**RFP 23-73695 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 -** 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. Additionally, list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation. Finally, confirm you have carefully reviewed all requirements listed in RFP Section 1.4 and the Scope of Work (Attachment K). Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

|  |
| --- |
| Blue River Services, Inc. (BRS) has had the privilege of administering the First Steps System Point of Entry and Local Planning and Coordinating Council contract since the inception of the program in Indiana in 1997. What began as a three county service area is now two Clusters comprised of 26 counties in Southern & West Central Indiana. We fully understand the requirement of this RFP, including Section 1.4 Mandatory Qualifications/Exclusions to Bid and the Scope of Work. |

* + 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.

|  |
| --- |
| Blue River Services, Inc. is a private, nonprofit organization founded in Indiana on October 28, 1959 by a group of parents who believed that all people are capable of learning, given the opportunity and appropriate support services. A certificate of authority is included with this proposal (BRS Attachment 6\_Certificate of Authority).  BRS has developed an array of services to meet the needs of people with disabilities and the community in general. Community services currently offered by BRS are organized into the following service groups:  • Family and children’s services such as First Steps System Point of Entry, Service Coordination, Eligibility Determination Teams and Local Planning and Coordinating Council, Healthy Families home visitation, three state-licensed childcare centers, full-day preschool, the 21st Century Community Learning Centers after school programs, a youth shelter, therapeutic services and WIC nutritional programs. Additionally, BRS proudly sponsors Prevent Child Abuse Harrison County and Safe Place for Crawford & Harrison Counties.  • Employment services including vocational evaluation, work services, driver training, placement, supported employment and Vocational Rehabilitation.  • Residential services including supervised group living residences, alternative families for adults, semi-independent living and in-home services.  • Transportation services in the areas of medical transportation, fixed routes to access services and public transit for the general public are provided by the agency.  • Affordable housing for individuals, families and seniors; accessible housing for people with disabilities; and transitional housing for victims of domestic violence.  The BRS Organizational Chart is included with this proposal (BRS Attachment 3\_Administration Organizational Chart). Additionally, a comprehensive organizational chart of the staff currently working for First Steps SPOE, LPCC and Eligibility Determination Teams is also included with this proposal (BRS Attachment 13\_First Steps Organizational Chart). |

* + 1. **Respondent’s Diversity, Equity and Inclusion Information -** With the Cabinet appointment of a Chief Equity, Inclusion, and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the State. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents’ Executive Staff and Board Members, if applicable.

|  |
| --- |
| Blue River Services, Inc. (BRS) has a Cultural Competency, Diversity and Inclusion Plan, which is included with this proposal (BRS Attachment 9\_Cultural Competency, Diversity and Inclusion Plan). As detailed in the Plan, BRS believes that cultural competence is a process, not an endpoint. The word culture is used because it implies the integrated pattern of human behavior that includes thoughts, communication, actions, customs, beliefs, values and institutions of racial, ethnic, religious or social groups. An organization which is fully culturally competent is continuously evolving in their understanding. We provide ongoing exposure to employees throughout the year by providing additional educational videos/motivational stories through the agency’s online training system. The agency is committed to fostering inclusion, tolerance and respect for diversity in all forms. We strive for staff composition that reflects the demographics of our community by annually reviewing the EEO-1 data compared to local demographics and build recruiting efforts accordingly. Additionally, we actively strive for a productive work environment that is free of harassment and bullying.  The demographic composition of the BRS Executive Staff is 83% White, 8.5% Black and 8.5% Hispanic/Latino. The demographic composition of the BRS Board of Directors is 100% White. Efforts to recruit additional Board members are currently underway. |

* + 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.**

|  |
| --- |
| The two most recent audited financial statements of Blue River Services, Inc. are included with this proposal (BRS Attachment 4\_Audit FY 21) and (BRS Attachment 5\_Audit FY22). |

* + 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 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).

|  |
| --- |
| Daniel J. Lowe, CEO, takes responsibility for the thoroughness and accuracy of the financial information presented in this proposal. Mr. Lowe has a Master of Science in Rehabilitation Services. Mr. Lowe has over 44 years of experience in upper level administration with human service organizations. He began employment with BRS in 1984 where he has continually served as the CEO for the past 38 years. Mr. Lowe is affiliated with several community organizations, e.g., Council for Exceptional Children, IACED, Transportation Advisory Committee, INARF, Harrison County United Way, Southern Indiana United Way Advisory, Council of Agency Executives and the Strategic Indiana Provider Network (SIPN).  The corporate structure of Blue River Services includes a Board of Directors comprised of up to 8 members who are responsible for the oversight of the organization in terms of long range planning, establishing policies, the overall direction and oversight of the financial management, and selecting the CEO. There is a structured Board Orientation policy & training manual to which all new members are oriented. The Board reviews and approves any expense over $5,000. The CEO is appointed by the Board to conduct day-to-day business on behalf of BRS.  The Board of Directors also has responsibility for selection of an independent audit firm. This selection is reviewed at minimum every 5 years or if there is dissatisfaction with the current firm. The Audited Financial Statements, Form 990 Tax Return, and the SAS 115 letter is presented to the Board of Directors by the audit firm.  The Board also approves and reviews policies annually to assure corporate integrity such Code of Ethics, Conflicts of Interest, Corporate Compliance Plan, HIPAA, and Accounting and Financial Policies & Procedures Manual. All Board members are required to sign the Conflict of Interest policy annually and disclose any potential conflicts they may have. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

