**RFP 20-1311**

**BUSINESS PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

|  |
| --- |
| Deaf Community Services, a division of Easterseals Crossroads, has over 40 years’ experience in providing culturally and linguistically specific social and interpreting services. We provide a wide array of services to the Deaf and Hard of Hearing community including but not limited to: employment services, advocacy, case management services, sign language interpreting services, and information and referral services. Deaf Community Services is committed to providing highly qualified/certified interpreters and case managers throughout the state of Indiana.  Deaf Community Services is in a highly competitive position to respond to and meet the needs of the State of Indiana in the delivery of In-person Communication Accommodation Services (CAS) for individuals who are Deaf or Hard of Hearing interpretation services, as requested in this RFP. Our staff interpreters are among the top preferred interpreters in the state. Their comprehensive knowledge of Deaf culture, fluency in American Sign Language, and competence in state government makes them highly sought-after interpreters. Also, our newly implemented interpreting software program provides a competitive advantage that offers the ability to better coordinate service delivery, reduce duplication of effort, promote innovative practices and serve the greatest number of individuals possible.  During this 2-year contract cycle, it is our intent to provide In-person Communication Accommodation Services (CAS) for individuals who are Deaf or Hard of Hearing interpretation services across Region 3. If funded, the large scope of this proposal will go a long way to assist the State of Indiana in meeting their obligation to offer In-person Communication Accommodation Services (CAS) for individuals who are Deaf or Hard of Hearing interpretation services across the State as mandated by the Americans with Disabilities Act. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

|  |
| --- |
| Easterseals Crossroads is a 501 (c)(3) domestic nonprofit corporation formed in Indiana. Please see **ATTACHMENT E1**, Business Information/Certificate of Authority from Indiana Secretary of State’s office to verify status.  Easterseals Crossroads is a provider of disability services with the delivery of programs and services structured into multiple divisions. Those divisions include: Children’s and Medical Services, Industrial Services, Deaf Community Services, Assistive Technology, Autism Services, Community Day Supports, Employment & Transition, and Veteran Services. Deaf Community Services is managed directly by the Program Director and general oversight by the Vice President of Workforce Development. Easterseals Crossroads provides services to over 8,000 individuals with disabilities annually. Please see **ATTACHMENT E2**, to view our organizational chart.  Deaf Community Services, a division of Easterseals Crossroads, has over 40 years’ experience in providing culturally and linguistically specific social and interpreting services. We provide a wide array of services to the Deaf and Hard of Hearing community including but not limited to: employment services, advocacy, case management services, sign language interpreting services, and information and referral services. Deaf Community Services is committed to providing highly qualified/certified interpreters and case managers throughout the state of Indiana.  Centrally located, Deaf Community Services is the lead entity and fiscal agent for the Increasing Independence Program – a program funded by the State of Indiana to provide independent living case management services to individuals who are Deaf or severely Hard of Hearing. |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

|  |
| --- |
| Easterseals Crossroads has been in business for more than 84 years and has long since been considered a community leader in providing comprehensive disability services in Indiana. Easterseals Crossroads is regarded as being a highly stable and reputable organization that consistently demonstrates exceptional stewardship of their resources and assets. The financial stability of the organization is evidenced by the more than $40M in total assets in 2019, as indicated in our audited financial statements. Those audited financial statements for the past 2 years can be found in **ATTACHMENT E3**. |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

|  |
| --- |
| David Dreith, CEO and Susan Saunders, CFO at Easterseals Crossroads have taken the personal responsibility for the thoroughness and correctness of all financial information supplied in this proposal. In addition, the audited financial statements found in **ATTACHMENT E3** further demonstrate and verify the accuracy of the financial information.  The official financial audit function, completed by Greenwalt CPAs, is conducted completely independent and separate from the Easterseals Crossroads Board of Directors or any of the individual members of the board. Furthermore, the audit function is completed independent and separate of any consulting services.  Board integrity is assured through a comprehensive process where careful consideration of prospective board members is given the highest priority by the Governance Committee of the Board. All applicants are fully vetted and researched before being put up for nomination. Easterseals Crossroads will only consider those professionals with the highest level of integrity for board positions. Elected board members are highly respected members of the business community and offer a variety of knowledge and skills. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.5.

|  |
| --- |
| Easterseals Crossroads has agreed to accept both the mandatory and non-mandatory contract clauses stated in this RFP. |

