



INDIANA DEPARTMENT OF CHILD SERVICES

Request for Proposal [RFP #10000190]

**Solicitation For:
Community Based Services**

**Response Due Date:
December 11, 2024 by 3:00 PM EST**

Indiana Department of Child Services
DCS Child Welfare Services
302 W. Washington St., Room E306
Indianapolis, Indiana 46204

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SECTION ONE GENERAL INFORMATION AND REQUESTED SERVICES

1.1 INTRODUCTION

In accordance with Indiana statute, IC 5-22, the Indiana Department of Child Services (DCS), requires community based services for the DCS Child Welfare Services Division in all 18 regions and 92 counties. It is the intent of DCS to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the DCS website (<https://www.in.gov/dcs/current-requests-for-proposals>) for downloading. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

DCS	Department of Child Service
Education Programs and Vocational Training	Training designed to build a youth's skills for a specific trade, vocation, or career through classes or on-site training. Employment programs include a youth's participation in an apprenticeship, internship, or summer employment program and do not include summer or after-school jobs secured by the youth alone. Vocational training includes a youth's participation in vocational or trade programs and the receipt of training in occupational classes for such skills as cosmetology, auto mechanics, building trades, nursing, computer science, etc.
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
IAC	Indiana Administrative Code
IC	Indiana Code
Implementation	The successful implementation of Healthy Family Administrative Services at the Indiana Government Center as specified in the contract resulting from this RFP
Installation	The delivery and physical setup of products or services requested in this RFP

Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 1) The judicial branch 2) The legislative branch 3) A political subdivision (includes towns, cities, local governments, etc.) 4) A state educational institution
Products	Tangible goods or manufactured items as specified in this RFP
Proposal	An offer as defined in IC 5-22-2-17
Provider Representative	Respondent's point of contact for awarded contract from this RFP. The identified staff member should have responsibilities that include but are not limited to submission of timely and accurate deliverables and reports, submission of invoices, management of project to ensure all specified tasks and activities are completed in an accurate and timely manner. Also, the assignment and supervision of staff participation in all conference calls on and off site. This employee will meet with NYTD Coordinator
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "state agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government
Total Bid Amount	N/A – this contract is zero based
Vendor	Any successful respondent selected as a result of the procurement process to deliver the products or services requested by this RFP
VSC	Valuable Scope Contribution – A business function that supports the scope of this solicitation
Youth Career Training	Services provided that meet the employment program and vocational training service element

Award Recommendation	Indiana Department of Child Services' summary to the agency being supported, typically in letter format, of the solicitation and suggestion on respondent selection for the purposes of beginning contract negotiations.
IAC	Indiana Administrative Code
IC	Indiana Code
Contract Award	The acceptance of Indiana Department of Child Services' Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.
VSC	Valuable Scope Contribution – A business function that supports the scope of this solicitation
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
Implementation	The successful implementation of Healthy Family Indiana Services as specified in the contract resulting from this RFP
Installation	The delivery and physical setup of products or services requested in this RFP
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 5) The judicial branch 6) The legislative branch 7) A political subdivision (includes towns, cities, local governments, etc.) 8) A State educational institution
Products	Tangible goods or manufactured items as specified in this RFP
Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP

State	The State of Indiana
State Agency	As defined in IC 4-13-1, “State Agency” means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of State government
Vendor	Any entity or person who does business with the State and is registered as same.

1.3 PURPOSE OF THE RFP

The purpose of this solicitation is to select a respondent that can satisfy the State’s need for the provision of a comprehensive array of child welfare services to all 18 regions and the corresponding local offices in the state. It is the intent of DCS to contract with a respondent that provides quality community based services in accordance to the DCS Service Standards (Attachment A).

1.4 SUMMARY SCOPE OF WORK

Contractors chosen will be expected to provide Community Based Services in a manner that is consistent with the Principles of Child Welfare Services (Attachment G). These specifications include but are not limited to: length, quality and type of services, qualifications of staff, documentation requirements, and program reports and evaluation.

