

Learning and Development Services for the State of Indiana, Department of Administration

Executive Summary
Request for Proposal 24-77693
Due Date: January 23, 2024

Submitted by:
Conduent State Healthcare, LLC
100 Campus Drive, Suite 200E
Florham Park, NJ 07932

Portions of this proposal contain proprietary information, ideas, know-how, concepts, processes, and trade secrets that are the sole property of Conduent. Pages containing proprietary content are designated in the footer as “**Conduent Confidential Information**” and the specific content is identified with a light orange background, when only portions of the page are protected. If the entire page is considered Proprietary, the footer will read “**This entire page Conduent Confidential Information.**” The proprietary contents of this proposal are intended solely for use in the procurement process and may not be disclosed except to persons who are involved in the evaluation of the proposal or award of the contract. The contents may not be duplicated, used, or disclosed in whole or in part for any purpose except the procurement process. Release of Conduent proprietary, confidential, and trade secret information would place Conduent at a serious and irreparable competitive disadvantage in future procurements by providing competitors with information that Conduent maintains strictly confidential and which is unavailable to any third-party except under restrictions contained in a nondisclosure agreement or protections that cover this information under applicable law. If a third-party makes a request for disclosure of any of the contents of this proposal, please notify Conduent immediately so that Conduent will have an opportunity to provide assistance in protecting the proprietary contents of this proposal from unauthorized disclosure.

Table of Contents

2.2 Executive Summary [RFP 2.2]	2.2-1
---------------------------------------	-------

List of Figures

Figure 2.2-1. Our Nationwide Health and Human Service Experience.....	5
Figure 2.2-2. Industry Awards and Recognition	6
Figure 2.2-3. Our DFR Learning and Developmental Services Leadership Team,	7
Figure 2.2-4. Proven Training History.....	9

2.2 Executive Summary [RFP 2.2]

REQUIREMENT: RFP Section 2.2

2.2 Executive Summary

The Executive Summary must address the following topics except those specifically identified as "optional." The Executive Summary is to be attached to the Submission Form by the response due date and Eastern time.

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 One 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 or 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 Other Information

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

Conduent State Healthcare, LLC, the bidding entity for this proposal, has provided our Executive Summary in letter form attached to the Submission Form, which has been submitted by the response due date as required.

Our Executive Summary provides the Division of Family Resources (DFR) with an overview of our full proposal, includes a Summary of Our Ability and Desire to Supply the Required Products or Services and is signed by an Authorized Representative. We have provided all current contact information and will notify the Procurement Division of any changes. We also certify and provide proof that we are authorized to do business by the Secretary of State.

An Executive Summary and General Overview is provided as an introduction to both the Business Proposal and Technical Proposal. The Business Proposal utilizes the required template and provides a response to each topic along with attachments. The Technical Proposal is provided in the required template, Attachment F, with no changes to the order given.



Scott Cade
Vice President
Conduent State Healthcare, LLC
750 First Street, N.E.
Washington, DC 20002

Scott.cade@conduent.com
tel 914.449.7762

January 22, 2024

Ms. Teresa Deaton-Reese
Procurement Consultant
Indiana Department of Administration
Procurement Division
402 W. Washington Street
Indianapolis, IN 46204

RE: Request for Proposal 24-77693 for Learning and Development Services

Dear Ms. Deaton-Reese:

The mission of the Indiana Family and Social Services Administration and the Division of Family Resources is to compassionately serve a diverse community of Hoosiers by dismantling long-standing, persistent inequity through deliberate human services system improvement. No other program is so complex but reaches so many Hoosiers in need. While Indiana public assistance programs are essential to support your vision that all Hoosiers live in fully engaged communities and reach their greatest emotional, mental and physical well-being, in recent years they have been even more critical in the Hoosier heartland. For Conduent, being your partner in supporting your mission through the delivery of learning and developmental services has been a privilege.

We are proud of the long, productive, and collaborative relationship we have developed, and your trust in us supporting such critical needs is invaluable to us as a company. We have collaboratively worked together as your training program has evolved through many challenges and increased demand and we are eager to continue partnering with you into the future.

Our shared vision of excellence, core values and commitment to engaging and effective continuous education is forefront in our proposal prepared by our experienced and passionate team.

Ability and Desire to Provide Learning and Development Services

Conduent began our collaborative partnership with the State of Indiana 14 years ago as an Eligibility Services contractor to support Hoosiers in need. Since that time, we have delivered quality learning and developmental services to the State, your vendor partners, and our own staff, always with a focus on continuous improvement. Consistently and quickly responding to DFR needs - we've never not been able to provide a requested class, even during the Public Health Emergency - demonstrates our flexibility and ability to adapt training content and delivery to rapidly respond to changes and challenges so that all staff have the appropriate training, knowledge, and competency to assist Hoosiers in applying for and receiving benefits. Our unwavering commitment to DFR, the quality of our services and the success of learners, remains a constant and will continue throughout the term of the new contract and beyond.