* + 1. **References** - The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services they are proposing to provide in their response to this RFP. The Respondent shall only provide references for the services they are bidding on - for example, if a Respondent is proposing to provide only telephonic interpretation services, all references shall be from clients who the Respondent provided telephonic interpretation services. The Respondent does not need to submit references for each region they are bidding on. A State of Indiana agency cannot be used as a reference. Reference information is captured on Attachment H. Respondent should complete the reference information portion of the Attachment H which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of Attachment H should be completed by the reference and emailed DIRECTLY to the State. The State should receive one Attachment H from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services they are proposing to provide in their response to this RFP. Attachment H should be submitted to idoareferences@idoa.in.gov. Attachment H should be submitted no more than 5 (5) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

|  |  |
| --- | --- |
| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | dormakaba USA, Inc. |
| Company Mailing Address | 6161 E. 75th Street |
| Company City, State, Zip | Indianapolis, IN 46250 |
| Company Website Address | www.dormakaba.com/us-en |
| Contact Person | Aaron Haskell |
| Company Telephone Number | 317-806-3435 |
| Company Fax Number | n/a |
| Contact E-mail | aaron.haskell@dormakaba.com |
| Industry of Company | Manufacturing |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Groff & Associates |
| Company Mailing Address | 7425 E. 86th Street |
| Company City, State, Zip | Indianapolis, IN 46256 |
| Company Website Address | [www.groffandassociates.com](http://www.groffandassociates.com) |
| Contact Person | Sally Groff |
| Company Telephone Number | 317-474-6448 |
| Company Fax Number | 317-468-9905 |
| Contact E-mail | sally@groffandassociates.com |
| Industry of Company | Medical |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Bright Now! Dental |
| Company Mailing Address | 5023 E. 56th Street, Suite 203 |
| Company City, State, Zip | Indianapolis, IN 46226 |
| Company Website Address | www.brightnow.com |
| Contact Person | Ella Earley |
| Company Telephone Number | 317-253-2300 |
| Company Fax Number | n/a |
| Contact E-mail | ella.earley@smilebrands.com |
| Industry of Company | Medical |

**2.3.7 Registration to do Business -** Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

|  |
| --- |
| Crossroads Rehabilitation Center, Inc. is registered with the Indiana Secretary of State. See **ATTACHMENT E1**. |

* + 1. **Authorizing Document -** Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

|  |
| --- |
| Please see a copy of our bylaws, **ATTACHMENT E4**, for proof of such legal authority for the President/CEO to commit the organization contractually. Section 3.01 states:  *“The employee of the Corporation charged with the general management and direction of the operations of the facilities and programs of the Corporation, subject to the direction and control of the Board of Directors, shall be the President”.*  Section 3.08 also specifies additional authority of the President/CEO. |

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.  
         
       Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.  
         
       The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women’s Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women’s Business Enterprises information. Please enter your response below and indicate if any attachments are included.

|  |
| --- |
| See **ATTACHMENT E5** for the list of subcontractors. Each subcontractor listed has indicated a willingness to carry out all their specific documented responsibilities as evidenced by copies of their Letter of Commitment found in **ATTACHMENT E6**. However, Easterseals Crossroads understands that it assumes the ultimate responsibility for completing all commitments documented in this proposal. |

* + 1. **Evidence of Financial Responsibility** - This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

|  |
| --- |
| Not Applicable |

* + 1. **General Information** - Each Respondent must enter your company’s general information including contact information.

|  |  |
| --- | --- |
| **Business Information** |  |
| Legal Name of Company | Crossroads Rehabilitation Center  dba: Easterseals Crossroads |
| Contact Name | Stephanie Ritchie |
| Contact Title | Director, Deaf Community Services |
| Contact E-mail Address | sritchie@eastersealscrossroads.org |
| Company Mailing Address | 4740 Kingsway Drive |
| Company City, State, Zip | Indianapolis, IN 46205 |
| Company Telephone Number | 317-479-3240 |
| Company Fax Number | 317-466-2000 |
| Company Website Address | www.eastersealscrossroads.org |
| Federal Tax Identification Number (FTIN) | 35-0869058 |
| Number of Employees (company) | 354 |
| Years of Experience | 84 years Founded in 1936 |
| Number of U.S. Offices | 3 locations in Indianapolis |
| Year Indiana Office Established (if applicable) | N/A |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) | $18M |
| Revenues ($MM, 2 years prior) | $17.5M |
| % Of Revenue from Indiana customers | 95% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

|  |
| --- |
| Yes. Please see **ATTACHMENT E7**, Information Security Policies. Specific details on our disaster recovery plan can be found on Page 39-41:  Policy & Procedure #810.17 Contingency Plan  Procedure #2a-c. Disaster Recovery and Emergency Operations Plan |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

