



KidTraks

Child Welfare Financial System

Request for Proposal (RFP) User Guide

Last Updated: 9/2/2014

Revision and Sign-Off Sheet

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1.0 INTRODUCTION

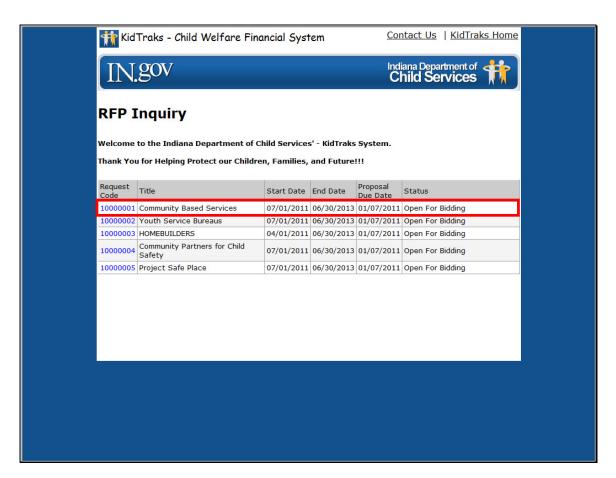
DCS KidTraks now offers online access to Request for Proposals (RFPs) including the ability to submit proposals online.

Vendors may access a listing of DCS contracts currently open for bid via the *Request for Proposal (RFP) Inquiry Page* which is linked as *Contract Opportunities* on the *KidTraks Login Page* or directly via the following link: https://financials.dcs.in.gov/Public/RFP/RequestAvailable.aspx.



2.0 VIEW LISTING OF CONTRACT OPPORTUNITIES

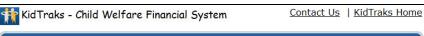
To view the individual details for each RFP and to begin the online proposal submission process, click on the RFP ID which corresponds with the Title of interest. Also included in the RFP Table are contract Start Date, End Date, and Proposal Due Date columns. Note that each RFP has a Status indicating whether the RFP is Open for Bidding or Closed. Proposals may only be submitted for those RFPs that are designated as Open for Bidding.



Once the desired RFP has been accessed, the applicant will be transferred to the *RFP Information Page*. Here the applicant will be able to view more details about the chosen RFP including a description and the *Service Standards* associated with the chosen RFP.

Note: There may be one or more *Service Standards* listed for a given RFP. Our example below includes 32 *Service Standards*.

To begin the online proposal submission process, click on the *Create Proposal* link which will transfer the applicant to the *Create New Proposal Page*.







Open For Bidding

6/30/2013

RFP Information



10000001 RFP ID: Community Based Services Proposal Due Date: 1/7/2011 Start Date: 7/1/2011 End Date:

Start Date: 7/1/2011 End Date: 6/30/2013

Description: Community Based Services, formerly referred to as IV-B Services, are programs which promote the well-being of children and families and are designed to strengthen and stabilize families (including adoptive, foster and extended families). They are also designed to help families at risk or in crisis including services to assist families in preventing disruption and the unnecessary removal of children from their home. They help to maintain the safety of children in their own homes, support families preparing to reunify or adopt, and assist families in obtaining other services to meet multiple needs.

Community Based Services are identified by the following categories: Adoption, Resource Parent Services, Family Centered Services, Other Services, Addictions Services, and Probation Services. For more information about this and other current contracting opportunities. please visit http://www.in.gov/dcs/3151.htm opportunities, please visit http://www.in.gov/dcs/3151.htm

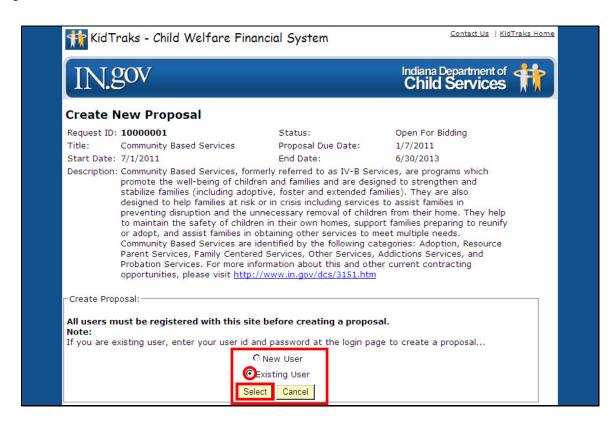
Services Requested:

Code	Description
	CHILD PREPARATION
	FAMILY PREPARATION
10521	HOME-BASED FAMILY CENTERED CASEWORK SERVICES
	HOME-BASED FAMILY CENTERED THERAPY SERVICES
10525	HOMEMAKER/PARENT AID
	FOSTER HOME STUDIES / UPDATES / RE-LICENSING STUDIES
10529	CARE NETWORK
10531	CHINS PARENT SUPPORT SERVICES
10532	COUNSELING
10533	CROSS-SYSTEM CARE COORDINATION
10534	DIAGNOSTIC AND EVALUATION SERVICES
10536	FUNCTIONAL FAMILY THERAPY
10537	PARENT EDUCATION
10538	PARENTING / FAMILY FUNCTIONING ASSESSMENT
10539	SEX OFFENDER TREATMENT; VICTIMS OF SEX ABUSE TREATMENT
10540	VISITATION FACILITATION-PARENT/CHILD/SIBLING
10541	DRUG TESTING AND SUPPLIES
10543	RANDOM DRUG TESTING
10549	DAY TREATMENT
10550	QUALITY ASSURANCE FOR CHILDREN IN RESIDENTIAL PLACEMENT
10551	TRANSITION FROM RESTRICTIVE PLACEMENTS (TRP)
10552	TRUANCY TERMINATION
10553	TUTORING/LITERACY CLASSES
10805	RESIDENTIAL SUBSTANCE USE TREATMENT
10806	DETOXIFICATION SERVICES
10807	SUBSTANCE USE DISORDER ASSESSMENT
10808	SUBSTANCE USE OUTPATIENT TREATMENT
10809	SUPPORT GROUPS FOR RESOURCE FAMILIES
10810	RESOURCE FAMILIES SUPPORT SERVICES
10811	DOMESTIC VIOLENCE BATTERERS
10812	DOMESTIC VIOLENCE VICTIM AND CHILD
10813	FATHER ENGAGEMENT PROGRAMS

3.0 ATTAIN AUTHORIZATION TO CREATE A PROPOSAL

3.1 AUTHORIZATION FOR EXISTING KIDTRAKS VENDORS

From the *Create New Proposal Page*, applicants are required to identify whether they are an existing online KidTraks vendor, or if they need to register as a new user. In the below example, we illustrate the selection of an existing online KidTraks vendor.



When an applicant identifies themselves as an *Existing User* and clicks on the *Select* button, they are transferred to the *KidTraks Login Page* as demonstrated below. Here the applicant enters their KidTraks *User ID* and *Password*, then clicks on the *Login* button. The applicant then must return to the *RFP Inquiry Page* and select the desired *RFP ID* corresponding to the desired proposal for submission. Existing users may now advance to *Section 4.0, Online Proposal Forms and Attachments* to continue the online proposal creation process.



3.2 AUTHORIZATION FOR PROSPECTIVE KIDTRAKS VENDORS

Vendors not registered as online KidTraks users must complete a registration process. This begins by identifying yourself as a *New User* from the *Create New Proposal Page* and then clicking on the *Select* button as demonstrated below.

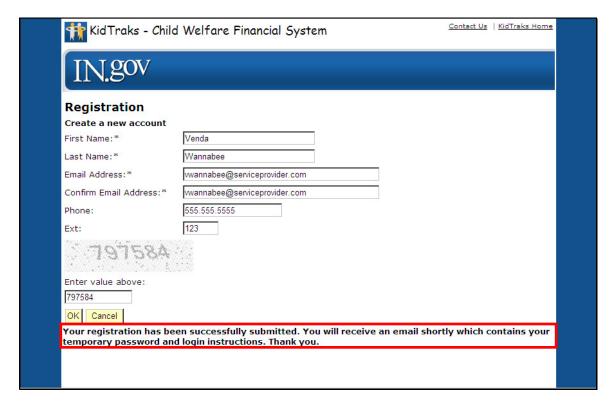


3.2.1 Prospective KidTraks Vendor Registration

The applicant is then transferred to the *Registration Page*. Here the user completes the online form and clicks on the *OK* button as illustrated below.

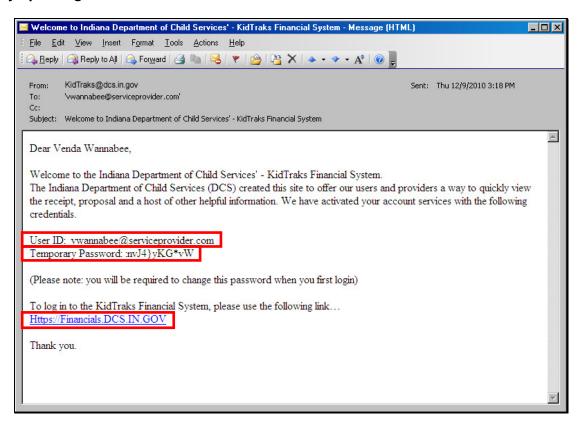


A successful registration is indicated at the bottom of the *Registration Page* when the form is completed and the *OK* button is selected.

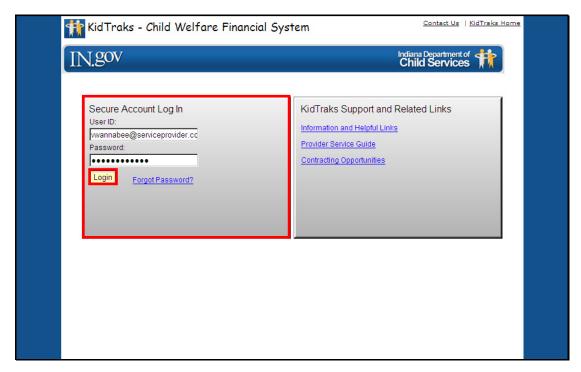


As indicated in the successfully submitted message on the *Registration Form* above, a confirmation notice is sent to the email address provided. Contained in the email is a *Temporary Password*. Copy the password and then click on the link provided to advance to the *KidTraks Login Page* as seen below.