Conduent is proud to support DFR and our fellow Hoosiers by delivering high quality, engaging and effective learning and development services for Indiana DFR's Eligibility Operation. Our highly experienced team works collaboratively with you each day, is committed to and takes great pride in, supporting DFR as we understand the importance of the work we perform and how it impacts Hoosiers accessing the critical benefits they need. This team is focused on the continued success of learners and equipping them with the knowledge, skills and competency to support their fellow Hoosiers.

Understanding of Indiana Public Assistance Programs

Our customers benefit from our experience supporting state health and human services programs, advancing access to public assistance programs, and helping individuals and families with eligibility and enrollment services, understanding, applying for and receiving benefits over a span of five decades. We bring a unique combination of relevant training expertise gained from supporting multiple programs of similar size and scope as well as direct our experience supporting DFR.

Training becomes more efficient when the trainers have the hands-on experience, which is why all of our Learning and Development (LD) Specialists have previously been in the Eligibility Specialist (ES) role. Our LD Specialists conduct skills, technical, management and staff development training courses and all have extensive knowledge of Indiana's public assistance programs including policy and guidelines, gained from their direct work as a former Eligibility Specialists and from our training program. They are passionate about the work they do and committed to the success of their classes and graduates. We've had learners graduate from training producing quality work from day one.

Throughout our proposal response, we cite projects that demonstrate our experience in developing and delivering training services for large-scale, mission critical programs

such as DFR. In our technical proposal, we spotlight several of our LD Specialists and provide a view into why they are passionate about the work they do.

Conduent Overview

Conduent State Healthcare, LLC is a subsidiary of Conduent Incorporated, a publicly traded corporation (NYSE: CNDT) with approximately \$3.9 billion in annual revenue and 59,000 employees. As an industry-recognized top training services provider, Conduent brings the financial strength, capacity, and capability to provide the Learning and Development Services and meet all of the requirements of the RFP throughout the term of the contract.

Our Extensive Experience

The references we include in our proposal can attest to our strong record of performance, flexibility, dependability, and innovative focus. Most importantly, they will confirm that Conduent is a trusted partner that is passionate about the mission and success of our government customers. We've included relevant project information for our references as well as success stories. Figure 2.2-1. Our Nationwide Health and Human Service Experience depicts our support of government customers.

