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| StateSeal.JPG | **RFP-20-029** **– DDRS Quality Services – Attachment F – Technical Proposal Template** |
| **Respondent:** |  |
| **Instructions:**Request for Proposal (RFP) 20-029 is a solicitation by the State of Indiana in which organizations are invited to compete for a 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 I, 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 is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness.** **Your Technical Proposal response, excluding any additional attachments, cannot exceed one hundred and fifty (150) pages.** Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. |

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| **1** | **Sections 1, 2, 3, and 4 – Introduction, Background and Objectives, Contractor Experience and Expectations, and Contract Term**Provide an overview of your proposal and how you will provide quality assurance for the HCBS waivers for individuals with I/DD. * Describe why you are best suited to provide these quality assurance services to the State.
* Demonstrate your understanding of BQIS’ vision, mission, and values, the LifeCourse Framework, and the Living Well Grant and how you have incorporated them into your proposal.
* Provide a brief overview of your organization’s experience and expertise with conducting similar services, including experience in quality assurance, knowledge of individuals with I/DD in Indiana, and experience with HCBS waivers. Additionally, describe your organization’s experience and expertise with regard to the items listed in Section 3 of the Scope of Work. The items are as follows:
	+ Demonstrated abilities, experience, and knowledge of CMS regulations, HCBS waivers, and innovative quality assurance/quality improvement practices in other states.
	+ Demonstrated abilities and experience in project management, facilitating group discussions, legal writing and analysis, data analysis, and operational analysis.
	+ Open to working and sharing data with other State and university data analysis teams who will conduct long-term trend analysis and National Core Indicator surveys and the waiver redesign contractor.
	+ Knowledge of the service delivery system of BDDS.
	+ Demonstrated experience working with individuals with I/DD and understanding of the unique needs of individuals with I/DD, including medical issues related to individuals with I/DD.
	+ Demonstrated familiarity with the LifeCourse Framework principles and a general understanding of how Indiana has applied these concepts in the administration of services and person-centered planning efforts in BDDS.
	+ Remain current, and perform annual training and proficiency assessments, regarding applicable Indiana Code sections, 460 IAC Article 6 and 7, current CIH/FS waivers, and DDRS policies for all agents of the Contractor and subcontractor.
* Verify you are certified as a QIO-like organization by CMS and will maintain your QIO-like certification from CMS during the Contract term.
* Acknowledge your review and understanding of Sections 1 and 4 in the Scope of Work.
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| **2** | **Section 5.1 – System Overview**Describe your proposed web-based system and how it meets or exceeds all of the requirements outlined in Section 5.1, including, but not limited to, the specific elements highlighted below:* Describe if your solution will utilize one web-based platform/system or multiple platforms/systems to fulfill the requirements associated with each QA responsibility. Also describe if your solution will utilize one database or multiple databases residing on your servers to fulfill the requirements associated with the Case Record Reviews and Quality On-Site Provider Review responsibilities.
* Provide a high-level overview of your already developed system. Additionally, for each of the following requirements (which correspond with the requirements listed in Table 1 – Required Systems Overview in the Scope of Work), describe whether this functionality already exists in your system, will be implemented into your system through customization, or cannot be offered with your system (in such instances, describe how the lack of functionality and/or alternate functionality will not be detrimental to the delivery of services under this Contract).
	+ A dashboard containing all metrics and status updates for the Contractor responsibilities with different levels of access for State employees based on logon ID.
	+ Ability to import data from the State’s systems based on State requirements.
	+ Platform for users to upload documents.
	+ Provides status updates, alerts, and status tracking capabilities to relevant users.
	+ Ability to enter investigator updates from field-based investigations.
	+ Ability for general public to report a complaint.
	+ Database(s) residing on the Contractor’s servers to house case record review and provider-specific review data.
	+ Platform for Mortality Review Committee members.
	+ Real-time review of data for State staff.
	+ Track and conduct analysis on all data entered.
	+ Data entered as searchable, retrievable, and quantifiable for easy search by State staff.
	+ Include a tool to combine multiple provider entity data into one entry utilizing a master provider list provided by BQIS.