Note: Please check your spam folder for confirmation emails. Confirmation emails are sent out immediately upon registration submission.

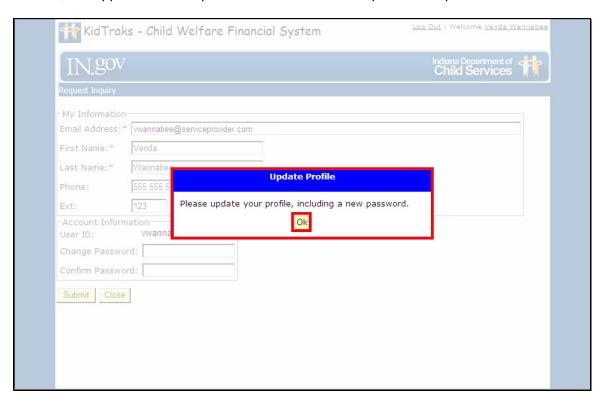


From the *KidTraks Login Page*, enter your *User ID* (your email address) and paste in the *Temporary Password*. Click on the *Login* button.

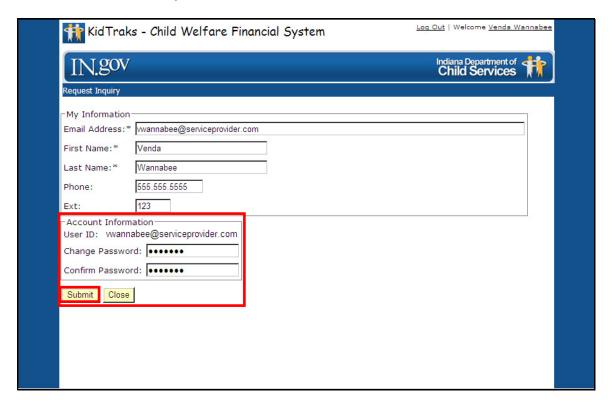


3.2.2 Update Registration Profile

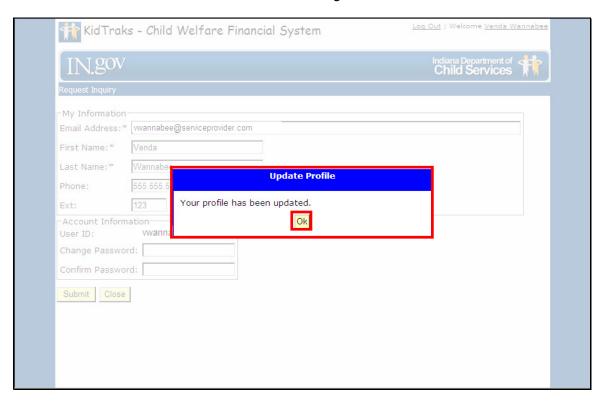
Once the necessary *User ID* and the *Temporary Password* have been correctly entered and the *Login* button has been selected, the applicant will be provided with a notice to update their profile. Click on the *OK* button.



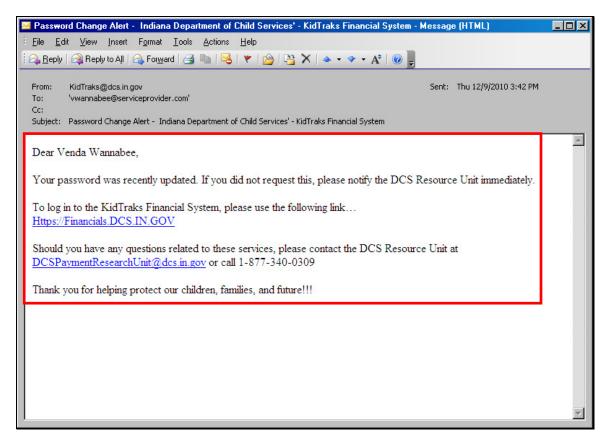
The new user is then provided with a form for updating their password. Under *Account Information* enter your new password and confirm it. Next, click on the *Submit* button as demonstrated below.



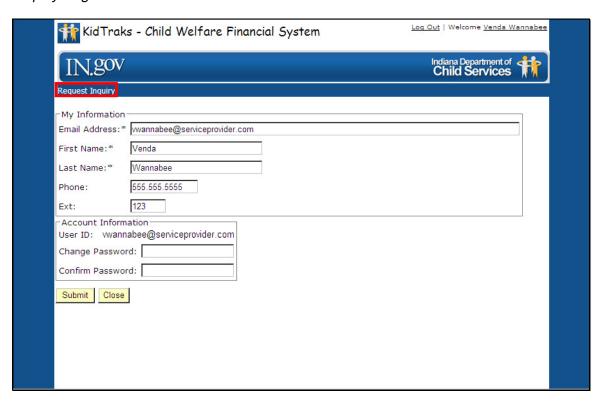
Upon successful entry of your new password, an *Update Profile* message is provided as illustrated below. Click on the *OK* button to return to the *Profile Information Page*.



Also, upon the update of your new password, a confirmation notice will be sent to your email account indicating that your password has been successfully updated.

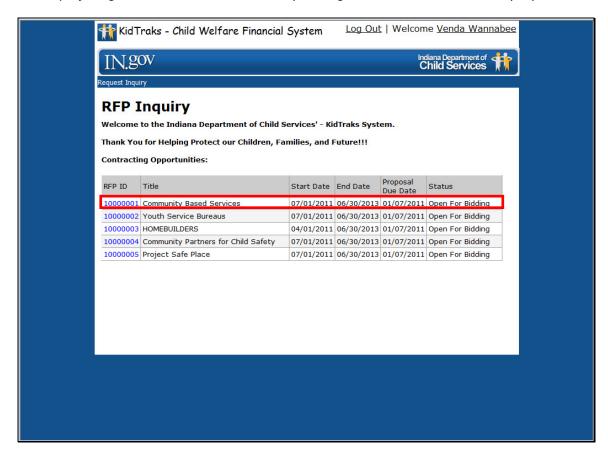


Having returned to the *Profile Information Page*, click on the *Request Inquiry* link as illustrated below to return to the *RFP Inquiry Page*.



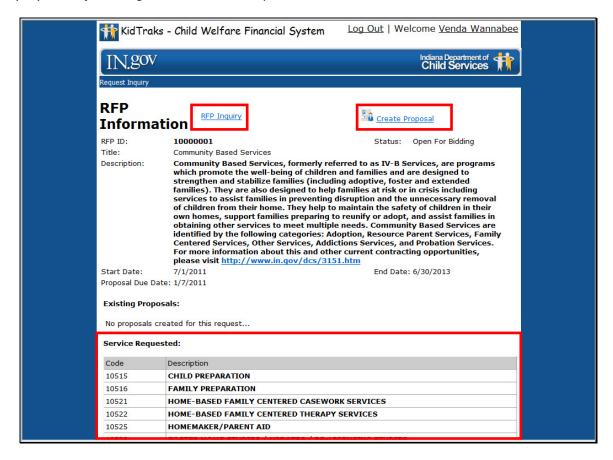
4.0 ONLINE PROPOSAL FORMS AND ATTACHMENTS

From the RFP Inquiry Page, select the RFP ID corresponding with the RFP desired for proposal submission.



4.1 RFP INFORMATION PAGE

Having now logged on as a prospective vendor for the selected RFP, you will note that the *RFP Information Page* provides some additional information. There are two links provided: the *RFP Inquiry* and *Create Proposal* links. Also, the *Service Standard(s)* for the selected RFP are itemized. Please verify that the selected RFP is the one intended for proposal submission. If not, the RFP Inquiry link will return you to the previous *RFP Inquiry Page*. In the provided example of *Community Based Services*, we will begin to create the online proposal by clicking on the *Create Proposal* link.



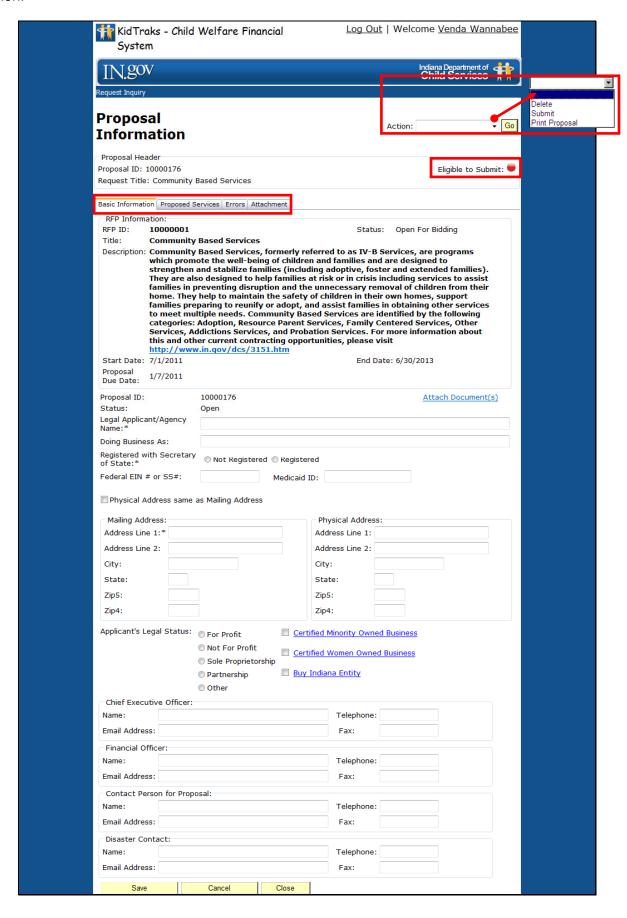
4.2 PROPOSAL INFORMATION PAGE

When logged in, the first page presented to the applicant after clicking upon the *Create Proposal* link is the *Proposal Information Page*. Note how the *Proposal Information Page* is divided into four sections which are accessed via the tabs *Basic Information*, *Proposed Services*, *Errors*, and *Attachment*. Clicking on the individual tabs will allow you to navigate between the proposal sections.