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested services	This section provides an overview of the RFP, definitions, general timelines for the process, and a summary of Community Based Services being solicited by the Indiana Department of Child Services via this RFP
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Template, Technical Template, and a Cost Proposal
Section 3 – Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate respondents’ proposals
Boilerplate	

KidTraks User Guide	User Guide on how to navigate KidTraks for RFP response submission.
Attachment A - Community Based Service Standards	Document describing how services are to be administered, the eligibility requirements and how services are to be managed.
Attachment B – Rate Sheet	Current rates provided for each service included in this RFP
Attachment C – Sample Contract	Sample only of contract to be used for this RFP when awarded
Attachment D - Business Proposal Template	Use template to answer questions. One per proposal
Attachment E - Technical Proposal Template	Use template to answer questions. One per proposal
Attachment F - Question & Answer Template	Respondents must officially submit all question pertaining to the RFP on this template.
Attachment G - Principles of Child Welfare Services	For your information. A signed application certifies agreement to adhere to the Principles of Child Welfare Services
Attachment H - Assurances	For your information. A signed executive letter certifies these Assurances
Attachment I – Disaster Plan Template	Document required for submission for each provider
Attachment J – Reporting Forms	Monthly and Individual Reporting Form template to be used to report services to DCS
Attachment K – D&E Worksheet	For bidders proposing for Diagnostic and Evaluation Services, confirm which D&E services can be provided
Attachment L – Clinical Interview and Assessment Report	Reporting template for Clinical Interview and Assessment
Attachment M – Federal Selected Disallowed Expenses	For your information. Expenses that are not allowed.
Attachment N – Specialized Service standard template	For those proposing for a Specialized Service, complete and upload as an attachment in KidTraks proposal
Attachment O – Budget Worksheet	For those proposing for a Specialized Service, complete and upload as an attachment in KidTraks proposal
Attachment P – Optional Exhibit 1	Optional form to collect and track required Background Check information

1.6 PRE-PROPOSAL CONFERENCE

DCS will host a pre-proposal conference virtually via Microsoft Teams, Announcement of any changes to the pre-proposal conference location, date or time will be posted on the DCS website: <https://www.in.gov/dcs/current-requests-for-proposals/>. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State. Attendance at this conference is optional and not a prerequisite to submission of an RFP response.

1.7 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time** on Questions/Inquiries may be submitted in **Attachment F, Q&A Template**, via email to ChildWelfarePlan@dcs.in.gov and must be received by the time and date indicated above.

The subject line of the email submission must clearly state the following: “RFP 10000190 Questions/Inquiries – [Insert Respondent’s Name]”.

Following the question/inquiry due date the DCS Procurement Division Manager will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the DCS website according to the RFP timetable established in Section 1.21. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the DCS website will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of Department of Child Services Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the DCS website. If such addenda issuance is necessary, the Services Division – Older Youth Initiatives may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.8 DUE DATE FOR PROPOSALS

All proposals including attachments must be entered and submitted within the KidTraks system no later than **3:00 p.m. Eastern Time** on **December 11, 2024**. No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

Any proposal not submitted electronically by the date and time specified in Section 1.21 Summary of Milestones will NOT be considered.

1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format consistent with the submittal of the original response, acceptable to the Indiana Department of Child Services and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Indiana Department of Child Services will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Indiana Department of Child Services after the exact hour and date specified for receipt of proposals will not be considered.

1.10 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose.

The Child Welfare Services Division – will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in **Attachment C**. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.10 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.11 BEST AND FINAL OFFER - SPECIALIZED SERVICES ONLY

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

1.12 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.13 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with multiple Respondent(s) to fulfill the requirements in this RFP.

The term of the contract shall be for a period of **[four] (4)** years from the date of contract execution. There may be **[One] (1)** two-year renewals for a total of **[six] (6)** years at the State's option.

1.14 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq., and, after the contract award, the entire solicitation file will be posted on the IDOA website and may be viewed and copied by any member of the public, including news agencies and competitors. The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA must indicate so per Attachment J which specific provision applies to which specific part of the response.

Please note citing "Confidential" on an entire section is not sufficient or acceptable.

The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- 18-INF-06; Redaction of Public Procurement Documents Informal Inquiry

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance.

1.15 TAXES

Proposals should not include any tax from which the State is exempt.