	+ Export a data dictionary describing every data element in the database.
	+ Export data to DDRS/BDDS system of record based on State requirements.
	+ Upload documents on individuals to the BDDS Document Library.
* Describe how you will ensure your system is fully functional by the operational start date and how you will meet system uptime requirements.
* Describe how you will create and manage the unique logon IDs and levels of access for different users, including providing alerts and upload capabilities to relevant users when needed.
* Describe how you plan to host your system. While not a requirement, describe if your system can integrate with the state's local Active Directory or Azure AD for single sign on.
* Describe your plan for maintaining the web-accessible and real-time dashboard, including an outline or image of what the dashboard will look like when accessed by a State user.
* Describe how you will meet or exceed all system security and disaster recovery requirements, including providing a sample disaster backup and recovery plan.
* Describe your plan for conducting maintenance and operations on the system solution, including providing an anticipated system downtime schedule.
* Describe your process for system enhancements.
* Describe how you will ensure all State system data interaction requirements are met.
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| **3** | **Sections 5.2.1, 5.2.2, and 5.2.3 – Incident Reporting and Management System, Complaint Processing, and Validation/Sanction Activities** Describe how you propose to execute Sections 5.2.1, 5.2.2, and 5.2.3 in their entirety, including, but not limited to, the specific elements highlighted below:* Describe your plan for conducting the QA services of Incident Reporting and Management System, Complaint Processing, and Validation/Sanction Activities that meets or exceeds the requirements and BQIS’ goals listed in the RFP.
* Describe how required data will be tracked and analyzed for these QA services utilizing your system, what statistical analysis tools you will utilize (i.e. SAS or SPSS), and how you will use data analysis to identify areas of improvement and address trends.
* Describe how you will ensure information will be updated in your system and available to the State in real time.
* Describe how you will receive complaints and your proposed design and content for the standardized online complaint form.
* Describe how you will accommodate individuals who communicate through languages other than English, such as Spanish or American Sign Language, during these QA services.
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| **4** | **Sections 5.2.4 and 5.2.5 – Case Record Reviews and Quality On-Site Provider Review** Describe how you propose to execute Sections 5.2.4 and 5.2.5 in their entirety, including, but not limited to, the specific elements highlighted below:* Describe your plan for conducting the QA services of Case Record Reviews and Quality On-Site Provider Reviews that meets or exceeds the requirements and BQIS’ goals listed in the RFP.
* Describe how required data will be tracked and analyzed for these QA services utilizing your system, what statistical analysis tools you will utilize (i.e. SAS or SPSS), and how you will use data analysis to identify areas of improvement and address trends.
* Describe how you will ensure information will be updated in your system and available to the State in real time.
* Provide a brief overview of your process for conducting Quality On-Site Provider Reviews, including your plan for educating providers on the process and results.
* Describe your proposed Quality On-Site Provider Review Tool to perform the provider reviews.
* Describe how you will accommodate individuals who communicate through languages other than English, such as Spanish or American Sign Language, during the Quality On-Site Provider Review.
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| **5** | **Section 5.2.6 – Mortality Review**Describe how you propose to execute Section 5.2.6 in its entirety, including, but not limited to, the specific elements highlighted below: * Describe your plan for conducting Mortality Reviews that meets or exceeds the requirements and BQIS’ goals listed in the RFP.
* Describe how you will facilitate the MRC meetings each month.
* Provide a brief overview of your process/procedure for determining what other consumers may be at risk when a death has occurred.
* Describe how required data and mortality trends will be tracked and analyzed during the Mortality Review utilizing your system, including how you plan to categorize relevant information relating to death. Also describe what statistical analysis tools you will utilize (i.e. SAS or SPSS) and how you will use data analysis to identify training opportunities, create training materials, isolate patterns, and address areas of improvement and trends.
* Describe how you will accommodate individuals who communicate through languages other than English, such as Spanish or American Sign Language, during the Mortality Review.
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| **6** | **Sections 5.2.7 and 5.2.8 – Provider Technical Assistance and Education and Provider Training** Describe how you propose to execute Sections 5.2.7 and 5.2.8 in their entirety, including, but not limited to, the specific elements highlighted below:* Describe your plan for conducting the QA services of Provider Technical Assistance and Education and Provider Training that meets or exceeds the requirements and BQIS’ goals listed in the RFP.