In addition, from the *Proposal Information Page*, the user is provided with options to *Delete*, *Submit*, or *Print Proposal* by clicking on the down arrow of the dropdown menu entitled *Action*. This dropdown menu with its respective options are available on the *Proposal Information Page* no matter which tab is selected.

Note: If the applicant selects *Delete*, the entire proposal will be deleted. Only correctly completed proposals will qualify for submission. The option to *Print Proposal* is available at any time in the process – whether the proposal has been submitted or if it is still open.

Also note there is an *Eligible to Submit* icon in the *Proposal Header* which provides the applicant with a gauge as to whether or not the proposal is ready for submittal. When you click on the red icon, you will be transferred to the *Errors* tab where a listing of errors is provided. If the icon registers as green, the proposal is ready for submission.

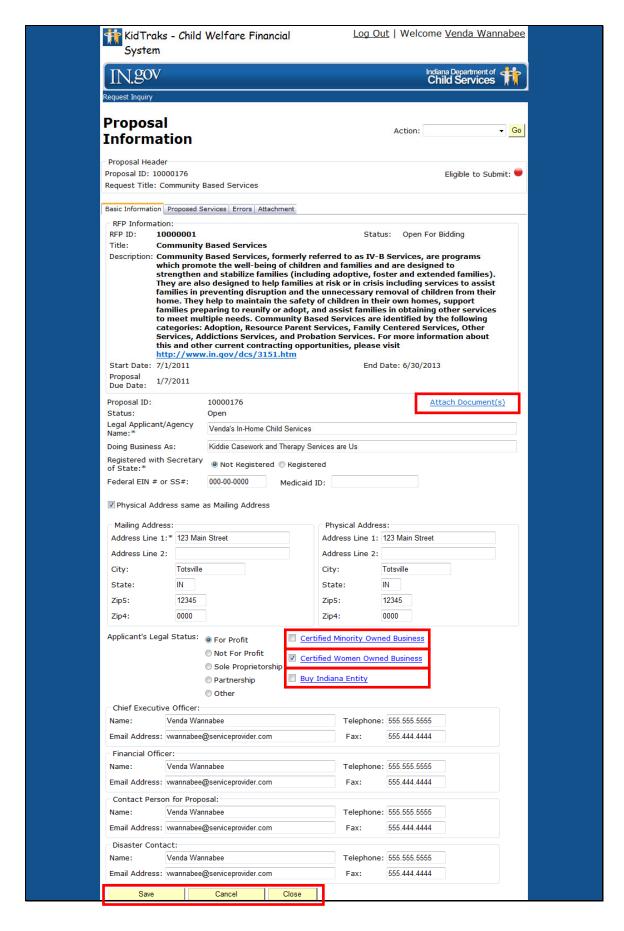


4.2.1 Basic Information Form

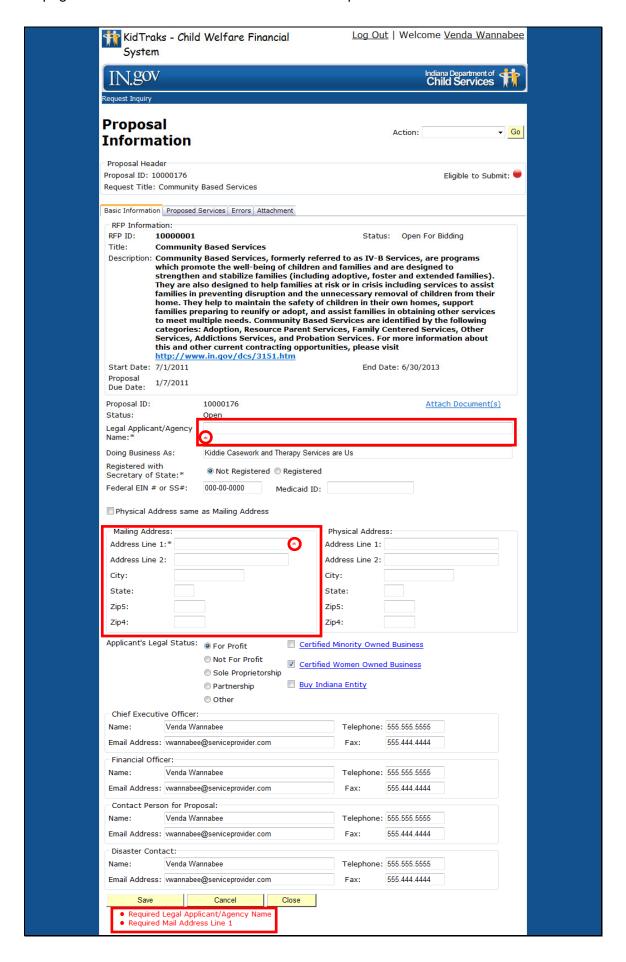
The first form presented for completion is the *Basic Information* form. There are four links provided on the *Basic Information* form: *Attach Document(s)*, *Certified Minority Owned Business*, *Certified Women Owned Business*, and *Buy Indiana Entity*. The *Attach Document(s)* link will be discussed later. The *Certified Minority Owned Business*, *Certified Women Owned Business*, and *Buy Indiana Entity links* all open new *Indiana Department of Administration (IDOA) Pages* which provide more information on how to qualify for these programs. If already certified in any of these programs, please select the applicable program category(s). Complete the *Basic Information* form as illustrated below.

Once the form is completed, click on the *Save* button at the bottom of the page. Clicking on the *Cancel* button will remove your entries from the completed fields. Clicking on the *Close* button will log you out of KidTraks and return you to the *KidTraks Login Page*.

Note: If you navigate away from the *Proposal Information Page* prior to clicking on the *Save* button, all entries will be lost. *Never* use the browser *Back* button to return to previously viewed pages!

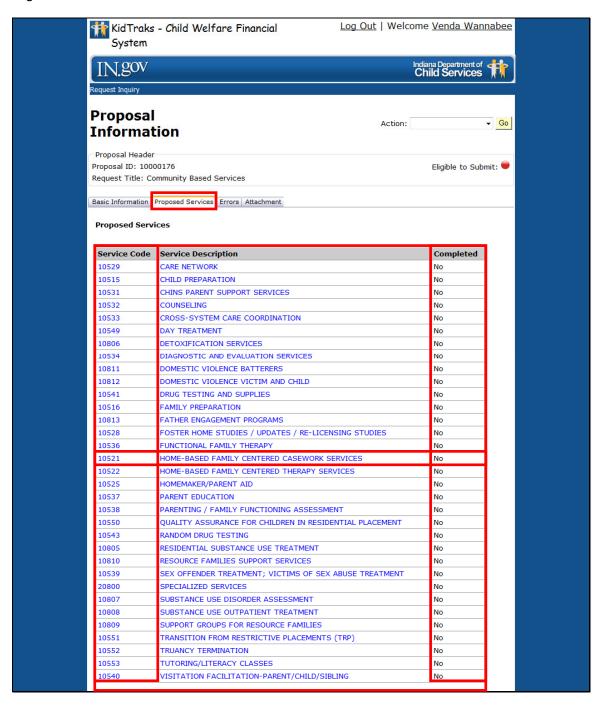


After clicking on the *Save* button, and if the *Basic Information* form is not completed correctly, error notifications will be visible via a red asterisk by the section in question, as well as bulleted explanations at the bottom of the page. See below for an illustration of an incomplete *Basic Information* form.



4.3 SELECTING APPLICABLE SERVICES FOR PROPOSAL

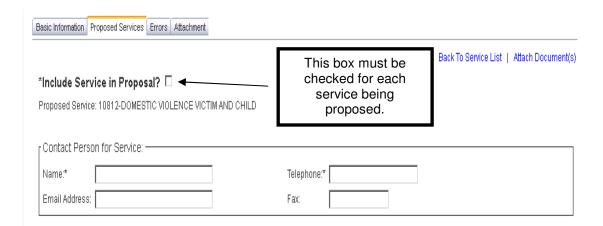
The next section of the online proposal submission to be completed is entitled *Proposed Services*. Click on the corresponding tab located on the *Proposal Information Page* as indicated below. The *Proposed Services Section* lists those *Services Standards* available for the selected RFP. Note the column indicating the completion status of each referenced service. To begin filling out the *Proposed Services* form(s), click on the corresponding *Service Code*.



4.3.1 Proposed Services Form

Begin the form completion by filling in the *Contact Person for Service* section of the form. Note that on the *Proposed Services* form, there are three links provided: *Back to Service List, Attach Document(s)*, and *DCS State Region Map (Click Here)*. The *Attach Document(s)* and *DCS State Region Map (Click Here)* links will be addressed later. Clicking on the *Back to Service List* link will return you to the table itemizing all of the proposed *Service Standards* relevant to the selected RFP.

Note: If you navigate away from the *Proposal Information Page* prior to clicking on the *Save* button, all entries will be lost. *Never* use the browser *Back* button to return to previously viewed pages!

