

RFP 23-74560 CLARIFICATIONS

INSTRUCTIONS

Please supply the requested information in the blue-shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.

RESPONDENT NAME: EQUUS

The State requests response(s) to the below question(s) by May 30, 8:00 AM ET.

No.	ATTACHMENT	CLARIFICATION QUESTION	RESPONDENT RESPONSE
1	Clarification Response	Please confirm your understanding and demonstrate how you would comply with Section 12 of the DFR Boilerplate Contract.	<p>We have a comprehensive understanding of relevant regulations, such as HIPAA, HIPAA Rules, and other relevant federal and state laws mentioned in the contract and relate to the confidentiality and security of PHI and PII.</p> <p>We will implement appropriate administrative, technical, and physical safeguards to protect PHI and PII from unauthorized access, use, or disclosure. This may include implementing secure systems, access controls, encryption, regular security assessments, and employee training on privacy and security practices.</p> <p>We will comply with HIPAA Rules, including the Privacy Rule and Security Rule, as applicable to business associates. We will ensure that our privacy and security practices align with the requirements outlined in these rules. This includes limiting the use and disclosure of PHI and PII to what is permitted by the contract or required by law.</p> <p>We will follow procedures for promptly reporting any security incidents or suspected incidents involving PHI and</p>

RFP 23-74560 CLARIFICATIONS

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			<p>PII to the designated authority within the state's organization. We will cooperate in investigating the incidents and follow breach notification requirements if a breach is confirmed.</p> <p>When we engage a subcontractor or vendor involved in handling PHI and PII, we ensure that they also comply with the same confidentiality and security requirements. This may involve incorporating appropriate contractual provisions and monitoring the subcontractors' compliance.</p> <p>We will maintain proper records related to the use and disclosure of PHI and PII and provide access to these records when requested by the state or authorized agencies.</p>
2	Clarification Response	Please explain how case managers enroll clients in classes and how they track their completion and progress.	<p>During Orientation, IMPACT staff will share information about program services, including options to engage in and participate in Job Readiness classes/activities such as:</p> <ul style="list-style-type: none">• Career Accelerate Workshops (in-person or virtual)• Essential Education, if approved by the State (web-based, on-demand) or ABE/HSE classes (in person via a referral)• LinkedIn Learning, if approved by the State (web-based, on-demand) <p>The Case Manager will work collaboratively with each client to develop an individualized Self-sufficiency Plan (SSP) which will include allowable activities that best meet each individual's need and participation requirements (as applicable) based on information gathered through the assessment and conversation.</p> <p>The individualized SSP is developed in collaboration with the client and includes detailed activities, supportive services, and applicable referrals. Case Managers are</p>

RFP 23-74560 CLARIFICATIONS

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			<p>responsible for tracking the outcomes and monitoring progress for goals as agreed upon in the SSP. Case Managers will enter the required data into the State system of record.</p> <p>Case Managers will track the completion of Orientation, intake assessment, the initial appointment, SSP and Job Search activities.</p> <p>Facilitators will track the attendance and completion of Career Accelerate job readiness courses.</p> <p>Performance Analysts will pull the reports to track the progress of course completions in LinkedIn and Essential Education.</p> <p>Business Solutions will support Case Managers in tracking employment, work experience, and on-the-job training outcomes.</p> <p>Case Managers will enter progress notes and participation hours for all activities in the State IMPACT System of Record (SOR).</p>
3	Clarification Response	How will you be able to track and measure a Client's progress in job readiness activities via the tools and processes you've suggested? How would that tracking be provided to the IMPACT system in the case record?	<p>If we receive approval from the State to utilize our third-party tools, Performance Analysts will run progress reports from Essential Education and LinkedIn Learning to monitor progress and track participation hours for each individual. Progress notes and participation hours will be entered into the SOR.</p> <p>Facilitators will track the attendance and completion of Career Accelerate job readiness courses.</p>



RFP 23-74560 CLARIFICATIONS

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			Case Managers will enter progress notes and participation hours for all activities in the State IMPACT System of Record (SOR).
4	Clarification Response	In your response, you describe leveraging Essential Education. It appears that Essential Education does not support Microsoft Edge, which would not meet State standards. Can you confirm that Essential Education is available via Microsoft Edge and that you will maintain support of this tool against the State standard? If not, please detail how you would provide the HSE/GED courses described in your solution? Is there a single login for Essential Education that gets you to Money Essentials/MoneySKILL?	<p>Yes, Essential Education can be accessed through Microsoft Edge v114.</p> <p>In addition, Essential Education can be accessed through: Google Chrome, v115 Mozilla Firefox, v113 Safari v16.4</p> <p>With State approval, we will offer Essential Education as an option to classroom training and will maintain State standards. Clients who elect not to use Essential Education and/or prefer a classroom setting will be referred to Adult Education to complete their GED/HSE preparation courses.</p> <p>There is a single login for GED/HSE and Money Essentials.</p> <p>MoneySKILL has a separate login.</p>
5	Clarification Response	Does the State have the ability to track and validate data sent by the vendor from the proposed third party applications as cited in Section 12 of the DFR Boilerplate?	<p>Yes, we can provide the State with access to review the third-party tools and run the same reports that our Quality Assurance team and leadership will provide to the Case Managers to track engagement and participation in allowable IMPACT activities.</p> <p>Our third-party vendors will provide information to validate the data produced in the progress reports as needed.</p>
6	Clarification Response	When the contract ends, how do you propose to archive the data from the proposed tools and return it to the State?	At the conclusion of contract, all necessary related data can be downloaded to the State via a secure FTP site.