|  |
| --- |
| Easterseals Crossroads is a HIPAA-compliant covered entity.  To that end, we take extensive precautions to secure and protect our data systems.  This includes encrypted servers and workstations, routine changing of complex passwords, staff training regarding safeguarding data, and numerous other related items that are part of a regular security risk assessment conducted by an outside entity.  In addition, Easterseals Crossroads has established both a Privacy Officer and Security Officer as required by the HIPAA Security Rule. These Officers will oversee all ongoing activities related to the development, implementation, maintenance, and oversight of the policies and procedures and training program required for HIPAA Security and Privacy Rules compliance and other federal and state laws as may be applicable. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts for each service line that you are bidding on.

|  |
| --- |
| Easterseals Crossroads has partnered with Indiana Deaf and Hard of Hearing Services to provide case management services. In 2017, Deaf Community Services, a division of Easterseals Crossroads, was awarded the grant for the Increasing Independence Program - a program funded by the State of Indiana to provide independent living case management services to individuals who are Deaf or severely Hard of Hearing. Deaf Community Services continues to serve as the lead entity and fiscal agent for the Increasing Independence Program, and oversees services throughout all 92 counties. In addition to case management services, Deaf Community Services also provides interpreting services to various state agencies, as requested and coordinated through Indiana Deaf and Hard of Hearing Services.  Easterseals Crossroads has partnered with Indiana Vocational Rehabilitation as a successful provider of workforce development and other services for more than 40 years. Easterseals Crossroads serves more than 1,800 VR consumers annually in Employment Services, Transition Services, Assistive Technology, Benefits Planning, and other related services. Easterseals Crossroads also serves more than 275 consumers annually who receive funding through the Bureau of Developmental Disability Services (BDDS) or Medicaid Waiver.  Easterseals Crossroads has partnered with the Indiana Department of Veteran Affairs for the past 10 years offering a variety of resources and services to Veterans with disabilities across central Indiana. Services include employment readiness and placement, housing assistance, healthcare information and referral, exploring educational opportunities and other needed services.  Easterseals Crossroads has previous experience working with the Indiana Department of Workforce Development (Indiana DWD) providing services as a WorkOne express site operator serving individuals with disabilities. In addition, Easterseals Crossroads has recently entered into an MOU with the WorkOne Indy System Partnership for 2019 with EmployIndy and Indiana DWD offering a variety of services at the WorkOne office in Marion county. |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in providing customers of a similar size to the State with similar in-person language interpretation services, telephonic language interpretation services, written language translation services, and American Sign Language interpretation services. . Please provide specific clients and detailed examples for each service line described in this RFP.

|  |
| --- |
| Easterseals Crossroads has been helping individuals with disabilities and special needs, and their families, live better lives for over 80 years. Whether helping someone improve physical mobility, return to work or simply gain greater independence for everyday living, Easterseals Crossroads offers a variety of services to help people with disabilities, including the Deaf and Hard of Hearing community, address life's challenges and achieve personal goals.  Deaf Community Services, a division of Easterseals Crossroads, has partnered with LUNA Language Services over the past six years to provide American Sign Language interpreting services for the state of Indiana. To that end, thousands of hours of interpreting services have been provided to Indiana state employees that use American Sign Language, as well as Deaf individuals that are accessing different areas of state government.  In addition to state government, Deaf Community Services, has provided American Sign Language interpreting services to a variety of federal government agencies, including the United States Postal Service, the United States Trustee’s Office, the Federal Public Defender’s Office, the Social Security Administration, and the Defense Finance and Accounting Service. Deaf Community Services supports the right of individuals that are Deaf and Hard of Hearing to have communication access in all aspects of life. |

* + 1. **Indiana Preferences -** Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.**

**Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by** [**buyindianainvest@idoa.in.gov**](mailto:buyindianainvest@idoa.in.gov) **included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.**

Buy Indiana

|  |
| --- |
| Easterseals Crossroads is claiming the Buy Indiana preference (1) A business whose principal place of business is located in Indiana. See email from the Indiana Department of Administration in **ATTACHMENT E8**. |

Refer to Section 2.7 for additional information.

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

|  |
| --- |
| Easterseals Crossroads is currently registered for direct deposit of payments from the Auditor of State as well as various other federal, insurance company and private payment mechanisms. In addition, we do accept credit card payments from government and private company payors and understand that the fees associated with credit card acceptance is a normal cost of doing business. |