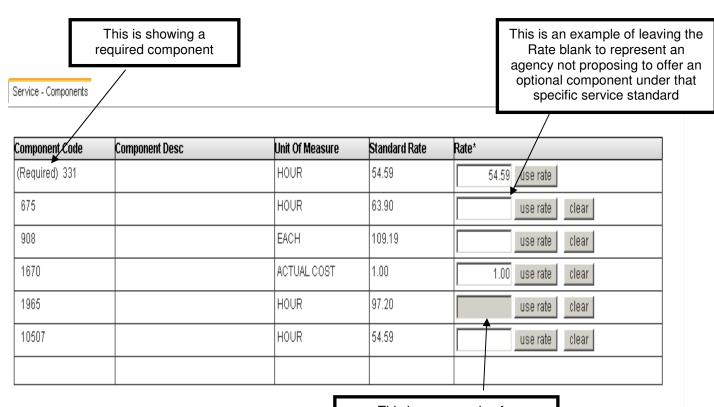


4.3.1.1 Component Code Table

Found next on the *Proposed Services* form is the *Component Code Table* (Billable Units). Here you will find the listing of all components relevant to the selected *Service Standard* and RFP. This table also provides the applicant with the relevant *Component Codes* (Billable Units), component description, their units of measure, and their respective standardized rates.

Some service standards require that all the components be selected. These components will have a standard rate that cannot be negotiated. The components with a fixed standard rate will have a field that cannot be edited.

Some service standards will have a combination of required and not required components. The required components will be labeled. Please leave the Rate box empty for any components that your agency is not proposing to provide.

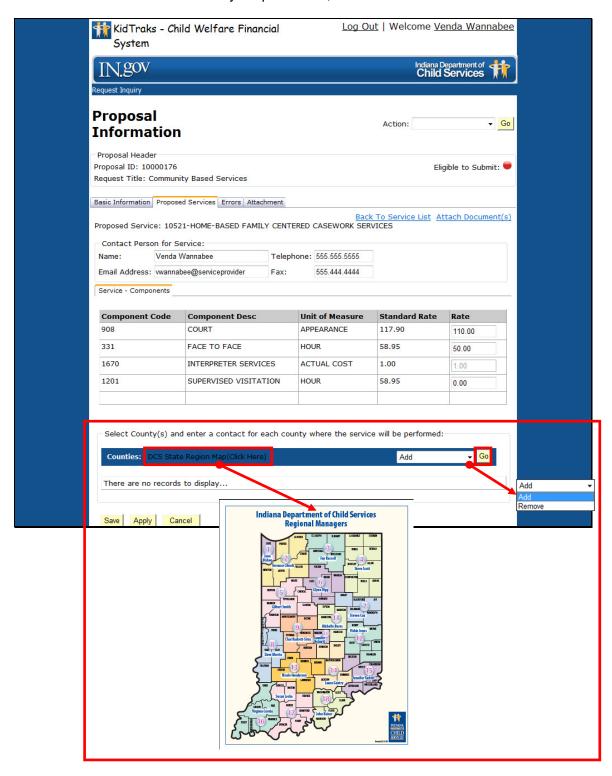


This is an example of a component with a standardized rate that is not able to be edited

4.3.1.1 County/Contact Table

Next on the *Proposed Services* form is the county selection area. To select the regions and/or counties corresponding to the associated services, click on the dropdown menu and select *Add*. Note: Clicking on the *DCS State Region Map (Click Here)* link will open up a browser window with an illustration of the state of Indiana identifying which counties are in which regions as depicted below.

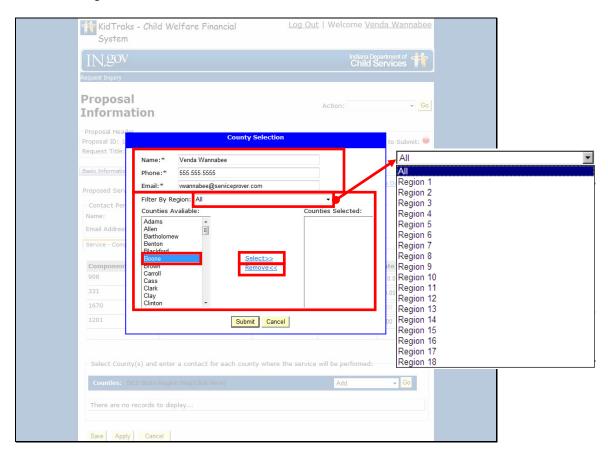
Once Add has been selected from the county dropdown list, click on the Go button.



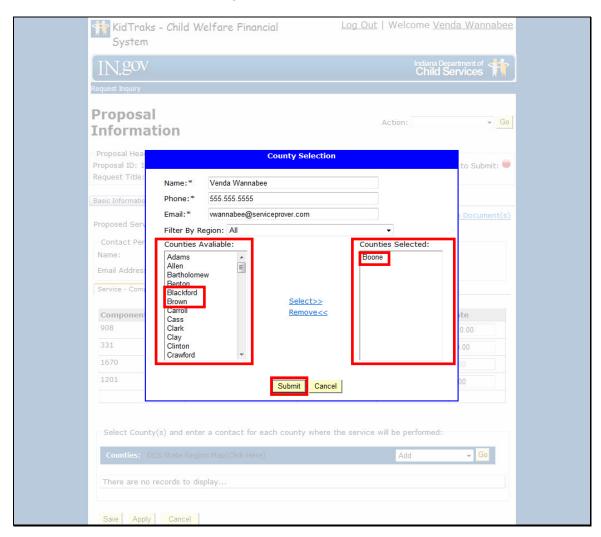
Clicking on the *Go* button opens up the *County Selection* dialog box. Begin by filling in the *Name*, *Phone* and *Email* fields. Note: Each county and/or region requires the entry of corresponding contact information.

There are two ways to populate the *Counties Selected* field. The first option is to click on the *Filter By Region* dropdown list which will provide a window listing all of Indiana's regions as demonstrated below. See previous page for instructions on accessing a map of Indiana providing a region legend.

For our purposes we've elected to bypass the region option and select by county. Illustrated below is the selection of Boone County from the *Counties Available* list. Once the desired county is selected, click on the *Select* link to move it into the *Counties Selected* field. Repeat this process to select all counties desired for service representation. Counties may be removed from the *Counties Selected* field by highlighting the applicable counties and clicking on the *Remove* link.



Having selected Boone County for our service representation, it appears in the *Counties Selected* field and disappears from the *Counties Available* listing as illustrated below. Next, click on the *Submit* button.

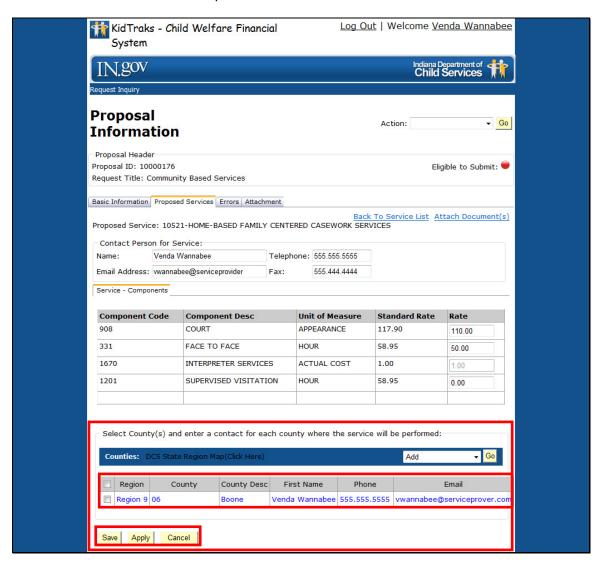


Once the county(s) and/or region(s) have been selected and the appropriate contact information has been entered and submitted for service representation, the record(s) appear in the *Counties Table* of the *Proposed Services* form.

Note: Please refer to your RFP to clarify which document attachments are required for submission completion.

Complete the form by clicking on the *Save* or *Apply* button. Clicking on the *Save* button will save all entries and return you to the *Services Section* listing all services pertinent to the selected RFP. Clicking on the *Apply* button will save all entries and maintain your placement on the current page. Clicking on the *Cancel* button will remove all field entries and return you to the *Services Section* listing.

County/Region records may be deleted by putting a ✓ in the box corresponding to the county/region you wish to delete. Then select *Delete* from the dropdown menu and click on the *Go* button.



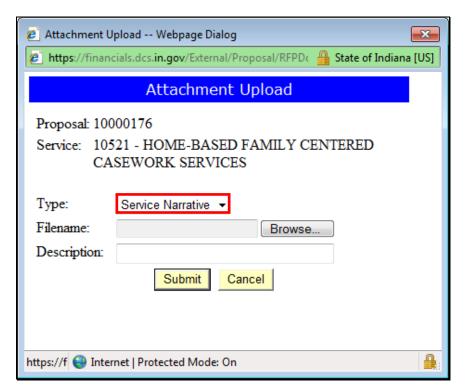
4.3.1.2 Upload Service Narrative Attachments

A Service Narrative must be included with your Proposed Services form.

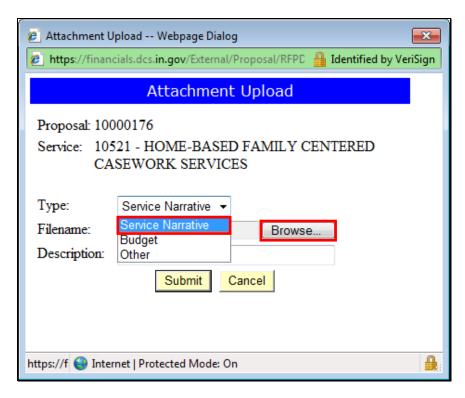
Respondents should provide one service narrative for each service standard included in the proposal. (NOTE: If you are proposing for Community Partners for Child Safety, you must include a service narrative for each region being proposed) Each service narrative must address the following topics:

You can add your service narrative by clicking on the Attach Document(s) link found on the Proposed Services form. Once the Attach Document(s) link is selected, an Attachment Upload dialog box will appear.

Note: A Service Narrative is required for each proposed Service Standard.