* Submit a sample Training Plan describing initial and ongoing provider training.
* Submit any sample technical assistance or training materials to demonstrate how you plan to connect with providers.
* Describe how you will use data analysis to enhance your training and instructional materials.
* Describe how you will accommodate providers who communicate through languages other than English, such as Spanish or American Sign Language, during the technical assistance and training.
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| **7** | **Section 5.3 – Quality Assurance Reporting Requirements**Describe how you propose to execute Section 5.3 in its entirety, including, but not limited to, the specific elements highlighted below:* Describing your plan for producing the required QA reports and meeting the required timeframes.
* Describe how you will ensure your reports are accurate and error-free.
* Describe how your system will produce reports on-demand.
* Provide your selected contact responsible for the coordination of the transmission of reports, correction of errors associated with the reports, and the resolution of any follow-up questions regarding the report.
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| **8** | **Sections 6.1, 6.2, and 6.3 – Project Management, Internal Quality Assurance Processes, and Internal Reports**Describe how you propose to execute Sections 6.1, 6.2, and 6.3 in their entirety, including, but not limited to, the specific elements highlighted below:* Describe your plan for completing the required project management tasks.
* Provide a sample Project Work Plan.
* Describe your local office location and how you will ensure the staff in-office expectations are met.
* Describe your proposed internal quality assurance process and policies.
* Describe how you will ensure all of your work is of high professional quality.
* Describe your proposed internal information system to oversee employee activities and performance.
* Describe your plan for assessing inter-rater reliability.
* Describe your plan for producing the required internal reports, meeting the required timeframes, and assuring reports are available on-demand.
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| **9** | **Section 6.4 – Staffing Requirements**Describe how you would propose to staff this project, including how you will meet the requirements described in Section 6.4.* Provide your Staffing Plan containing the FTEs for each required staff position and an organizational chart. Describe which staff position(s) will be responsible for each responsibility in the Scope of Work.
* Provide names and resumes for the individuals you propose to fulfill the seven (7) Vital Positions and describe how these individuals meet or exceed all experience requirements. If a single individual will be responsible for multiple Vital Positions, explain how all responsibilities and experience requirements for those Vital Positions will be met by that individual. If a proposed individual’s Bachelor’s degree is not in the fields listed or in a related field, explain how his/her experience is relevant to the work to be performed.
* Provide sample position descriptions that will be used to hire Quality Assurance Staff and Mortality Review Support Staff positions. Describe how you will ensure these staff meet or exceed all experience requirements.
* If you are including an I/DD Liaison as part of your staff, describe the responsibilities of the position and how you will utilize the position to provide superior services to the State.
* Describe how you will ensure all staff understand and share the LifeCourse Framework and BQIS’ values.
* Describe how you will meet or exceed all required staff training and any additional staff training you plan to provide.
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| **10** | **Section 6.5 – Implementation and Out-Going Transition Requirements**Describe how you propose to execute Section 6.5 in its entirety, including, but not limited to, the specific elements highlighted below:* Describe your plan for implementation and how you will ensure you are prepared for the readiness review and to begin services on the operational start date.
* Submit a sample implementation work plan.
* Describe how you will test your proposed system to ensure that it is fully functional by the readiness review.
* Outline any challenges you foresee with implementation and how you propose to position yourself to avoid them in this project.
* Describe how you would transition at the end of the Contract. Submit a sample transition plan covering the possible turnover of the quality assurance services to the State or a successor contractor.
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| **11** | **Sections 7, 8, and 9 – Performance Measures, Corrective Actions and Payment Withholds, and Billing and Invoicing**Agree to adhere to the requirements listed in Sections 7, 8, and 9. In your response include descriptions, at minimum, of the following:* How you plan to meet or exceed the timeliness, deliverable approval, and system uptime performance measures of this RFP.
* What measures you will take to avoid corrective action throughout the Contract term.
* How you will ensure that you are able to provide all services required in this RFP using the billing and invoicing structure.
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