

Response to: Request for Proposal 22-69735 Operational Verification & Validation Services

Presented to:

State of Indiana

**The Indiana Family and Social Services Administration
(FSSA), Division of Family Resources (DFR)**

Submitted by:

First Data Government Solutions, LP (FDGS)

Ryan Kelsey, Sales Executive

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February 9, 2022

EXECUTIVE SUMMARY

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Executive Summary	
RFP Subject	Operational Verification & Validation Services for the State of Indiana Indiana Family and Social Services Administration (FSSA), Division of Family Resources (DFR)
Event ID	Request for Proposal 22-69735
Vendor Name	First Data Government Solutions, LP
Business Address	255 Fiserv Drive Brookfield, WI 53045
Tax ID (EIN)	58-2582959
Opening Date	Pt. 1: February 9, 2022
Opening Time	3:00 p.m. ET

Executive Summary

Teresa Deaton, Strategic Sourcing Analyst
Indiana Department of Administration
Procurement Division
402 W Washington St, Room W468
Indianapolis IN 46204

Shane McCullough, Director of Pricing
255 Fiserv Drive
Brookfield WI 53045

February 4, 2022

Dear Ms. Deaton:

First Data Government Solutions, LP (FDGS) is pleased to submit our proposal in response to the Request for Proposal 22-69735 to provide Operational Verification and Validation (OV&V) to the Division of Family Resources (DFR). We are confident that the State's evaluators will find our proposal fully compliant with the requirements outlined in the RFP. FDGS is confident that this proposal, based on our current OV&V work for DFR, provides the best solution and the best value for the continued delivery of OV&V services.

FDGS has the ability and desire to continue providing OV&V services. Since 1990, FDGS has supported program management, project management, system development and operations across the Indiana Health and Human Services landscape. Our proven OV&V methodology is based on industry standards, a thorough understanding of integrated eligibility systems and unparalleled health and human services program experience. Our knowledge of DFR and our relationships with the staff and vendors who support the DFR projects are invaluable in sustaining the level of service you have come to expect. Selecting the FDGS Team is the best choice to prevent a disruption in OV&V services and mitigate any possible risk to DFR.

Many firms claim to perform well with their government clients in terms of:

- A. Operations Verification and Validation (OV&V)
- B. Quality Assurance
- C. Project Management Services

FDGS performs distinctly in two key areas that make 100% of the difference for the Indiana Division of Family Resources:

1. FDGS is delivering for your team today as proof in both pre and mid-pandemic environments. Head-to-head, our team responds differently than others.
2. Key experience under these battle conditions leverages our expertise for innovations and improvement in today's activities and reporting. Do not miss a beat. Hit the ground

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running in the next cycle of your contract versus investing valuable time and resources into transitions, orientations, and reviews.

FDGS has a Proven Approach Tailored to the Needs of DFR

Our approach to OV&V services applies a consistent and disciplined approach emphasizing independence, objectivity, and the use of a methodology that is proven, rigorous, and based on industry standards. This approach allows FDGS to effectively evaluate and assess vendor project management teams, plans, processes, procedures, controls and the resulting outcomes/products. The FDGS OV&V tools and approach are continuously improving based on lessons learned in the State of Indiana and across our national consulting practice.

We recognize the critical importance of OV&V services. By utilizing our proven OV&V methodology we will help DFR overcome these challenges by:

- ***Leveraging Indiana OV&V experience:*** FDGS has proven experience in providing OV&V services to Indiana. The FDGS Team provides an unmatched understanding of the risks, issues, and mitigation strategies associated with complex implementations in health and human services agencies.
- ***Focusing on high-value, high-risk areas of the project:*** OV&V requires discipline and focused attention. Our OV&V approach identifies risks, provides analysis and offers specific recommendations that DFR and vendors can use to take corrective action and prevent future recurrence.
- ***Deep understanding of the business:*** Projects such as the DFR Project are more than just operational projects. They affect the business processes, policy, procedures and operations of the delivery of critical services to citizens. Our consultants have deep and personal experience with these programs and truly understand the associated issues and challenges.

FDGS Has the Experienced Project Team to Deliver “Day 1” Value

FDGS will deliver a team of OV&V professionals with a proven ability to get the job done. Our Team is led by a skilled Project Manager supported by highly skilled team managers and members. The FDGS OV&V Project Team represents a powerful lineup committed to providing a cost-effective OV&V solution for DFR. Our staff credentials are detailed in Section 11.1: Project Staffing within the Technical Proposal. Specifically, FDGS offers:

- A team that includes consultants currently performing OV&V for DFR.
- Consultants with extensive experience and knowledge of DFR.
- Consultants with the established State and vendor relationships which facilitate making sure the right people have the right information at the right time.
- Team that will continue intact for DFR. This removes any risk during vendor transition and protects long won institutional knowledge for DFR.

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Our proposal offers DFR a unique combination of hands-on and Indiana-specific experience, robust OV&V methods and tools, and a deep understanding of health and human services programs. Based on our extensive relevant experience, we offer the best value and lowest risk to support the ongoing DFR efforts. Our knowledge of State operations and our commitment to excellence in delivery will allow DFR to achieve its vision.

FDGS welcomes the opportunity to discuss our proposal should there be any questions that may arise.

The principal contact for this proposal will be:

Ryan Kelsey, Account Executive
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Arlington Heights IL 60004
Ph: (312) 907-4823
Ryan.kelsey@fiserv.com

First Data Government Solutions, LP is registered with the Office of the Indiana Secretary of State.

We are well-prepared to compete for this opportunity.

Respectfully,



Shane McCullough
Authorized Signer