

Response to: Request for Proposal 23-72023

Operational Verification and Validation Services (OV&V)

Presented to:

State of Indiana

The Indiana Family and Social Services Administration
(FSSA), **Office of Medicaid Policy and Planning (OMPP)**

Submitted by:

First Data Government Solutions, LP (FDGS)

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August 12, 2022

EXECUTIVE SUMMARY

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Executive Summary

Teresa Deaton-Reese, CPPB, CPPO, Procurement Consultant
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Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

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

August 12, 2022

Dear Ms. Deaton-Reese:

First Data Government Solutions, LP (FDGS) is pleased to submit our proposal in response to the request to provide Operational Verification and Validation (OV&V) Services to The Family and Social Services Administration (FSSA), Offices of Medicaid Policy and Planning (OMPP).

Based on our current OV&V work, we are confident that the State's evaluators will find our proposal to be:

- Fully compliant with the requirements outlined in the RFP
- The best solution and best value for the continued delivery of OV&V services to you and your clients

FDGS has both the ability and desire to continue providing OV&V services. For over 14 years, 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 and our relationships with both staff and vendors who support the projects are invaluable in sustaining the level of service excellence you have come to expect. Selecting the FDGS Team assures you will continue operating at the highest level without the risk of any interruption to staff or to your clients.

FDGS performs distinctly in two areas that make 100% of the difference for the Indiana Office of Medicaid Policy and Planning (OMPP):

- FDGS is already delivering for your team today. Our capabilities are proven in both pre- and mid-pandemic environments. Head-to-head, our team responds more effectively than others

- Key experience under these battle-tested conditions leverages our expertise for innovations and improvement in today's activities and reporting. Do not miss a beat. Hit the ground running in the next cycle of your contract versus investing valuable time and resources into transitions, orientations, training and reviews

FDGS has a Proven Approach Tailored to the Needs of OMPP

Our 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 and 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 to you and your clients. The many programs that are administered by OMPP demand a partner of the highest caliber who embraces your clients and responsibilities with the same diligence.

We know firsthand the unique challenges OMPP experiences, such as the hidden risks within the projects. This FDGS Team, which you know well, will remain in place to see your initiatives through to their successful completion 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 OMPP and vendors can use to take corrective action and prevent future recurrence.
- ***Our deep understanding of the business:*** Projects such as the OMPP 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 will deliver a team of OV&V professionals with a proven ability to get the job done. Our team is led by a highly seasoned Project Manager, Michael Simms, 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 OMPP. Our staff credentials are detailed in ***Section 9.1: Project Staffing within Attachment 1 – FDGS Technical Proposal***. Specifically, FDGS offers:

- A team that includes consultants currently performing OV&V for OMPP

- Consultants with extensive experience and knowledge of the unique and complex needs of OMPP
- Consultants with the established State and vendor relationships which assure the right people have the right information at the right time. Our strong communication skills assure day to day efficiency for OMPP staff
- Your existing team will continue intact for OMPP. This removes the considerable risk of vendor transition and protects valuable, long standing institutional knowledge for OMPP

Our proposal offers OMPP 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 OMPP efforts. Our knowledge of State operations and our commitment to excellence in delivery will allow OMPP to achieve its goals and objectives.

Our response will underscore our competencies and demonstrate FDGS's unique position as your trusted partner-proven and reliable-and best-suited to continue supporting you in your critical mission.

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

The principal contact for this proposal will be:

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FEIN	58-2582959
Type of Business	FDGS, LP Is a Limited Partnership of Fiserv Inc.
NAICS Code	541511

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

Respectfully,



Shane McCullough
Authorized Signer