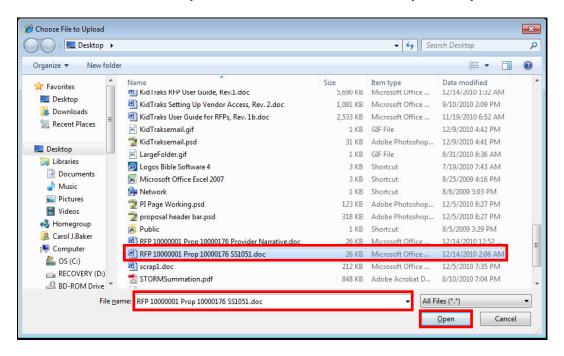


Click on the dropdown menu arrow to select the type of document to be uploaded. Next, click on the *Browse* button to navigate to the document that is to be uploaded.



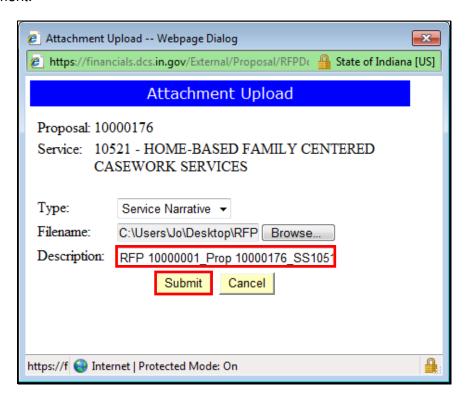
Once the *Browse* button has been selected, a Windows dialog box will appear providing the ability to navigate to the attachment document located on your hard drive. When the correct document has been selected, click on the *Open* button.

Note: Please make the title and description of the document as descriptive as possible.

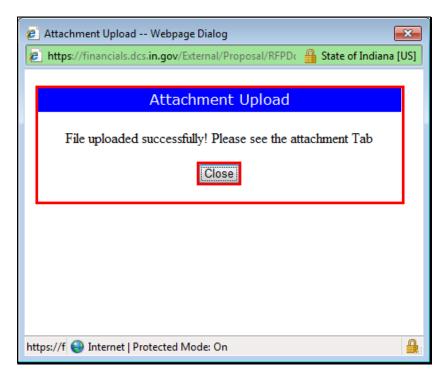


Having selected the document to be uploaded, enter a description for the document. It is suggested that you include the *Service Standard Code* in your file description so that it will be easily identified under your list of attachments should you need to make attachment changes prior to submission. Below we've indicated that the document is a *Service Narrative*, and it corresponds with *Proposal Number* 10000176 and *Service Standard Code* 10521. Next, click on the *Submit* button.

(NOTE: If you are proposing for Community Partners for Child Safety, please include the region number in the name of the attachment.

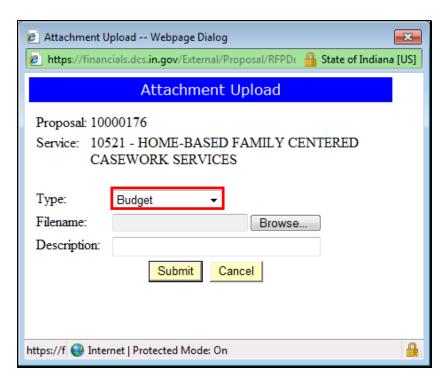


Once the *Submit* button has been selected, an *Attachment Upload* dialog box will appear indicating that the upload was completed successfully. Click on the *Close* button.

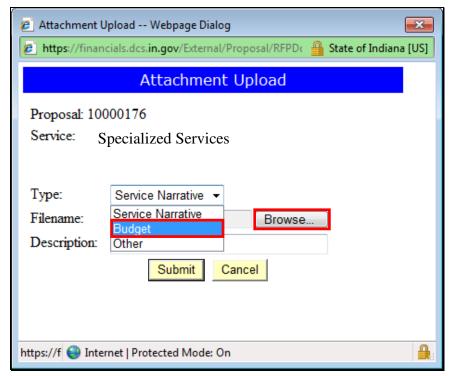


4.3.1.3 Upload Budget Document Attachments

If a budget document is applicable to your proposal, please refer to the RFP budget instructions for the appropriate RFP.

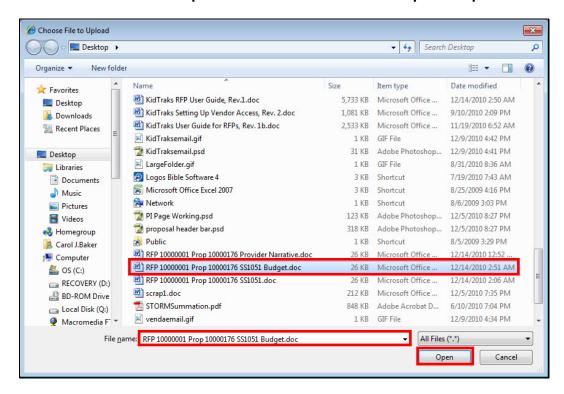


Click on the dropdown menu arrow to select the type of document (*Budget*) to be uploaded. Next, click on the *Browse* button to navigate to the document that is to be uploaded.



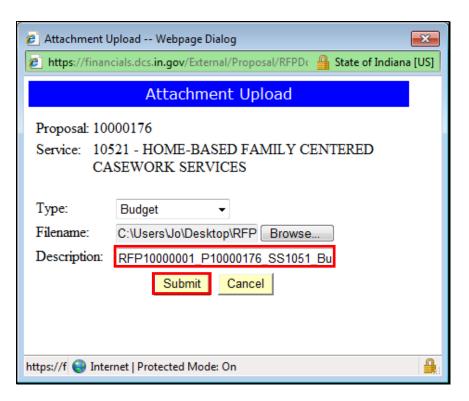
Once the *Browse* button has been selected, a Windows dialog box will appear providing the ability to navigate to the attachment document located on your hard drive. When the correct document has been selected, click on the *Open* button.

Note: Please make the title and description of the document as descriptive as possible.

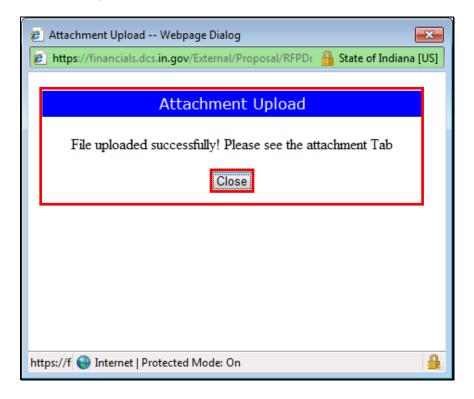


Having selected the document to be uploaded, enter a description for the document. It is suggested that you include the *Service Standard Code* in your file description so that it will be easily identified under your list of attachments should you need to make attachment changes prior to submission. Below we've indicated that the document is a *Budget Document*, and it corresponds with *Proposal Number* 10000176 and *Service Standard Code* 10521. Next, click on the *Submit* button.

(NOTE: If you are proposing for Community Partners for Child Safety, please include the region number in the name of the attachment.



Once the *Submit* button has been selected, an *Attachment Upload* dialog box will appear indicating that the upload was completed successfully. Click on the *Close* button.

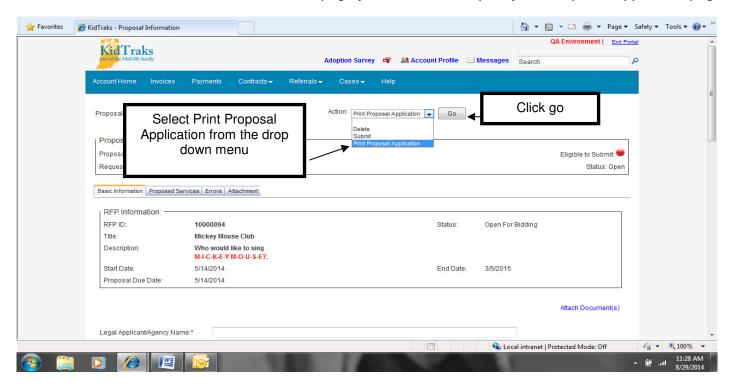


4.3.1.4 Selecting Additional Services for Proposal

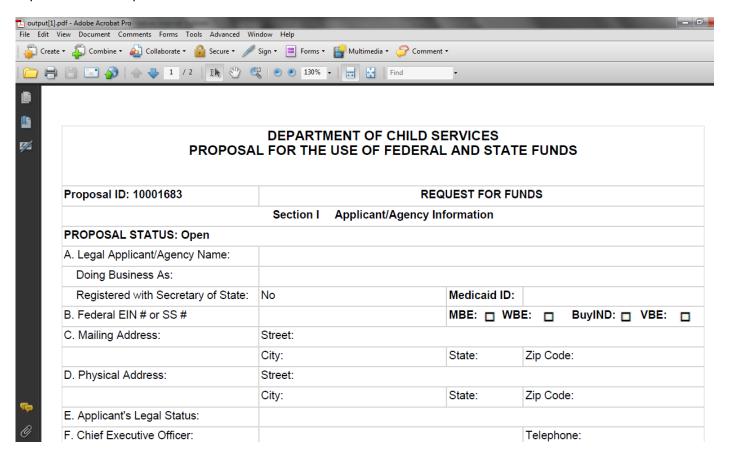
Remember to return to the *Proposed Services Section* (via the *Back To Service List* link) of the *Proposal Information Page* and verify that all applicable services are depicted as completed prior to the proposal submission. Review all of *Section 4.3.1*, *Proposed Services Form* of this document as necessary when completing additional *Proposed Services* forms.

4.3.2 Printing and Uploading the Signed Application

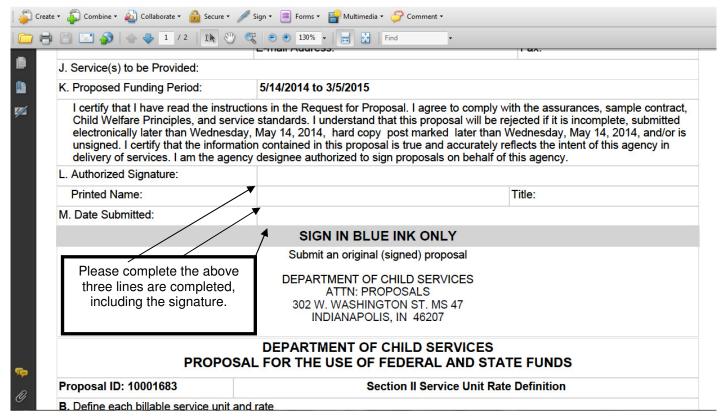
Return to the Basic Information tab. From this page you will be able to print your completed application page.