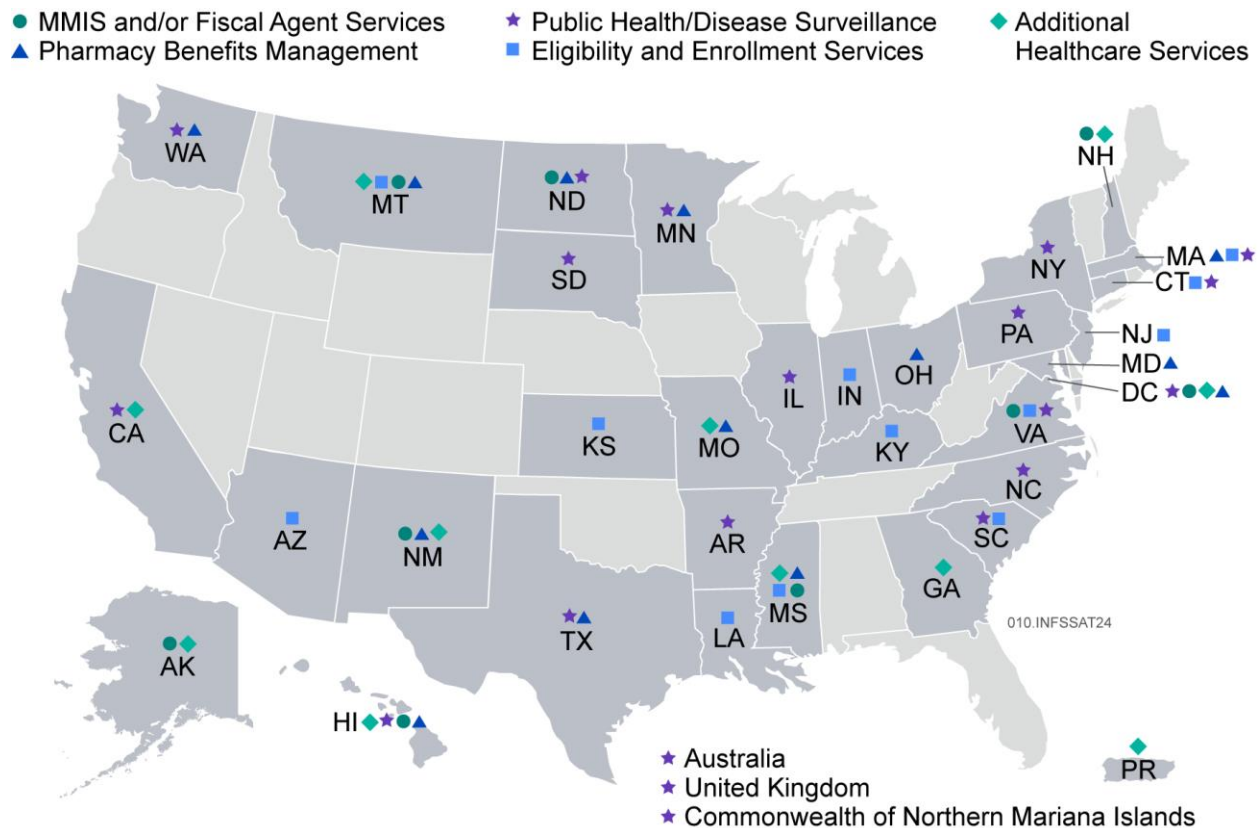


Figure 2.2-1. Our Nationwide Health and Human Service Experience.
Supporting state health and human services programs around the nation provides valuable experience

Commitment to Diversity, Equity, and Inclusion

Recognized by *Forbes* for the past three years as one of the Top 500 Companies for Diversity, we support and align with the State's prioritization of diversity, equity, and inclusion as part of our core values. We promote an inclusive and engaging culture where our employees can thrive.



Figure 2.2-2. Industry Awards and Recognition.
Conduent is recognized for our commitment to DE&I

Our Proven Approach

Our approach for DFR centers around our experienced team, including our important MBE and WBE subcontracting partners that are exclusively supporting Conduent for this engagement, which affords DFR peace-of-mind with no disruption of training services. We provide highly experienced and qualified trainers that understand the eligibility operation in its entirety as former Eligibility Specialists. Our carefully developed and documented processes have been defined specifically for and collaboratively with DFR and will be updated to support changes based upon the RFP requirements. For enhanced quality, performance tracking and reporting capabilities, we bring new tools that have proven successful on similar state projects.

The Conduent Team

DFR benefits from the more than 400 combined years of experience our team has working directly with you. We additionally bring our experience supporting many other state health and human services programs and have included examples of successes in those states that we offer you.

Our team leverages their extensive DFR program knowledge, content development expertise, adult learning and training instruction strategies, quality assurance experience as well as their experience gained through delivering effective and measurable training to more than 7,700 graduates over the past five contract years.

Working closely with our subcontracting partners and the State, we will continue to develop and maintain your customized training curriculum for each role including training for new hires as well as refresher, upskilling, and ongoing training for existing staff. Learners will continue to receive effective and supportive instructor-led training both virtually and in-person so that they are equipped with the knowledge and skills to competently guide Hoosiers through the eligibility process and provide timely and accurate information.

Our flexible and knowledgeable team has allowed us to consistently provide the sufficient number of trainers and other staff to deliver all requested classes and curriculum in a timely manner. Figure 2.2-3 Our DFR Learning and Development Services Leadership team provides an organizational chart of our leadership team including our subcontracting partners.

