**Request for Proposal** **22-71264**

**Respondent Clarifications and Oral Presentations**

**Indiana Department of Administration**

***On Behalf Of***

**Indiana Family and Social Services Administration (FSSA),**

**Division of Family Resources (DFR)**

***Solicitation for:***

**Document Center Services**

**Clarification Response Due Date:** July 13, 2022 by 3:00PM Eastern Time

**Oral Presentation Date:** July 14, 2022 at 9:00AM Eastern Time

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Procurement Consultant

Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

The State is requesting responses to the following written clarification questions. These clarification questions must be answered in writing and submitted by no later than the due date listed on page 1. Written responses and updated attachments (if necessary) should be submitted via email to Teresa Deaton at [tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov).

1. **Please clarify when your services with the Treasury ended.**

Under the STARS II contract vehicle, PDC took over as Prime from PME for the period of 10/01/2019-09/30/21. When the STARS II contract vehicle ended, the Treasury moved the contract to a STARS III contract vehicle. As this time, PDC subcontracted with a STARS III vendor and that work commenced 10/01/2021. Unfortunately, the new vendor was not meeting Treasury expectations and would not allow PDC to assist in remedying the issues. Due to the deficient performance of the other vendor, PDC left the contract in January 2022 with the full understanding of the Treasury officials.

1. **Please Confirm and verify approach for SOP updates and clarify how the State would be involved with those updates.**

PDC has 36 current SOPs for the Document Center, which are reviewed annually and updated as necessary. Prior to 2018, approval of SOPs was internal to PDC and did not require approval from the State. In 2018, PDC revised this process to require approval from DFR executive team members for all new and updated SOPs and PDC will continue this process for the new contract. PDC would encourage DFR input at all stages of the SOP creation and updating processes.

1. **Please explain how you identify when remedial training is needed for any staff member (detail if there are different indicators by position)? Please clarify your approach in the event remedial training is not effective for resolving quality issues.**

PDC has a Quality Control Analyst who oversees the QA process. This analyst is responsible for the quality metrics in which PDC meets monthly. The general process is as follows:

* Daily check of error logs.
* Errors are documented and shared with the staff member who made the error(s) and retraining is performed.
* Repeating the same error a second time will result in retraining, and a discussion will take place to understand why the error continues to occur, in an effort to correct the behavior.
* Upon a third occurrence, the staff member is placed on a Personal Improvement Plan (PIP).
* Upon a fourth occurrence, efforts will be made to reallocate the staff member if possible. If not possible, the staff member would be terminated.

PDC trains the Document Center staff on the following work types. **While each work type follows the general principle outlined above, a few work types allow for fewer or more errors before being placed on a PIP or reallocated.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Work Type** | **Training Areas** | **Refresher Training** | **PIP** | **Reassignment/**  **Termination** |
| Incoming Mail | Sorting mail by size and type, opening mail, recognition of UPS/Fed Ex versus US Mail, recognition of medical envelopes | Additional shadowing and one on one demonstration | No PIP | After third occurrence |
| Scanning | Extracting mail, reducing wrinkles, identifying and marking poor quality documents, recognizing original documents that need to be returned once scanned (i.e., cash, driver’s license, birth certificate) and how to bundle the scanned documents | One on one refresher training and one on one demonstration | Upon third occurrence | After fourth occurrence |
| Medical documentation sorting and scanning | Identifying medical documentation and separating from traditional mail types, and placing next to the scan station rather than the regular mail pre-scanning location, as well as scanning medical documentation as a single batch | One on one refresher training and one on one demonstration | Upon third occurrence | After fourth occurrence |
| **Work Type** | **Training Areas** | **Refresher Training** | **PIP** | **Reassignment/**  **Termination** |
| Classification | Over 700 document types and codes to be recognized | One on one refresher training and one on one demonstration | Upon third occurrence | After fourth occurrence |
| Indexing | Recognizing the types of barcodes to select and enter | One on one refresher training and one on one demonstration | Upon third occurrence | After fourth occurrence |
| Edits | Specific use tables/criteria (barcodes) to recognize and classify documents that are not auto classified by intelligent capture | One on one refresher training and one on one demonstration | Upon fourth occurrence | After fifth occurrence |
| Validation | Manually key information into a specific field. Must key what is seen, not what the data specialist assumes it should be | One on one refresher training and one on one demonstration | Upon third occurrence | After fourth occurrence |
| KFI QA | Identify keying to processing error | No refresher training offered | No PIP | Immediately |
| Index/Verification | Index and identify multiple barcodes, identify the barcodes | One on one refresher training and one on one demonstration | Upon third occurrence | After fourth occurrence |

As evidence the effectiveness of the training policies at PDC, PDC wishes to share their list of employee retention at the Document Center.

|  |  |
| --- | --- |
| **Name** | **Years** |
| Employee 1 | 11 |
| Employee 2 | 10 |
| Employee 3 | 3 |
| Employee 4 | 14 |
| Employee 5 | 1 |
| Employee 6 | 11 |
| Employee 7 | 1 |
| Employee 8 | 14 |
| Employee 9 | 6 |
| Employee 10 | 2 |
| Employee 11 | 1 |
| Employee 12 | 14 |
| Employee 13 | 10 |
| Employee 14 | 1 |
| Employee 15 | 10 |
| Employee 16 | 3 |
| Employee 17 | 9 |
| Employee 18 | 9 |
| Employee 19 | 16 |
| Employee 20 | 1 |
| Employee 21 | 16 |
| Employee 22 | 1.5 |

1. **Confirm and verify approach for Transition and Turnover plan updates and clarify how the State would be involved with those updates.**

As the transition efforts begin, PDC will schedule and hold regular meetings to ensure that all stakeholders’ needs are being met and that the operation is ready for service. During these meetings, PDC will share any updates or changes to the transition plan and will request approval from the DFR executive team, and upon approval, will circulate to the stakeholders.