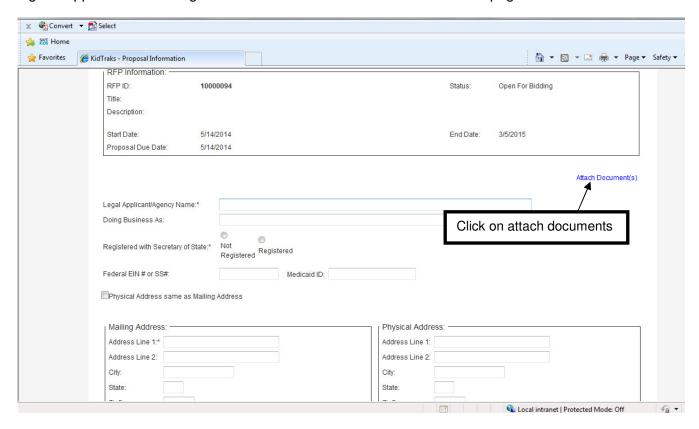
A pdf file should open that will look like this:



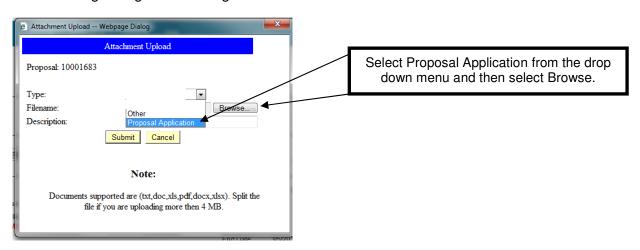
This document will need to be printed and signed in the area shown below:

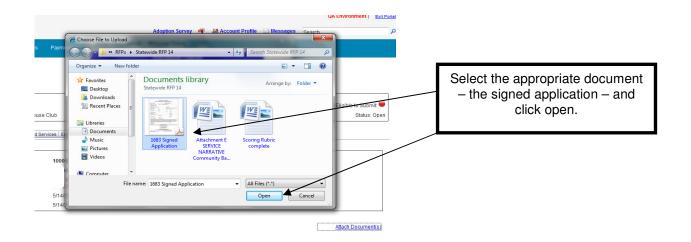


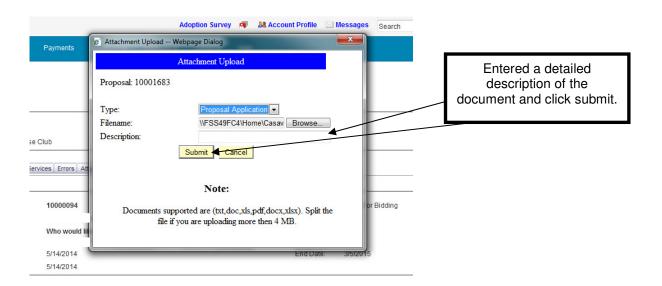
Once the application is printed and signed, scan the signed application into a file. Please upload the signed application file using the Attach Document link on the information page shown below:

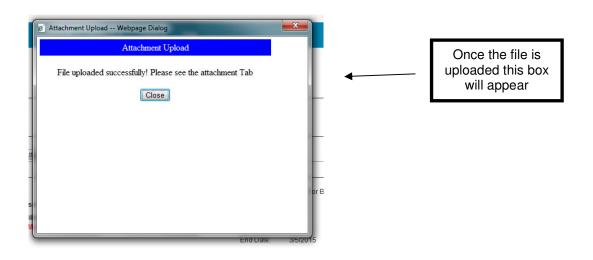


The following dialog box should generate:

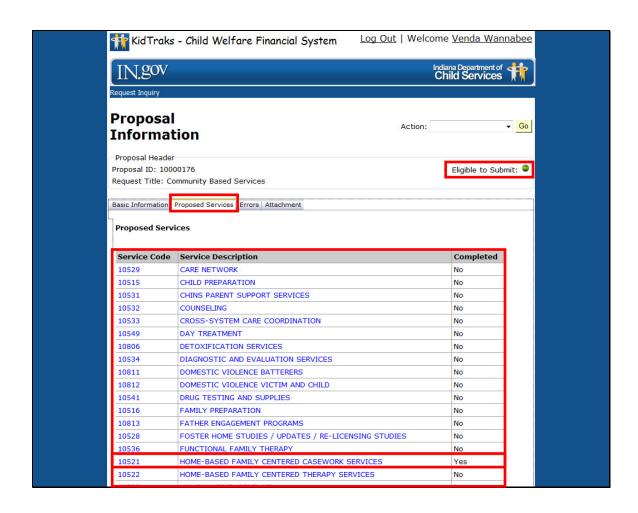






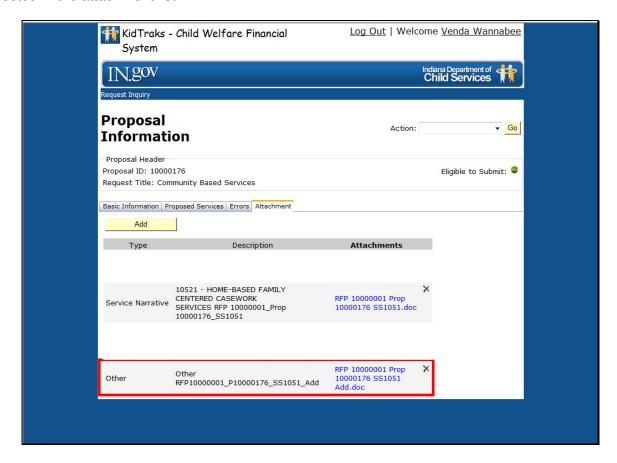


Having correctly filled out the *Proposed Services* form for *Service Standard 10521*, *Home-Based Family Centered Casework Services*, and having attached the required supporting Signed Application and Service Narrative, the Service Standard registers *Yes* under the *Completed* column and the *Eligible to Submit* icon in the *Proposal Header* now registers as green.



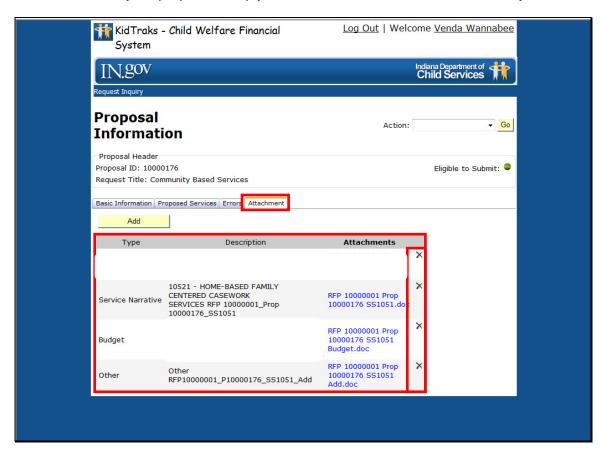
4.4 ATTACHMENTS SECTION OF THE PROPOSAL INFORMATION PAGE

Selecting the *Attachment* tab found on the *Proposal Information Page* provides the applicant with a listing of the supporting documentation that has already been uploaded and included with the chosen RFP. The user is returned to the *Attachment Section* of the *Proposal Information Page*, and the newly uploaded document is now reflected in the attachment list.

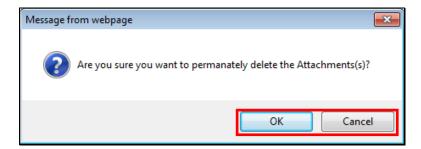


4.4.1 Deleting Supporting Documentation Attachments

To delete attachments from your proposal, simply click on the "X" next to the attachment you wish to delete.



When an attachment has been selected for deletion and the "X" has been clicked upon, a message window will appear asking you to verify that you want to delete the chosen attachment from the proposal. Click *OK* to continue with the deletion or *Cancel* to cancel the deletion.



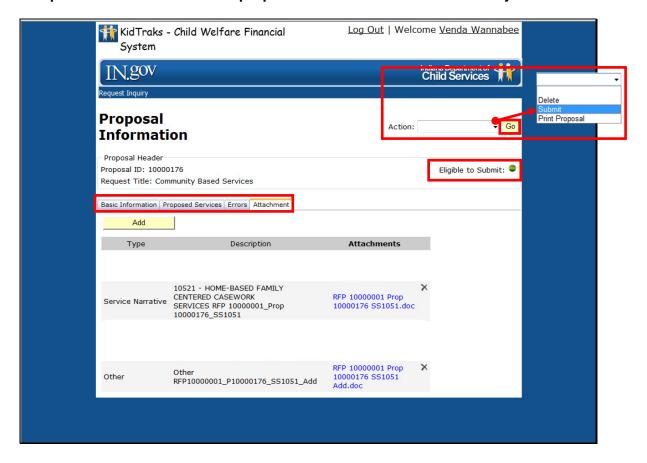
5.0 PROPOSAL SUBMISSION

Once <u>all</u> sections of the proposal have been completed, select *Submit* from the *Action* dropdown list located on the *Proposal Information Page* and click on the *Go* button.

Note: Verify the proposal is ready for submission by confirming that the *Eligible to Submit* icon is green.