RFP 23-74560 CLARIFICATIONS

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7	Clarification Response	Does the State have access to audit and review communications to ensure alignment with policies and practices as required under Section 12 of the DFR Boilerplate?	We confirm the State will have access to audit and review communications.
8	Clarification Response	What supports/licensure are required with each of these tools? Are supports/licensure available after the conclusion of the contract?	The licensing is packaged under an enterprise agreement. The licenses will not transfer upon conclusion of the contract.
9	Clarification Response	How do you ensure Clients have sufficient WiFi/data connection and availability to access these third party application tools?	We have successfully implemented the use of these tools with difficult to serve vulnerable populations in both urban and rural environments. For individuals without household WiFi/data connection, we link to community-based and workforce development resources to ensure convenient online accessibility. We have also based our virtual services practices on research data that indicates the prevalence of smart phone use.
10	Clarification Response	What are your protocols for ensuring clients are sufficiently informed how their data will be used and protected prior to the use of any tools you have proposed? Would you be agreeable to indemnify the State in the event of a data breach or other application compromise?	<p>Clients who opt to utilize our tools receive the following information to inform them how their personal data will be protected.</p> <p>Career Pathways Explorer powered by Traitify: During registration, clients (users) are required to agree with the "Terms of Service" and "Privacy Policy".</p> <p>Terms of Service: https://www.traitify.com/legal</p> <p>Privacy Policy: https://www.traitify.com/legal#privacy-policy</p> <p>Essential Education provides clients (users) with the following information:</p>

RFP 23-74560 CLARIFICATIONS

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			<p>Terms of Service: https://www.passged.com/terms-of-service</p> <p>Privacy Policy: https://www.passged.com/privacy-policy</p> <p>LinkedIn Learning provides clients (users) with the following information when they are invited to enroll in classes:</p> <div><p>LinkedIn Learning takes privacy seriously</p><p>Equus Workforce Solutions can access and retain your learning activity, such as courses viewed or completed. However, you're in control of what learning activity is shared with your network.</p></div> <p>During the registration process, the user is encouraged to connect their LinkedIn Learning profile. The user receives assurances that their organization won't have access to their private activity on LinkedIn.</p> <div><p> Your privacy is important</p><p>Your organization won't have access to your private activity on LinkedIn (e.g. connections, messages, searches).</p><p>Learn more</p></div> <p>In addition, LinkedIn Learning provides the following information:</p>

RFP 23-74560 CLARIFICATIONS

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			<p>User Agreement: https://www.linkedin.com/legal/user-agreement?trk=content_footer-user-agreement</p> <p>Privacy Policy: https://www.linkedin.com/legal/privacy-policy?lipi=urn%3Ali%3Apage%3Ad_learning_settings%3BFdT%2FaYIR%2B6YQfEhWPxKAg%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_learning_settings-footer_privacy_policy</p> <p>Thousands of clients have enrolled in the tools listed above and we are not aware of any third-party data breaches or compromises for any of our clients.</p> <p>Yes, we will agree to indemnify the State from any data breach or application compromise experienced by our third-party partner applications.</p>
11	Clarification Response	Is your process to transition management staff the same as the process described for case managers?	<p>Identification of applicable credentials, experience, and performance of incumbent management staff is targeted for earlier in the timeline than our execution of the Recruitment and Retention Plan for new hires. Leadership training for the finalized list of Management staff is scheduled for the transition period weeks preceding our delivery of the Project Management Plan (reference Technical Proposal pages 50-51).</p>
12	Clarification Response	Please explain what you mean by leveraging co-enrollment with WIOA. How does this help you respond to changes in caseload and participation levels?	<p>Our goal is to help each individual obtain the skills necessary to achieve living wage employment.</p> <p>By leveraging workforce system resources, such as co-enrollment in WIOA, Adult Education, SNAP Third-party Partners, and referrals to Community-based resources, Case Managers can increase access and maximize service delivery in under-resourced areas of the state.</p>

RFP 23-74560 CLARIFICATIONS

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13	Clarification Response	If you are proposing regions without any office coverage, please detail how you will ensure Client engagement and provision of services as required under the scope.	<p>As described in our Technical Proposal Pages 26-27, we propose full-time offices in all 10 FSSA regions, each with multiple county locations. For counties without a full-time office, itinerant in-person services will be offered on a rotating schedule dependent on caseload.</p> <p>Additionally, we will provide staff-assisted virtual resources further buttressed by self-directed web-based, on-demand activities utilizing our third-party tools.</p>
14	Clarification Response	Please detail your plan to serve Clients that opt out of using your proposed third-party applications. How do you track and report activities and services for individuals who opt out of the assessments available electronically via the third-party applications you proposed?	<p>IMPACT staff will track and report activities as described in the Statement of Work and IMPACT Policy and Procedures Manual.</p> <p>Case Managers will enter case notes to document client services in the SOR. Case Managers will also enter activity hours and report the progress/completion of activities in the SOR.</p> <p>Facilitators will track attendance for participation in Career Accelerate workshops and will provide documentation of attendance to Case Managers for entry into the State System of Record (SOR).</p>
15	Clarification Response	Would there be any change to your proposed pricing if staff are relocated by the State to flex staffing support needs throughout the contract as needed?	<p>We are flexible regarding the locations of staff as presented in our proposal and will be responsive to adjustments as determined necessary by the State. Our proposed pricing reflects the described staffing design and assumed associated costs.</p> <p>Should the relocation of staffing support by the State alter the number of staff needed or other budget line items, we request the opportunity to discuss the potential impact on budget.</p>