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**STATE OF INDIANA**

**Request for Proposal 22-69574**

**Respondent Clarifications, Best and Final Offer (BAFO), and Oral Presentations**

**INDIANA DEPARTMENT OF ADMINISTRATION**

***On Behalf Of***

**Family and Social Services Administration**

**Office of Medicaid Policy and Planning**

***Solicitation for:***

**Premium Billing & Collection Services**

**Response Due Date: Monday, February 7, 2022 by 3:00 PM Eastern Time**

Teresa Deaton-Reese, Strategic Sourcing Analyst

Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

1. **Respondent Clarifications:** The State requests responses to the following questions. All clarifications must be answered in writing and submitted by no later than the due date listed on page 1. Written responses should be submitted via email to Teresa Deaton-Reese at [tdeaton@idoa.IN.gov](mailto:tdeaton@idoa.IN.gov).   
   1. Please clarify what proposed components require Design, Development, and Implementation (DDI) during the Implementation Timeline outlined on page 9 of the Technical Proposal. Please confirm that these DDI components been incorporated into your Cost Proposal.
   2. Please confirm that all translation costs, including translation to braille, are included in your proposed Total Four Year Bid Amount listed in your Cost Proposal.
   3. Please clarify if your proposed customer service staff, outlined on page 28 of your Technical Proposal, will be dedicated exclusively to this Contract or split amongst other engagements.
   4. How do you plan to monitor the performance of the proposed subcontractors outlined on page 48 of your Technical Proposal?
   5. Please explain the assumptions utilized to calculate your Proposed Rate per Premium Collected. Does this proposed rate consider that some premiums may paid (and thus collected) electronically?
   6. How do the costs proposed in your RFP Cost Proposal compare to your current Premium Billing & Collection Services Contract’s costs? How do you plan to achieve cost savings for the State via your BAFO Cost Proposal?
   7. How many total FTEs do you propose to allocate to this Contract, if you are awarded? How many FTEs are allocated to each component of the Cost Proposal?
2. **Best and Final Offer (BAFO):** The State is giving Respondents an opportunity to improve their pricing in order to score higher on their cost proposals. Elimination of positions, or any other modifications to the scope and services initially proposed will not be permitted. Pricing reductions may be made to one or more of the following items in Attachment D – Cost Proposal:

* Rates per Premium Processed and Billed
* Additional Fees per Mailed Premium
* Rates per Premium Collected
* Customer Service and Call Center Monthly Rate

None of the items listed above may be increased from the original proposal, even if the newly proposed Total Four Year Bid Amount is lower than the originally proposed Total Four Year Bid Amount.

Please use Attachment D – Cost Proposal for your BAFO submission. All potential costs and charges for the resultant Contract must be reflected, in full, in the “Total Four Year Bid Amount” amount on the Cost Proposal Summary tab. This figure represents the maximum amount the State will pay the resulting Contractor. Please also include updated Attachments A and A1 as well as updated commitment letters for Attachments A and A1 with your BAFO response. BAFO responses should be submitted via email to Teresa Deaton-Reese at [tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov) by the deadline listed on page 1.

1. **Oral Presentations:** Due to ongoing concerns for public health and safety, the State has decided to allow Respondents to conduct oral presentations virtually through the Indiana Department of Administration Webex application. Your company has been selected to participate in virtual oral presentations and interviews for the Premium Billing and Collection Services RFP 22-69574 on Thursday, February 3rd at 3:00 PM Eastern Time.

Your company is invited to conduct a presentation of its proposed approach to meet the needs identified in the RFP. Please be advised that in an effort to maintain the confidentiality associated with the State’s RFP evaluation process, representatives from the State will not be introduced before, during, or after presentations. Please include key staff members who can best speak to your company’s proposed services in attendance at the oral presentation. The individuals in attendance should be conversant in the services proposed in your RFP response. Respondents are highly encouraged to include individuals who will participate in the resulting contract, if awarded. Representatives from key subcontractors may attend as well. The State asks that you limit participation to no more than six (6) representatives. A complete list of attendees must be submitted via email to Teresa Deaton-Reese ([tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov)) by 3:00 PM EST two (2) business days in advance of the scheduled presentation. The list should include each attendee’s First/Last Name, Email Address, and Position.

During your presentation, the State seeks an in-depth exploration of the topics below. Respondents should provide a brief overview of their proposal to the State, but also address the clarification questions in this document. Oral Presentations shall not exceed 45 minutes. Respondents should follow the general agenda below. Please note that timeframes for each sub-bullet are for suggestion only.

* + 1. Introductions and overview of presentation *(15 minutes)*
    2. Oral response to clarification questions *(15 minutes)*
    3. Question and answer period *(15 minutes)*

Oral Presentation videos/presentations, along with any new materials used or referenced, should be submitted via email to Teresa Deaton-Reese at [tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov) by the deadline listed on page 1.