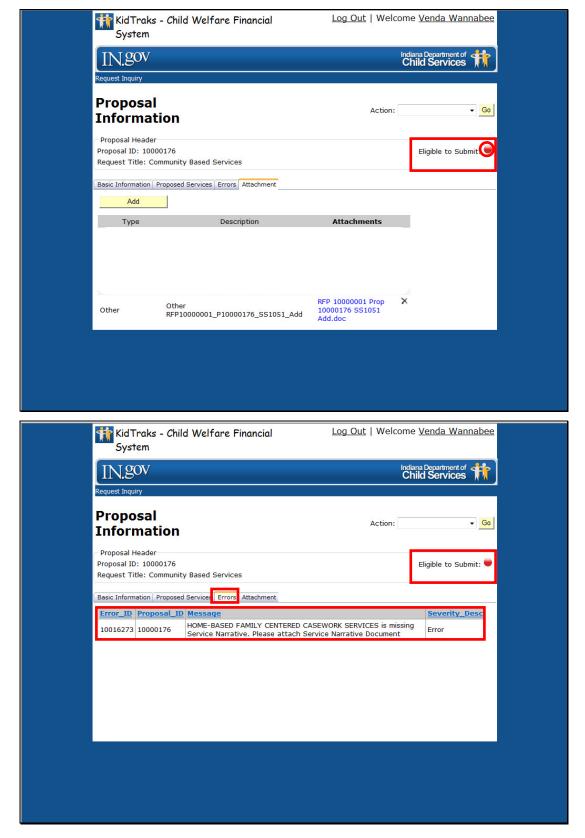
Note: The *Action* dropdown list is available from any of the sections (tabs) located on the *Proposal Information Page*.

Note: It is not possible to edit or delete a proposal once it has been successfully submitted.

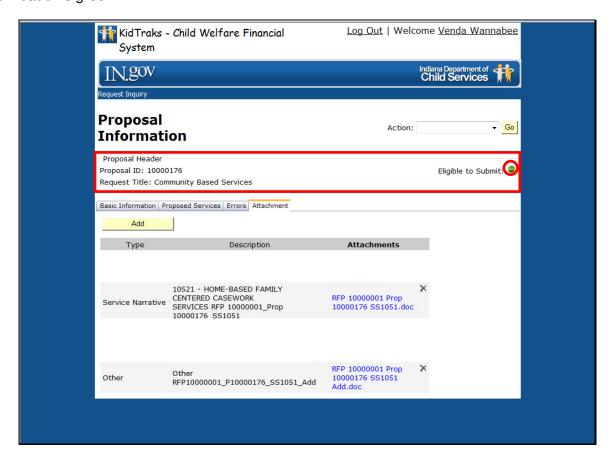


5.1 ELIGIBLE TO SUBMIT ICON

The *Eligible to Submit* icon in the *Proposal Header* provides the applicant with a gauge as to whether or not the proposal is ready for submittal. When you click on the red icon, you will be transferred to the *Errors* tab where a listing of errors is provided.

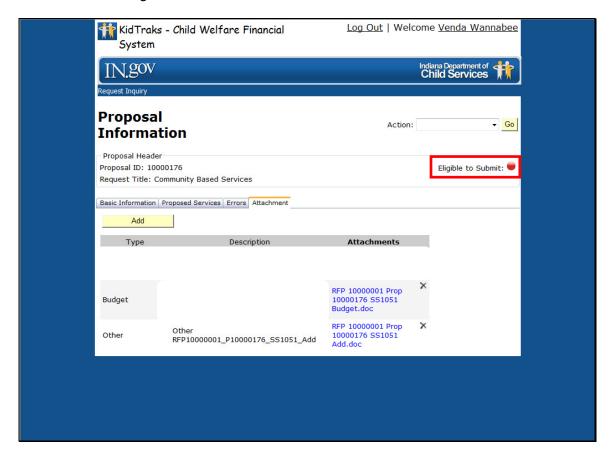


Verify that a proposal is ready for submission by confirming that the *Eligible to Submit* icon located in the *Proposal Header* is green.

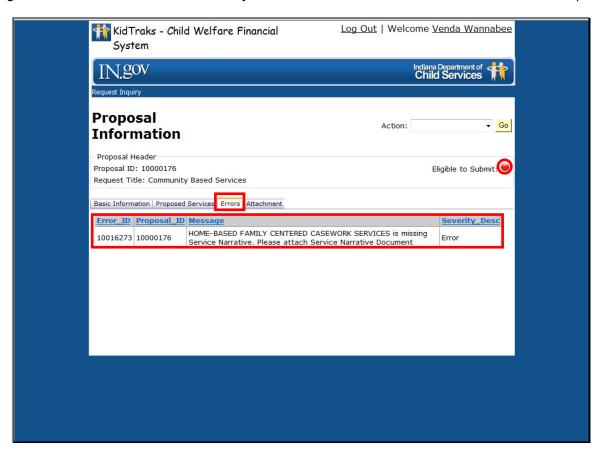


5.2 SUBMISSION ERRORS

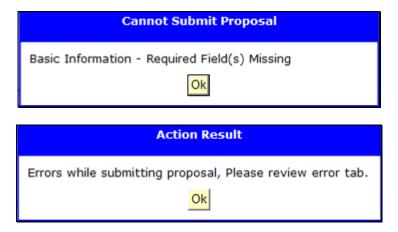
A proposal submission will fail if any of the forms are filled out incorrectly and/or incompletely, or the required supporting documentation has not been attached to the proposal. An indicator that the proposal is not ready for submission is when the *Eligible to Submit* icon is red.



Error notices can be found by selecting the *Errors* tab found on the *Proposal Information Page* or by clicking on the red *Eligible to Submit* icon which transfers you to the *Errors* tab. Illustrated below is one example.



Following are two examples of submission errors you may receive immediately upon selecting *Submit* from the *Action* dropdown menu and clicking on the *Go* Button.



The applicant must review all sections pertinent to the proposal and check for any mistakes or omissions before attempting to resubmit the proposal.

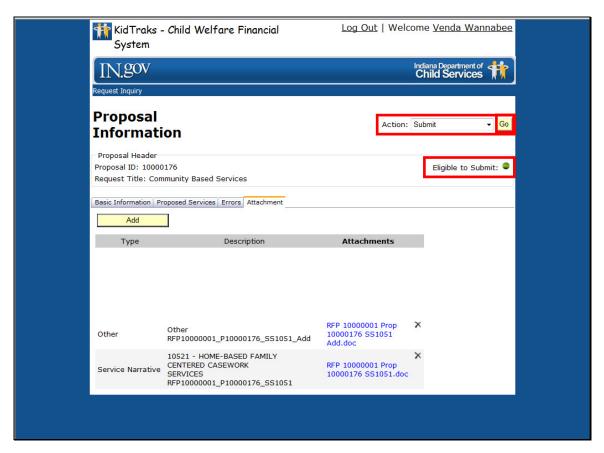
5.3 SUCCESSFUL PROPOSAL SUBMISSION

Once <u>all</u> sections of the proposal have been completed, select *Submit* from the *Action* dropdown list located on the *Proposal Information Page* and click on the *Go* button.

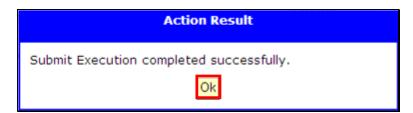
Note: Verify the proposal is ready for submission by confirming that the *Eligible to Submit* icon is green.

Note: The *Action* dropdown list is available from any of the sections (tabs) located on the *Proposal Information Page*.

Note: It is not possible to edit or delete a proposal once it has been successfully submitted.



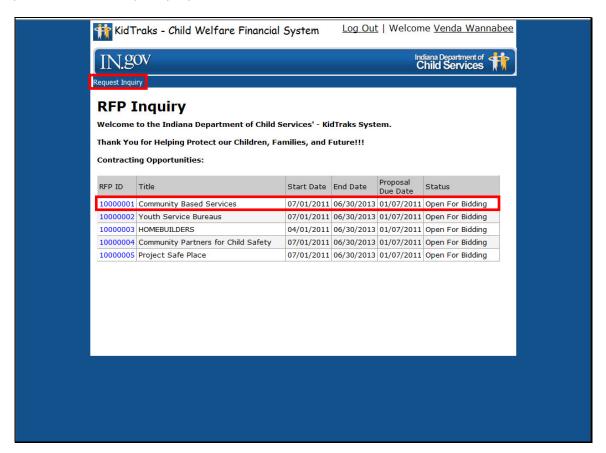
Upon successful submission of a proposal, the following *Action Result* message will appear. Click on the *OK* button.



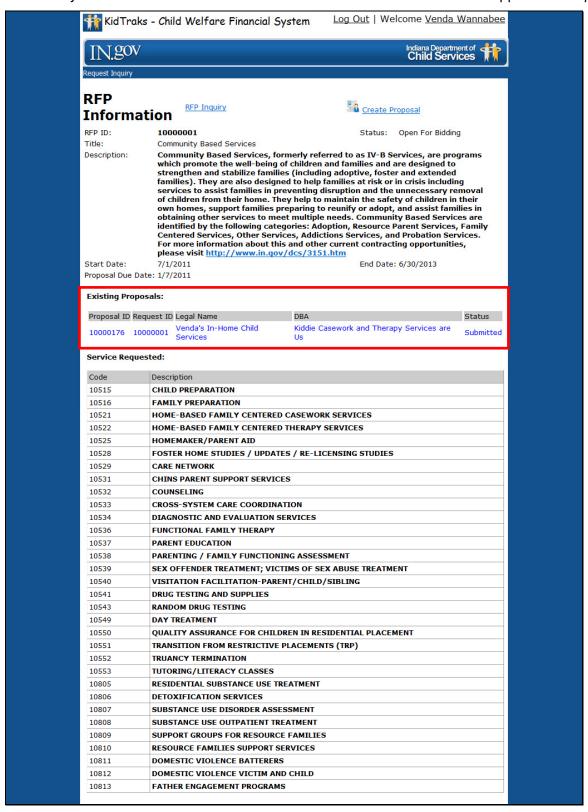
5.4 REVIEW PROPOSAL SUBMISSION(S)

To review your submitted proposal(s), simply return to the *RFP Inquiry Page* by clicking on the *Request Inquiry* link found throughout the KidTraks RFP Web site. Next, click on the *RFP ID* that corresponds with the RFP proposal you wish to review.