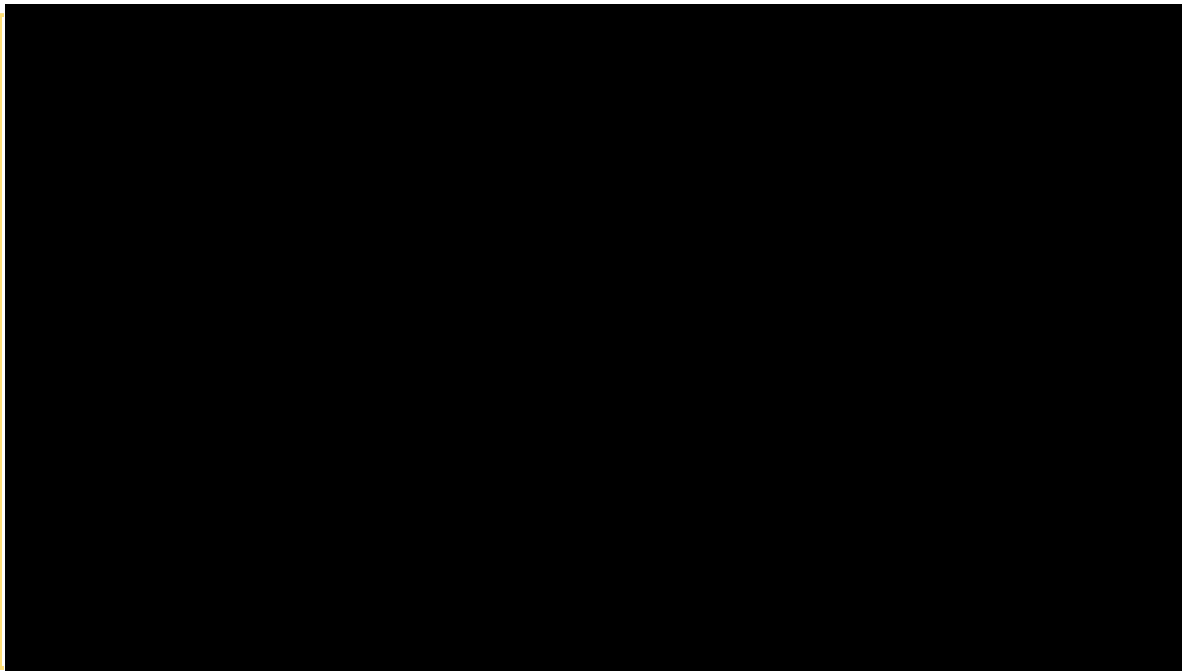


Figure 2.2-3. Our DFR Learning and Developmental Services Leadership Team.
Our highly experienced and responsive team

Our Valued Subcontracting Partners

Our commitment to diversity extends to our subcontractors. We recognize the value that small and diverse businesses bring to our engagements. For DFR, we've carefully selected our experienced Minority and Women's Business Enterprise subcontracting partners to perform a valuable and important role in the delivery of services.

Across our organization, we partner with minority-owned, women-owned, and veteran and service-disabled veteran business enterprises and has a rich history focused on including diverse suppliers in our operating model. As part of our solution, we are

pleased to have three diverse businesses with which we have a proven successful history. Each of these firms has been chosen because of their recognized expertise and leadership, proven record of performance and integral role as part of our team.



Enhanced Quality through New Tools

We appreciate the increased reporting requirements in the RFP. As learning and technology are constantly changing and understanding that we are using State-provided technology, we are enhancing our capabilities with tools that will be utilized by Conduent internally. We will leverage two tools that have proven successful in other state training projects to further enhance our reporting capabilities for tracking and quality, [REDACTED]. While these tools will not be installed on state workstations and will not interface with state systems or house any state data, we will additionally utilize these solutions to support our focus on continuous improvement.

Our Partnership with the Division of Family Resources

Together, we have navigated many changes and challenges including the Public Health Emergency and HIP 2.0, quickly and effectively responding to an increased demand for the number of our training classes, developing new curriculum to promote fast-paced and self-directed learning – all demonstrating our flexibility, collaborative nature, and proven partnership for the success of DFR and Hoosiers.

We are proud to say that since the beginning of our contract we have not missed a performance metric and we have fulfilled all classes requested by DFR. In fulfilling all class requirements DFR has requested since this contract award in 2018, Conduent has completed over 478 classes comprising of more than 7,700 graduated learners. During

this time Conduent doubled its annual capacity of training classes at the request of the DFR and successfully completed all of requested expansions on schedule.



Figure 2.2-4. Proven Training History.

Our flexibility and responsiveness to quickly adapt to changes and increasing volume supports readiness for future challenges

Why Conduent

As you review our proposal, we hope that you see the value in our experience and capabilities and are reminded of our proven history of collaboration and flexibility supporting DFR in training learners to be able to assist Hoosiers in applying for and receiving benefits. The work we do for you is important and we value the privilege and opportunity to support you. Throughout our proposal, we have included success stories and quotes from our staff that demonstrate how important this work is to our team. Other vendors may have convincing proposals that make promises of change and success, but we hope as you read, you are reminded of our unparalleled expertise, unwavering focus on quality and continuous improvement and our proven ability to provide engaging and effective learning and development services for DFR. Most of all, we want you to value our collaborative partnership and the continued commitment of our team in delivering results and competent learners that provide accurate and timely support to Hoosiers in need.

Our principal contact for this proposal and all related matters is:

[REDACTED]

We understand that Respondents will be notified via email and that it is our obligation to notify the Procurement Division of any changes to the information for the principal contact.

I certify that I am authorized to commit Conduent contractually to the Scope of Work in the RFP, the provisions of this proposal, and that the information offered in this proposal meets all general conditions including the information requested in RFP Section 2.3.4. In addition, Conduent State Healthcare, LLC is registered with the Indiana Secretary of State with Business ID #2001080300260.

The Conduent team is confident that our knowledge, experience, commitment, and passion for the work we do provides us the ability to deliver the required services that meet the requirements defined in the RFP and we acknowledge our desire and willingness to provide the requested services.

Sincerely,



Scott Cade