

Gainwell Technologies LLC

Response to the State of Indiana Department of Administration on
Behalf of the Family and Social Services Administration Office of
Medicaid Policy and Planning

Medicaid Management Information System Maintenance and Operations and Medicaid Business Operations

Request for Proposal 22-70376



Cost Assumptions, Conditions, and Constraints

March 8, 2022

3:00 p.m. Eastern Time



Cost Assumptions, Conditions, and Constraints

Gainwell is pleased to submit our cost proposal for the Indiana MMIS M&O and Medicaid Business Operations project. As described in our response, we are confident you will find the services offered will help the Indiana Family and Social Services Administration (FSSA) achieve its strategic goals for the MMIS and business operations solution.

During the course of defining our solution for the Indiana MMIS M&O and Medicaid Business Operations Program, Gainwell has made various assumptions in the development of our Technical Proposal. We list and describe assumptions, clarifications, or constraints that made a material impact on our price in the following content.

Assumptions

- Gainwell has an Architectural Review Board (ARB) that reviews planned architectural changes and provides approval. Gainwell assumes we will follow our current process of notifying the State of any proposed architectural changes approved by the ARB as part of the change management process.
- Gainwell conducts a Disaster Recovery Exercise annually and we have backups that we validate for accuracy. Gainwell assumes we will continue to follow the backup and disaster recovery processes that we use today.
- If a disaster occurs, Gainwell will apply our industry standard data/application restoration processes. Gainwell assumes that we will follow our existing restoration processes so that systems are made available as soon as possible. Gainwell would be happy to discuss specific Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) with the State.
- Gainwell assumes the State will follow the current process for email and fax notifications to providers leveraging the existing content management vendor.
- Gainwell assumes that print costing is for current IHCP programs. If new programs are implemented by the State, additional print costs will be added using a contract amendment.

Conditions

- The Gainwell solution and pricing does not include Federal or State changes that are required and planned to be implemented prior to 07/01/23. In-flight projects will be negotiated between the two contract pricing methodologies. Any Federal or State changes would be based on Gainwell design and any State requested changes would be determined as enhancements. It would be requested that Federal mandates be evaluated for costing due to Federal APD.
- Consistent with industry regulations and the security requirements of our other clients, the Gainwell solution is certified FedRAMP Moderate which is compliant with CMS requirements. Gainwell would like the opportunity to discuss if this FedRAMP level will meet the State's needs, if not and the State requires a higher level of certification, our pricing could be impacted.
- The EVV performance standard of paid claim and encounters is contingent on the EVV edits being activated by the State.

- The performance standard for QA mentions a statistically valid sample. Gainwell assumes that we would continue with the current Yamane sample calculation methodology.

Constraints

- Attachment D Cost Proposal– Credentialling Component does not include full cost of this service. Other Technical Services schedule includes service cost related to Credentialling. The Credentialling schedule includes labor only.
- Attachment D Cost Proposal – EVV Component does not include the service cost for this service. These costs can be found on the Other Technical Services schedule.

In addition to the above assumptions, conditions, and constraints; should the Indiana FSSA decide they would like to proceed to the next phase of procurement with Gainwell, we would like to invite the State to discuss two additional topics that could benefit both parties.

- Gainwell recognizes that delivering the highest quality Medicaid services is of critical importance to the Indiana FSSA, and this proposal has been specifically structured to deliver a service level that is as high or higher than those seen across the industry. However, a number of the Performance Standards in the RFP have SLAs that exceed industry standards. Relatively small adjustments in some of those SLAs could have a significant impact on the overall price, and Gainwell requests the opportunity to discuss some of these areas so what we can offer you the best value solution for your needs.
- At Gainwell, everything we do is focused on people. The people we serve and the people we serve with. Attracting and retaining top talent is central to our core mission and ability to serve you, our customer. Given the inflationary environment we find ourselves in and its impact on wages, we have chosen to include a wage inflation hedge in our price. If our proposal is selected, we would like to discuss how we approached this risk and explore alternative approaches that could be mutually beneficial. The following is an example of Cost-of-Living Adjustment (COLA) language that we have used in similar circumstances with other clients.

“Gainwell pricing does not include any provision for general inflation. The pricing will be adjusted each contract year anniversary based on inflationary increases as reported in the Employment Cost Index (ECI), DCPI, or other mutually agreed upon index. The percentage increases to the Indexes will be based on the increases during the twelve (12) month period preceding the contract year prior to the effective date of the annual inflationary increase. Should the CPI calculation for any year during the term of the Contract exceed five percent (5%), the parties agree to engage in good faith discussions to determine the level of negative impact and seek mutually agreeable alternatives to minimize negative impact to Supplier as a result of such excessive inflationary increases.”

- DDI Milestone Payments Proposed — Gainwell proposes four payments based on milestones during the Transition Period. These will be included in the Phase-In Transition Plan and depend on approved required deliverables. We understand Performance Withholds would not be paid out until the final payment and all activities are complete and implemented by July 1, 2023.