Note: It is possible to review your proposal both before and after submission.

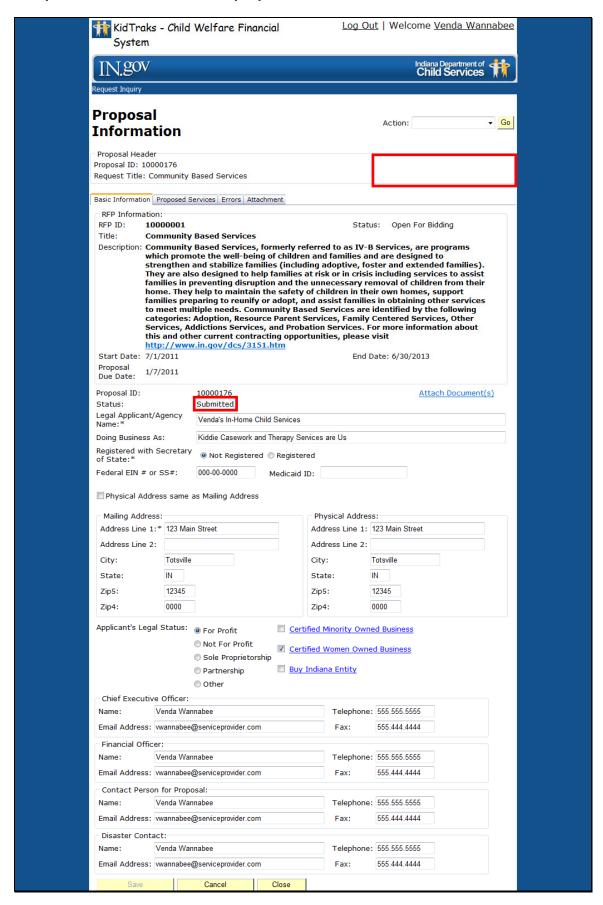


Once transferred to the *RFP Information Page*, you will find an *Existing Proposals Section*. If your proposal has been successfully submitted it will be reflected in the Status column. Click on the applicable *Proposal ID*.



When a proposal has been submitted and then accessed for review, the *Eligible to Submit* icon is no longer visible in the *Proposal Header* on the *Proposal Information Page*, and the status of the proposal on the *Basic Information* form is listed as *Submitted* rather than *Open*.

Note: It is not possible to edit or delete a proposal once it has been submitted.

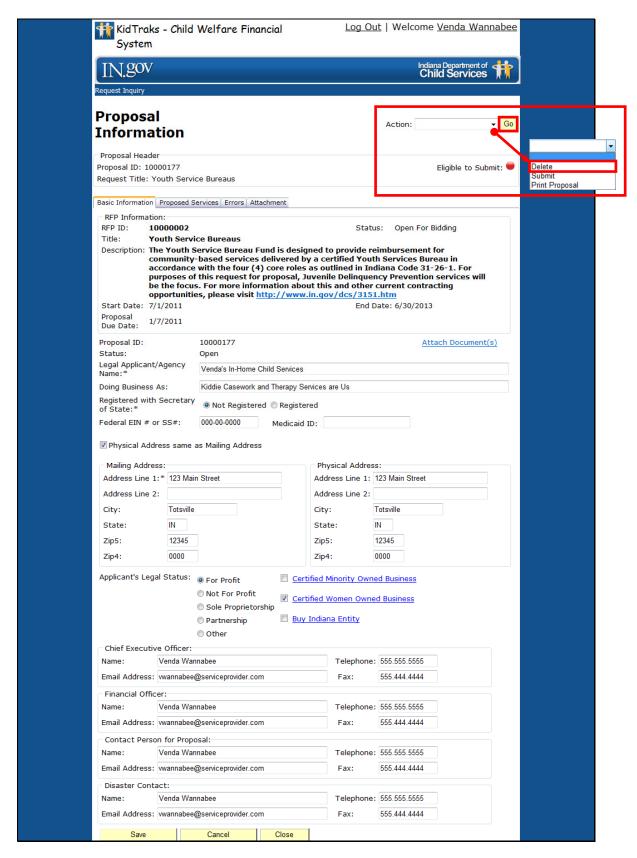


6.0 DELETING PROPOSALS

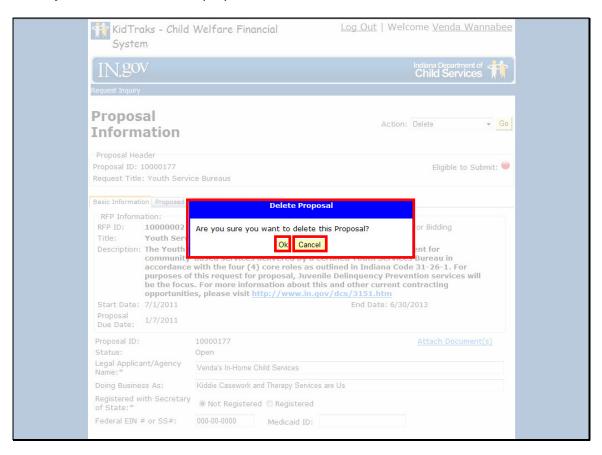
Note: It is not possible to edit or delete a proposal once it has been successfully submitted.

Should you decide you don't want to submit a proposal for the selected RFP or should you wish to start the online proposal process from the beginning, select the *Delete* option from the *Action* dropdown list as demonstrated below. Next, click on the *Go* button.

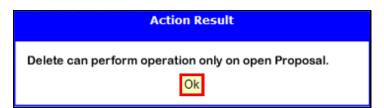
Note: The *Action* dropdown list is available from any of the sections (tabs) located on the *Proposal Information Page*.



Upon selection of the *Go* button, the following *Delete Proposal* message appears and requests that you verify your intent to delete the selected proposal. Click on the *OK* button if you wish to continue with the proposal deletion. Should you wish to cancel the proposal deletion, click on the *Cancel* button.



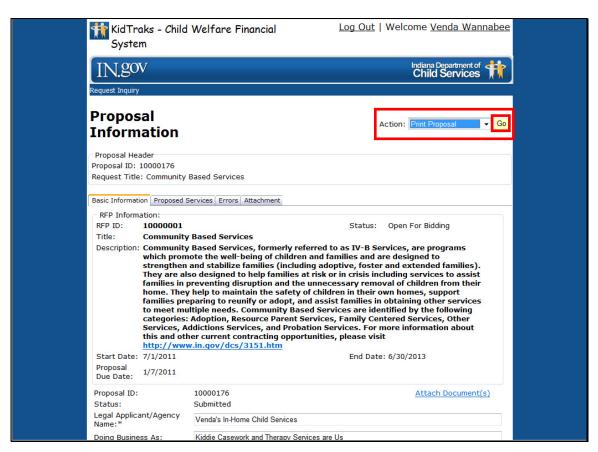
Were you to try to delete a proposal which had already been successfully submitted, the below *Action Result* error message would be displayed. To exit from the *Action Result* message, click on the *OK* button.



7.0 PRINTING PROPOSALS

To print a proposal (submitted or open), select the *Print Proposal* option from the *Action* dropdown list as demonstrated below. Next, click on the *Go* button.

Note: The *Action* dropdown list is available from any of the sections (tabs) located on the *Proposal Information Page*.



Clicking on the *Go* button will launch a separate Internet Explorer window providing the selected proposal in its entirety depicted in Adobe Acrobat for printing.

8.0 TIPS AND TRICKS

- This guide is best viewed in the screen resolutions of 1024 x 768 or 800 x 600.
- Those vendors using IE browsers which include the "Compatibility View" feature should have it deselected when viewing KidTraks sites.
- Some of the pages in this guide are legal size (8.5"x14") rather than letter size (8.5"x11) in order to accommodate the graphics.
- For new users requesting authorization, please check your spam folder for password emails. Confirmation emails are sent out immediately upon registration submission.
- Do Not use the browser Back button to return to previously viewed pages!
- If you navigate away from the *Proposal Information Page* forms prior to clicking on the *Save* button, all entries will be lost.
- All listed components for a given *Service Standard* should have entries in their corresponding proposed rates fields. Also, should a prospective vendor wish to *not* submit a rate bid for a given component, the field should be left blank.
- Service Code refers to the number assigned to a Service Standard.
- Component Code refers to the number assigned to a Component (Business Unit).
- Both Service Codes and Component Codes are used in the billing for services and will appear in Attachment A if a contract is entered into.
- A Service Narrative is required for each Service Standard proposed.
- The application must be signed and uploaded as an attachment.
- Please refer to your RFP to clarify which document attachments are required for submission completion.
- When uploading attachments, file formats are restricted to Word documents (.doc), Excel documents (.xls), and Adobe Acrobat documents (.pdf).
- When naming document attachments and entering their descriptions, please be as descriptive as possible.
- If an applicant elects to delete an open proposal, the entire proposal will be deleted. Only open proposals may be deleted or edited.
- Only completed proposals will qualify for submission.
- Proposals can be edited after they have been saved. They can not be edited after they have been submitted.
- The option to Print Proposal is available at any time in the process.

The Department of Child Services (DCS) has legal limitations in answering questions regarding the RFP process. All questions/inquiries regarding an RFP should have been submitted in writing by the deadline listed in the RFP. To access a list of responses to submitted questions please refer to the DCS Web site. Only answers posted on the DCS Web site, (http://www.in.gov/dcs/3153.htm), will be considered official and valid by the State. Inquiries are not to be directed to any staff member of DCS. Such action may disqualify the respondent from further consideration for a contract resulting from an RFP. However, for questions regarding technical issues with the online application, please email childwelfareplan@dcs.in.gov.