



May 6, 2022

Mark Hempel
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

Dear Mark,

Thank you very much for inviting us to respond to the Best and Final Offer Respondent Request and Clarification Questions. We place tremendous value on our relationship with the Indiana Family and Social Services Administration (FSSA), Office of Medicaid Policy & Planning (OMPP) and are honored to have been able to serve the state's Medicaid needs for the past 31 years.

Gainwell is committed to working with the State to provide quality services for both the existing scope of work and the new scope items with a market competitive solution. As such, to the extent appropriate and permitted by the State's procurement process, Gainwell believes a face to face working session would be helpful in reaching mutual agreement on a solution that works for both parties. Absent such a discussion, our previously submitted Attachment D continues to represent Gainwell's BAFO for this opportunity.

We recognize the State's target of maintaining the current level of annual costs and believe that there are several options to reduce that gap which a working session could clarify. While some options are scope adjustments that offer better value with minor changes in service level, others do not have any effect on scope such as inflation considerations and modifications in our diversity spend commitments.

Given the strength of our decades-long relationship with you, we are confident that such a session would be the most productive next step while offering little to no downside risk to the State. We believe it would be the quickest and most effective way to get to a mutually beneficial solution and complete the procurement phase; so that we can both focus on making the transformations needed to provide the very best Medicaid Services to the people of the State of Indiana.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Fraser". The signature is fluid and cursive, with the first name "Joe" and last name "Fraser" clearly distinguishable.

Joe Fraser
Senior Vice President – General Manager