1. **Please clarify what aspects of your proposed transition approach are not covered by your current contract and are included instead in your transition costs.**

Because the change in standards and regulatory compliance requirements and additional contract changes, PDC has included costs for the implementation of these changes. Due to the additional requirements PDC will be bringing on netlogx (WBE) and PME (MBE) to assist with these efforts that include writing and updating SOPs, reviewing and revising training materials, resourcing staff and integrating the new standards and regulatory compliance requirements.

1. **Please clarify the professional gaps in the resumes provided for your named staff members.**

Jennifer Hamilton, PDC’s Project Manager has a gap of 8 months on her resume. Jennifer was part of a reduction in force at National Government Services and left with full ability to return and received a full severance package. During this gap, Jennifer spent time developing herself professionally, achieving multiple Six Sigma belts (Yellow, Green, Black and Master Black). Jennifer is currently working toward her PMP.

Dawn Jones, PDC’s Document Center Manager left PDC in April 2016 to take care of her ill mother. Dawn thought that this would last for an extended period, but her mother’s failing health caused a change in plans. Dawn reapplied to PDC and was re-hired in May 2017. June 2011, Dawn stopped working as a teacher. Some of the time off was spent recouping and reconnecting with her family and the rest was spent looking for a new career direction. She found that direction in September 2012 when she applied and was hired by PDC. Dawn is currently working toward her PMP.

Rachel Condon, PDC’s Quality Control Analyst’s resume shows a has a gap of about approximately a year after graduation from college, but Rachel was in fact employed as a home healthcare worker.

1. **Please clarify your Cost Proposal Narrative and Assumptions in a separate document, as requested per the RFP. Please include the following clarifications in the document:**
2. Please clarify why electronic and paper costs are the same.

See Cost Proposal Narrative and Assumptions document.

1. Please clarify why the cost for additional volumes beyond 1,000,000 pages are the same.

See Cost Proposal Narrative and Assumptions document.

1. Please clarify why your costs are increasing year over year.

See Cost Proposal Narrative and Assumptions document.

1. **Please send us your attachment D (Cot proposal) in Excel format.**

**II. Oral Presentations Logistics:**

Selected Respondents are requested to participate in a virtual presentation and interview with the State. Respondents will be requested to address topics and answer questions based on the agenda detailed below. The individuals representing the Respondent teams should be conversant in the approach proposed in the RFP response.

**We are asking that you limit participation to no more than five (5) representatives**. Respondents are highly encouraged to have the individuals proposed for the following three (3) Vital Positions attend the meeting. Respondents are free to fill the last spot with an individual of their choice if they wish to include up to two more individual.

* Project Manager
* ~~Operations Manager~~
* Document Center Manager
* Quality Control Analyst

The Respondent is requested to have video turned on for their personnel, even while presenting. The State’s team may not have their video turned on.

**Presentation materials must be submitted via email to Teresa Deaton at** [**tdeaton@idoa.in.gov**](mailto:tdeaton@idoa.in.gov) **one (1) business day following your presentation**.

The details on how to join the Webex meeting is provided below.

**Join information**

Meeting link:

https://indiana.webex.com/indiana/j.php?MTID=m68ea954affc322527e0b67a0cecaf29b

Meeting number:

2306 308 8997

Password:

mrBxDEVs543

Agenda:

Oral Presentation

Join by video system

Dial 23063088997@indiana.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

**III. Oral Presentations Agenda:**

During the oral presentation, Respondents should follow the schedule below. Oral Presentations shall not exceed 60 minutes.

|  |  |
| --- | --- |
| **Topic** | **Time** |
| 1. **Introductions** (*Please note the State will not be introducing themselves*) | 5 minutes |
| 1. **Staffing Approach** 2. Staffing approach for transition. 3. How did the Respondent arrive at the proposed staffing levels and why do you think they are the right staffing levels to meet the scope of work? 4. Breakdown of responsibilities between the Respondent and each subcontractor and breakdown of resources from the Respondent and each subcontractor (% by major project task and role) 5. Critical assumptions behind staffing levels 6. How will the Respondent quickly provide staffing for temporary changes to volumes or receipt format of pages? What is your timeframe and process for staffing up or changing the staffing mix if a need arises? What is the process for determining what items, if any, will be at an additional cost to the State? | 15 minutes |
| 1. **Compliance** - Please clarify the intended compliance standards improvements that are being referred to on page 24 of your technical proposal. Specifically, what compliance processes will you be implementing ahead of the new contract? | 5 minutes |
| 1. **Transition and Turnover** - Review of critical assumptions that you used as a basis for technical and cost response | 10 minutes |
| 1. **Innovative Approaches -** If you were to win this contract, over the next several years what kinds of improvement ideas do you have to advance the current state of operations? | 10 minutes |
| 1. **Q&A** | 15 minutes |