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| StateSeal.JPG | **RFP-19-095 – Long Term Care (LTC) Ombudsman Services – Attachment F - Technical Proposal** |
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| **Respondent:** |  |
| **Instructions:**Request for Proposal (RFP) 19-095 is a solicitation by the State of Indiana in which organizations are invited to compete for contract amongst other Respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments.Please review the requirements in Attachment H (Scope of Work) carefully. Please describe your relevant experience and explain how you propose to perform the work. For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities.Please use the yellow shaded fields to indicate your answers to the following questions. The yellow fields will automatically expand to accommodate content. Every attempt should be made to preserve the original format of this form. **A completed Technical Proposal (including both this Attachment F and Attachment G - Technical Proposal Supplement) is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness.** Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. |
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| **1** | **Section 2 – Program Overview**Provide an overview of your proposal. Demonstrate your understanding of the necessary requirements for the Long Term Care (LTC) Ombudsman Program as described in Section 2.2. Describe your plan to help achieve each of the goals of this RFP, as listed in Section 2.3. Describe your vision for the LTC Ombudsman Program in Indiana for the future.  |
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| **2** | **Relevant Experience**Describe your experience providing services relevant to those LTC Ombudsman services set forth in the Scope of Work. Detail what experience, methods, and unique characteristics your organization has that distinguish you from other potential respondents. In your response, be sure to describe your experience, if any, with the State of Indiana, LTC Ombudsman services, and the target population. If you do not have any experience with this State or these services, describe how your experience in other states or services will help you meet the State’s goals described in this RFP. |
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| **3** | **Section 3 – Respondent Eligibility Requirements**Demonstrate that you meet all of the Respondent eligibility requirements. Provide all required documentation listed in Section 3, including a completed Attachment J - LTC Ombudsman Conflict of Interest Disclosure. Confirm that you are not affiliated with the entities listed in this section that preclude you from being eligible to receive this award. Detail your plan to ensure that the Conflict of Interest requirements are met and concerns are avoided and addressed when necessary, throughout the Contract term. |
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| **4** | **Section 4.1 – State-Level Contractor Responsibilities**Describe how you propose to fulfill all of the responsibilities listed in this section of the Scope of Work, including but not limited to:* Designating the required staff and ensuring that all staff perform according to the provisions outlined in the Scope of Work
* Maintaining a directory of all local LTC Ombudsman staff
* Ensuring all data is reported as required
* Developing a continuous Quality Improvement Plan
* Maintaining a statewide LTC Ombudsman Program website
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| **5** | **Section 4.2 – Local-Level Contractor Responsibilities**Describe how you propose to fulfill all of the responsibilities listed in this section of the Scope of Work, including but not limited to:* Supervising all local LTC Ombudsman offices and their staff
* Coordinating hiring and termination decisions of all local LTC Ombudsman staff with the State
* Ensuring all local LTC Ombudsmen and volunteers are able to fulfill their Federal and State duties
* Training all local LTC Ombudsmen and volunteers
* Providing office space and supplies necessary to perform the functions of the program
* Providing triage phone service and referring appropriate calls to the SLTCO
* Providing one or more local intake points for local LTC Ombudsman clients and communicating necessary SLTCO intake information to the SLTCO when applicable. In your response, provide a detailed plan for the location and number of these local intake points
* Providing alternate local LTC Ombudsmen staff in the instance of an extended absence of a local LTC Ombudsman or volunteer
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| **6** | **Section 4.3 – State’s Responsibilities** Describe how you will support the State in its LTC Ombudsman Program responsibilities. What methods will you put in place to ensure that both the State and Contractor cooperatively operate the LTC Ombudsman Program successfully? Your response should include, but not be limited to, considerations such as: effective communication with the State, comprehensive and timely data reporting, and local LTC Ombudsmen staff selection and training. |
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| **7a** | **Section 5 – Staffing Requirements**Please explain how you would propose to staff this project as described in Section 5.* Provide a detailed staffing plan for both Key Staff and regular staff. Your staffing plan should indicate the number of hours dedicated to each deliverable at the individual staffing level, including which hours are from the prime Contractor (your organization) and which are from a subcontractor(s) if applicable. Provide total FTE information for the prime contractor and each subcontractor (if applicable) and include a total FTE count for all staff, broken out by deliverable
* Provide resumes of all proposed Key Staff
* Provide two professional references each for the LTC Ombudsman Program Coordinator and Outreach/Volunteer Developer/Coordinator
* Describe how you will make a concerted effort to consider/recruit existing local Ombudsmen in good standing to initially fill vacancies when building your new staff
* Describe how you will make a concerted effort to recruit volunteer staff when building your local LTC Ombudsmen staffing network
* Describe how you will begin identifying and training local LTC Ombudsmen and presenting them to the STLCO for certification prior to Contract Start Date to ensure a seamless transition. Detail how you will provide certified local LTC Ombudsmen for all geographic areas within 5 business days of the Contract Start Date