1.16 PROCUREMENT DIVISION REGISTRATION

In order to submit a proposal, Respondents must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm.

1.17 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.18 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory, or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.19 AMERICAN WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.20 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the

evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team’s findings.

Key RFP Dates

Activity	Date
Issue of RFP	Sept. 30, 2024
Pre-Proposal Conference	Oct. 22, 2024 1:00 PM EDT Virtual Meeting Link
Deadline to Submit Written Questions	Oct. 31, 2024 by 3:00 PM EDT
Response to Written Questions/RFP Amendments	Nov. 13, 2024
Submission of Proposals	Dec. 11, 2024 by 3:00 PM Eastern Time
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	Dec. 2024 – Feb. 2025
Proposal Discussions/Clarifications (if necessary)	Feb. 2025
Notification of Awards	Feb. 2025
Preparation of Contracts	Mar. – June 2025
Contract Start Date	July 1, 2025

1.21 CONFLICT OF INTEREST

Any person, firm or entity that assisted with and/or participated in the preparation of this RFP document is prohibited from submitting a proposal to this specific RFP. For the purposes of this RFP “person” means a state officer, employee, special state appointee, or any individual or entity working with or advising the State or involved in the preparation of this RFP proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

1.22 PROTEST POLICY

The State’s procurement protest policy can be found in the State’s **Procurement Protest Policy** located at <https://www.in.gov/dcs/files/GA-20-Procurement-Bid-Protests.pdf>. Per the policy, there are two periods of protest allowable for the RFP:

- Specifications Protest - written letter of protest regarding inadequate, unduly restrictive, or ambiguous requirements or specifications must be received by DCS by the close

of business not less than ten (10) business days (as defined by the State work calendar) prior to the proposal due date.

- Award Recommendation Letter Protest - written letter of protest regarding the procurement methods and/or procedures used during the procurement process must be received by DCS by the close of business within five (5) business days (as defined by the State work calendar) after the date of the Award Recommendation Letter.

Additional details as to the required content in the letter and the steps involved in a protest can be found in the **Procurement Protest Policy**.

SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent's proposal.
- **Executive Summary Letter:** The transmittal letter must be in the form of a letter and address each component under Section 2.2.
- **Business Proposal:** The business proposal template, **Attachment D** must be organized under the specific section title as listed in the RFP.
- **Technical Proposal:** The technical proposal template, **Attachment E** must be organized under the specific section titles as listed in the RFP.
- **D&E Worksheet:** Respondents bidding for Diagnostic and Evaluation Services must complete this document to indicate which of the Diagnostic and Evaluation group of services you are able to provide.
- Each item, i.e., Executive Summary Letter, Business Proposal Template, Technical Proposal Template, etc., must be separate standalone electronic files uploaded to KidTraks.
- Whenever possible, please submit all attachments in their original format.
- Confidential Information must also be clearly marked on any files uploaded with the RFP response.

2.2 EXECUTIVE SUMMARY LETTER

The Executive Summary must address the following topics except those specifically identified as "optional."

2.2.1 Summary of Ability and Desire to Supply the Required Products or Services

The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section 2.4 of this solicitation.

2.2.2 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Executive Summary. In the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone, and e-mail address, if that contact is different than the individual authorized for signature.

2.2.3 Respondent Notification

Unless otherwise indicated in the Executive Summary, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor/respondent addresses.

2.2.4 Secretary of State

The Respondent shall indicate their status with respect to the Office of the Indiana Secretary of State.

2.2.5 Assurances

The Respondent shall indicate that they have read, understood and agree to the assurances contained within Attachment H.

2.2.6 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional." **The Business Proposal Template is Attachment D**

2.3.1 Respondent Business Information

Each Respondent must enter your company's general information including contact information.

2.3.2 General

This optional section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Each Respondent must list and provide documentation of all applicable accreditations, certifications and affiliations. All items for this section response should be in one PDF and loaded to the Supporting Documentation of Accreditation, Partnership, or Affiliation section of this RFP.

2.3.3 Respondent's Company Structure and Financial Information

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.4 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any

responsibilities in responding to this RFP or in completing the commitments documented in the proposal.

