and/or application review similar to those sought by this RFP.
   1. Include the client’s name, project description and goals, the methodology and procedures taken for this client, your project role, duration of the role, and project results.
   2. Describe any problems and failures that you encountered in delivering your services, how these were resolved, and what the lessons learned were. Include any formal corrective actions that your company has experienced under previous contracts.
2. Describe your experience (if any) maintaining multiple physical site locations with expectations to share critical information between local sites and a central hub.
3. Describe your experience working with U.S. states, including any experience with agencies or programs that oversee the early education, development, and care of children. If you have not provided application management for at least one U.S. state, provide a preliminary explanation of your qualifications and proposed approach to adhere to State-specific requirements.
4. Based on your experience, detail any best practices with respect to the scope of this RFP that you would like to share for the State’s consideration. Note: your proposal should be based on the requirements outlined for the OECOSL Central and Regional Eligibility Offices Scope of Work, and not on any assumptions that the State will accept any practices that are not in alignment with this Scope.

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**3.0 Central Eligibility Office (CEO) and Regional Eligibility Offices (REOs) Model Overview & Overview of Application Process (Attachment K, Sections 3 & 4)**

Please address Scope of Work Sections 3 and 4 in their entirety. As part of your response:

1. Confirm your understanding of, agreement with, and proposed execution of the requirements outlined in Sections 3 and 4 of Attachment K.
2. Describe your approach to providing front-end case management and administrative support for eligibility processes. In your response, detail your strategy for maintaining an “OECOSL-branded” CEO, triaging questions, and supporting individuals in the application process, when needed. Where applicable, provide past experience in eligibility determination support.
3. Describe, in detail, your approach to handling and completing the Child Care and Development Fund (CCDF) and On My Way Pre-K (OMWPK) application processes in adherence with State-set eligibility requirements. In your response, include the following:
   1. Approach to determining preliminary eligibility
   2. Plan for providing ad hoc support to applicants
4. Describe relevant expertise and past approaches to data gathering, application processing, eligibility determination, and data reporting.
5. Describe your approach to assisting new applicants, including any additional support or services beyond the listed “Functional Requirements Serving New Applicants.”
6. Describe your proposed methodology to maintaining the CCDF waitlist in adherence with OECOSL expectations. In your response, include your plan for proactive waitlist maintenance, including removal of ineligible individuals.
7. Following preliminary eligibility determinations, describe your approach for initial intake processing and applicant authorization, including authorization interviews. For interviews, include plans and procedures for contacting applicants and documenting all necessary information.
8. Describe your proposed methodology for supporting voucher creation and the assignment of eligible children to selected child care providers.
9. Detail your process for ensuring eligibility re-determinations are conducted for applicant reauthorization, inclusive of maintaining the required cadence (53 weeks minimum).
10. Describe your approach to utilizing State-supported internet-based software. If possible, detail your past experience using State-supported software.
11. Describe your plan and past experience in creating and maintaining a complaint tracking and reporting system. In your response, include your strategy for maintaining documentation and ensuring complaints are effectively resolved and/or communicated with the State team.
12. Describe your methodology for maintaining customer service phone lines including your approach for effectively triaging questions. In your response, detail your approach to servicing callers who are hearing impaired or lack English proficiency.

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**4.0 Overall (Both Central and Regional Eligibility Offices) Service Requirements, (Attachment K, Section 5)**

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

1. Describe your approach to fulfilling the Outreach and Community Engagement service requirements described in Section 5.1 of Attachment K.
2. Describe your approach to fulfilling the County and Community Partnership service requirements described in Section 5.2 of Attachment K. Include any relevant information on existing community partnerships that would be leveraged to ensure success in all areas of the State and/or your plan for developing new partnerships.
3. Outline your approach to ensuring all applicable Contractor staff achieve “One Call Resolution” as defined in Section 5.3 of Attachment K. Where applicable, provide past experience and best practices in providing support via telephone for programs of similar scope.
4. Describe how you will provide and maintain a single website for applicant support, guidance, as well as appointment scheduling. Explain your plan for maintaining OECOSL-branding and ensuring the website meets the State’s expectations, as described in Section 5.4.
5. Detail how you will fulfill all service requirements described in Section 5.6 of Attachment K.

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**5.0 Central Eligibility Office Service Requirements (Attachment K, Section 6)**

Please address Scope of Work Section 6 of Attachment K in their entirety. As part of your response:

1. Explain your approach to fulfilling the Central Eligibility Office service requirements detailed in Section 6 of Attachment K, including:
   1. Your understanding of and experience with providing application review services.
   2. Your proposed methodology to ensure the accurate and timely processing of applications and reauthorizations.
   3. Your proposed approach to providing appeal services, voucher support, recovery services, and fraud management support.

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**6.0 Regional Eligibility Office Services Requirements (Attachment K, Section 7)**

Please address Scope of Work Section 7 of Attachment K in its entirety. As part of your response:

1. Describe your approach to fulfilling the Regional Eligibility Office service requirements detailed in Section 7 of Attachment K, including:
   1. Your approach to providing application process support services as described in Section 7.1, 7.2, 7.3, and 7.4 of Attachment K, including processing changes, document collection, and customer service requirements.
   2. Your approach to conducting face-to-face interviews for applicant authorization when requested.