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| **7b** | **Staffing Costs Narrative**In addition to the staffing information provided above in question 7a, please provide a Staffing Costs Narrative based on the costs you proposed in the Staffing Costs tab of your Technical Proposal Supplement, Attachment G. This narrative should describe how your proposed Staffing Costs align with your overall proposed staffing plan for this Contract. Additionally, detail how your plan and proposed costs will provide the State with the best use of the LTC Ombudsman Program's budget for the life of this Contract. Provide any additional detail on these costs that you think would be valuable to the State. |
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| **8** | **Section 6 – Reporting Requirements**Agree to adhere to the reporting requirements listed in Section 6. Describe in detail how you will ensure these requirements are met, including:* Capturing all necessary client data during each contact, as well as compiling all data in the required monthly and annual submission reports
* Ensuring that residents’ personally identifiable information and data is not included in performance reports or publicized information
* Adhering to the confidentiality requirements as explained in this section
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| **9** | **Section 7 – Transition Requirements**This RFP marks a shift for Indiana’s LTC Ombudsman Program. The transition to a single Contractor will be a significant change for the State and current local LTC Ombudsmen staff, among others. The State would like this transition to be as seamless as possible for all affected parties, most importantly the clients receiving LTC Ombudsman Program services. With these considerations, please explain how you propose to execute Section 7 in its entirety.* Provide a Draft Transition Plan that describes your proposed solution to ensuring a seamless transition
	+ Discuss the transition steps and methods with as much detail as possible
	+ Provide past examples of previous similar work where applicable
* Describe, in detail, how the requirements for the Transition Plan as described in the Scope of Work will be met, including how you will manage, staff, and facilitate the transition
* Confirm you will develop and submit a Transition Plan to the State within ten (10) business days after the Contract is signed
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| **10a** | **Section 8 – Billing and Invoicing**Please describe your plan to adhere to the requirements as described in this section, including what measures and processes you will put in place to ensure they are met. Include in your response how you will:* Utilize the appropriate funding sources for this Contract and following the requirements associated with them
* Submit claims only for the allowable activities that can be funded under this Contract
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| **10b** | **Non-Staffing Costs Narrative**Please provide a Non-Staffing Costs Narrative based on the costs you proposed in the Non-Staffing Costs tab of your Technical Proposal Supplement, Attachment G. This narrative should describe how your proposed Non-Staffing Costs encapsulate all Non-Staffing Costs that will be required for the life of this Contract, as well as how your proposed costs will provide the State with the best use of the LTC Ombudsman Program's budget. Provide any additional detail on these costs that you think would be valuable to the State. |
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| **10c** | **Additional Funding Sources Narrative**Please provide an Additional Funding Sources Narrative based on the sources you proposed in the Additional Funding Sources tab of your Technical Proposal Supplement, Attachment G. This narrative should explain how you will use non-coercive solicitation, voluntary contributions, and/or other contributions and funding sources to help support this program while complying with all conflicts of interest requirements pursuant to 45 CFR 1324.21. Finally, provide any further detail, in addition to the information provided on the Additional Funding Sources tab, on this funding that you think would be valuable to the State. |
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| **11** | **Sections 9 and 10 – Corrective Action and Payment Withholds and Performance Measures**Agree to adhere to the requirements listed in Sections 9 and 10 of the Scope of Work. In your response include descriptions, at minimum, of the following:* A plan detailing what measures you will take to avoid corrective action throughout the life of this Contract
* A list of any corrective actions and/or payment withholds that you have been subject to in the last five years
* A narrative detailing how you plan to meet or exceed all performance measures of this Contract
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| **12** | **Transition to Contractor STLCO Staffing**The State, after sufficient review of Contractor performance, may deem that the best method of LTC Ombudsman Program service delivery includes having the Contractor assume responsibility for staffing the SLTCO position.If the State decides that this is the best course of action, the State may require the Contractor to submit detailed transition plan to be incorporated in the Contract. Please propose how you would facilitate this transition and best assume responsibility for staffing the SLTCO position, including what measures and processes you will put in place to ensure all requirements are met. Your response should include, at minimum, the following:* A draft proposal of how you would assume responsibility for staffing the SLTCO position and all of the associated requirements listed in Section 4.3. Provide supporting evidence or experience, if applicable, of your ability to staff the STLCO position and meet these requirements
* A description of how you would assume responsibility for the STLCO’s lobbying responsibilities if required, including how you would avoid any conflict of interest
* A draft turnover plan that includes all steps necessary, from both the State and Contractor perspective, to transfer staffing of the STLCO
* A draft risk mitigation plan outlining all potential risks for the transition and mitigation strategies
* A draft proposal outlining all changes in Contractor requirements and future performance as compared to the current Contract
* A draft proposed budget outlining all costs associated with a transition to Contractor STLCO Staffing, both during the transition period and during the future state when the Contractor has assumed responsibility for staffing the SLTCO position
* Any additional information related to Contractor SLTCO staffing that you believe would be considered relevant to the State, including past experience as applicable
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