2.3.5 Experience Serving State Governments or Similar Clients

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

2.3.6 Business Capacity and Risk

Respondent will discuss their company's technology and process for securing any State information that is maintained by your company.

Respondent will provide a copy of their current formal disaster recovery plan if available. If no plan is available provide any alternative solution your company has to offer.

Respondent will confirm if the company has any current pending litigation regarding contract disputes.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email

notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and location(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder. Problems or questions concerning the registration process, or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.9 References

The Respondent must include a list of at least three (3) professional references for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. Information provided should include the name, address, and telephone number of a person who may be contacted for further information.

2.3.10 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in **Attachment C**. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in **Attachment C**.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section, please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms, please include them in this section. To reiterate it is the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Duties of Contractor, Rate of Pay, and Term of Contract
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Provision and Certification
- Employment Eligibility
- Funding Cancellation
- Governing Laws
- Indemnification
- Information Technology
- Non-Discrimination Clause
- Ownership of Documents and Materials
- Payments
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract.

2.3.11 Respondent's Diversity, Equity and Inclusion Information

With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the State. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondent's Executive Staff and Board Members, if applicable.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described below. Every point made in this section must be addressed in the order given. The same outline must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State. **The Technical Proposal Template is Attachment E.**

2.4.1 Respondents will confirm that they understand expectations regarding review and acceptance of referrals as outlined in the RFP and service standards. Respondents will confirm they understand the process to initiate services including key positions that ensure the initiation timeframes of the referrals as outlined in the Community Based Service Standards, **Attachment A.**

- 2.4.2 Respondent will confirm that they understand the expectations regarding initiation timelines.
- 2.4.3 Respondent will describe how they will create and promote a culture of diversity, equity, and inclusion within their agency and in their work with families. Response should include their plan to continue to grow in this area.
- 2.4.4 Respondent will describe how they will determine the client's level of need for the proposed service being requested.
- 2.4.5 Respondent will identify the Evidence Based Models utilized by their agency for each service being provided, and explain how those EBMs are used. If no Evidence Based Models are used, respondent will describe the programs, curricula, and models used.
- 2.4.6 Respondent will describe how they monitor staff training, qualifications, and caseload sizes for each service proposed.
- 2.4.7 Respondent will describe plans in place and tools used to log supervision and track employee performance.
- 2.4.8 Respondent will review the posted Rate Sheet and confirm agreement.
- 2.4.9 Respondent will identify each service they are bidding for by responding 'X' in the box to the right of that service listed, then list counties able to serve in the box on the far right.
- 2.4.10 Respondent will list each physical office location on a separate line.
- 2.4.11 Respondent will explain the anticipated number of employees in each location, and how many clients or families the respondent anticipates each employee can serve. Consider service standard expectations, availability (full or part time), how many services the employee will be providing, and allow for administrative and travel time.
- 2.4.12 Respondents should explain how they can meet demographic and geographical needs in each community you wish to serve. Those who do not have a physical location in an area they wish to serve will explain how they plan to successfully meet the needs of families in these areas.

SECTION THREE PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Director of the Indiana Department of Child Services or their designee will, in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
- 3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price if applicable.
- 3.1.3 Based on the results of this evaluation, the qualifying proposals determined to be the most advantageous to the State independently by county, taking into account all of the evaluation factors, may be selected by the Department of Child Services for further action, such as contract negotiations. If, however, the Department of Child Services decides that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, the Department of Child Services may begin contract preparation with the next qualified Respondent(s) or determine that no such alternate proposal exists.

3.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 100). Negative points may be assigned in the cost score. If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded, and the responses will be evaluated and scored without taking into account such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (MAQ) (Business and Technical Proposal)	100 available points
Total	100

All proposals will be evaluated using the following approach.

Step 1

In this step, proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 (MAQ).. All proposals will be ranked on the basis of their combined scores for Criteria 2 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second “short list”.

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions which lead to changes in the technical proposal for the short-listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

3.2.1 Adherence to Requirements – **Pass/Fail**

Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

3.2.2 Management Assessment / Quality – **100** available points