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**7.0 Physical Site Requirements & Technology Requirements (Attachment K, Sections 8 & 9)**

Please address Scope of Work Sections 8 and 9 in their entirety. As part of your response:

1. Describe your plan to fulfill the physical site requirements outlined in Section 8.0 of Attachment K, including your proposed office locations. In your response, include proposed approach to the following responsibilities:
   1. Collaborating with OECOSL to maintain an OECOSL-branded CEO and REOs reflective of State-approved presentation and operation
   2. Addressing all aspects of site maintenance
2. Describe your approach to fulfilling facilities acquisition, management, and operations responsibilities. Detail your past experience and potential best practices for maintaining physical site operations.
3. Describe your plan for adhering to Indiana’s security requirements, inclusive of past experience meeting State-set security standards.

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**8.0 Staffing (Attachment K, Section 10)**

Please address Scope of Work Section 10 of Attachment K in its entirety. As part of your response:

1. Provide your staffing plan to fulfill the services of this RFP, including the elements of staffing and management required by Section 10.3 of Attachment K. For each position, indicate the number of individuals in those roles, ensuring alignment with the Minimum Staffing Requirements described in Section 10.2 of Attachment K as well as your Cost Proposal submission.
2. 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.
3. Confirm that all proposed staff, regardless of position, will be working from within the Indiana.
4. Provide resumes (or job descriptions, as applicable) for the following Key Personnel positions, including 1) clear indication that the individual proposed meets the requirements in Section 10.1 of Attachment K; and 2) clear descriptions of any prior experience that proposed Key Personnel staff have with relevant programs of a similar size, scope, or nature to the Central and Regional Eligibility Offices:
   1. Program Director
   2. Regional Eligibility Office (REO) Program Managers
   3. Quality Assurance Specialist
   4. Facilities Manager (note: the Contractor may elect to combine the Facilities Manager and other position(s) as needed)
   5. Human Resources (HR) Lead
   6. Local Office Liaison (note: the role of the Local Office Liaison may be fulfilled by the Contractor’s designated REO Program Manager)
5. Subcontractors:
   1. Describe the role of any subcontractors you will utilize for this Contract, including how/if their role is expected to change during the life of the Contract.
   2. Indicate your prior experience with each subcontractor, if any.
   3. Describe their experience and expertise as it relates to supporting the Contract scope.
6. Confirm your understanding of and approach to completing required staff training, including certification and trainings that address the functional requirements for staff as described in Section 10.9 of Attachment K.
7. Confirm you have reviewed and understand the State’s requirements for staff turnovers and vacancies described in Section 10.10 of Attachment K. Describe how you will ensure these requirements are met throughout the life of the Contract.
8. Confirm you have reviewed and understand the State’s requirements for office hours (8:00AM - 4:30PM the local time zone, excluding State holidays), and describe your approach for providing extended hours to ensure adequate availability for applicants.

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**9.0 Policies and Procedures Operations Manual, Quality Assurance and Compliance, & Reporting and Communication Requirements (Attachment K, Sections 11, 12, & 13)**

Please address Scope of Work Sections 11.0, 12.0, and 13.0 in their entirety. As part of your response:

1. Describe your approach to developing and implementing a Policies and Procedures Operations Manual. In your response, include your approach to implementing OECOSL feedback and a description of prior experience creating similar materials. If possible, attach template or example materials for reference.
2. Describe your approach to cross-coordination between the CEO and REOs for appropriate file storage in adherence with State guidelines, including confidentiality requirements.
3. In compliance with the State’s Quality Assurance (QA) requirements, describe your approach to establishing a dedicated, independent QA team. Include in your description plans to adhere to QA responsibilities, prior QA experience, best practices, and lessons learned.
4. Describe your approach to adhering to the reporting requirements outlined in Section 13.0 of Attachment K. In your response, include your methodology for the creation and timely submission of quarterly QA activity summaries. Additionally, include proposed procedures for report preparation, including reporting on general accounting, payroll, and performance standards compliance as well as overall reporting timeliness.
5. Describe, in detail, your plan for creating a Monthly Performance Report. In your response, include your plan for ensuring the submission is detailed and comprehensive. Include past experience creating similar reports and any forms or templates that will assist in your process. If possible, attach a relevant template or example.

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**10.0 Transition, Implementation, and Turnover Requirements (Attachment K, Section 14)**

Please address Scope of Work Section 14.0 in its entirety. As part of your response:

1. Describe your approach and methodology to adhering to the CCDF and OMWPK Regional Eligibility Office implementation timeline, inclusive of your plan to ensure the successful and timely completion of all implementation phase tasks.
2. Describe your approach to ensuring general implementation Contractor responsibilities are met, inclusive of project work plan updates.
3. Describe your approach to implementing the Initial Transition expectations detailed in Section 14.0 of Attachment K.
4. Describe your proposed approach to working with a potential future vendor and implementing the End of Contract Turnover expectations detailed in Section 14.2 of Attachment K. Please also describe any relevant past experience in turning over projects to clients or other entities at the end of an engagement.

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**11.0 Billing and Invoicing, Performance Standards and Payment Withholds, & Corrective Actions (Attachment K, Section 15, 16, & 17)**

Please address Scope of Work Sections 15, 16, and 17 in their entirety. As part of your response:

1. Confirm your understanding of, and agreement with, the billing and invoicing requirements outlined in Section 15 of Attachment K.
2. Confirm your understanding of, and agreement with, the Performance Standards, Corrective Action, and Payment Withhold processes described in Sections 16 and 17 of Attachment K.
3. For each enumerated Performance Standard in Section 16 of Attachment K, explain how the data for described services will be collected and reported (i.e., data sources and process) and how you propose to meet or exceed the thresholds for compliance.
4. Describe your process for identifying, prioritizing, and communicating problems that may contribute to a failure to comply with performance targets.

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