|  |  |  |
| --- | --- | --- |
| **Contract Term Identifier and Header** | **Suggested Language Change** | **Rationale for Suggested Change** |
|  |  |  |
|  |  |  |
|  |  |  |

* + 1. **References** - 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 three (3) **Attachment Hs** from entities with whom the Respondent has worked or collaborated with during their normal course of business. Please note that the references may not come from the agency requesting services (FSSA). **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted by the 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 | Indiana Department of Child Services |
| Company Mailing Address | 302 W. Washington St., Ste E306, MS 47 |
| Company City, State, Zip | Indianapolis, IN 46204 |
| Company Website Address | [in.gov/dcs](http://www.in.gov/dcs) |
| Contact Person | Hannah Robinson |
| Contact Title | Prevention Manager |
| Company Telephone Number | 765-265-6797 |
| Company Fax Number | 317-232-2217 |
| Contact E-mail | [Hannah.Robinson@dcs.IN.gov](mailto:Hannah.Robinson@dcs.IN.gov) |
| Industry of Company | State Government – Child Welfare, Prevention Division |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | FHLBank Indianapolis |
| Company Mailing Address | 8250 Woodfield Crossing Boulevard |
| Company City, State, Zip | Indianapolis, IN 46240 |
| Company Website Address | [www.fhlbi.com/](http://www.fhlbi.com/) |
| Contact Person | Michael Recker |
| Contact Title | Portfolio Manager |
| Company Telephone Number | 317-465-0200 |
| Company Fax Number | 317-465-0376 |
| Contact E-mail | [mrecker@fhlbi.com](mailto:mrecker@fhlbi.com) |
| Industry of Company | Federal Home Loan Bank |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Harrison County Community Foundation |
| Company Mailing Address | 1523 Foundation Way NE |
| Company City, State, Zip | Corydon, IN 47112 |
| Company Website Address | [hccfindiana.org](http://www.hccfindiana.org) |
| Contact Person | Julie Moorman |
| Contact Title | President & CEO |
| Company Telephone Number | 812-738-6668 |
| Company Fax Number | 812-738-6864 |
| Contact E-mail | [juliem@hccfindiana.org](mailto:juliem@hccfindiana.org) |
| Industry of Company | Community Foundation / Grant Maker |

* + 1. **Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information 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.

|  |
| --- |
| Blue River Services, Inc. has an active registration with the Indiana Secretary of State. |

* + 1. **Authorizing Document -** Respondent personnel signing the Executive Summary 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.

|  |
| --- |
| A corporate resolution adopted by the BRS Board of Directors indicating the authority of the CEO to act as the official representative of the organization is included with this proposal (BRS Attachment 8\_Corporate Resolution). |

* + 1. **Diversity Subcontractor Agreements** -

1. Per RFP Section 1.21, Minority & Women’s Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

|  |
| --- |
|  |

1. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

|  |
| --- |
| MBE - Approximately 91% of the requested program dollars are budgeted for Personnel related costs. The second largest expense is Travel, which comprises approximately 3.2% of the proposed costs. The third largest expense is Rent, at approximately 2% of the proposed costs. Together these three line items account for over 96% of proposed funding. This does not leave sufficient funding for a meaningful subcontract with MBEs.  WBE – Approximately 91% of the requested program dollars are budgeted for Personnel related costs. The second largest expense is Travel, which comprises approximately 3.2% of the proposed costs. The third largest expense is Rent, at approximately 2% of the proposed costs. Together these three line items are over 96% of proposed funding. This does not leave sufficient funding for a meaningful subcontract with WBEs.  IVOSB - Approximately 91% of the requested program dollars are budgeted for Personnel related costs. The second largest expense is Travel, which comprises approximately 3.2% of the proposed costs. The third largest expense is Rent, at approximately 2% of the proposed costs. Together these three line items are over 96% of proposed funding. This does not leave sufficient funding for a meaningful subcontract with IVOSBs. |

* + 1. **Evidence of Financial Responsibility** – Removed at the request of the agency.
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

|  |  |
| --- | --- |
| **Business Information** |  |
| Legal Name of Company | Blue River Services, Inc. |
| Contact Name | Jennifer Owens |
| Contact Title | Director of Family Services |
| Contact E-mail Address | [jowens@brsinc.org](mailto:jowens@brsinc.org) |
| Company Mailing Address | PO Box 547 |
| Company City, State, Zip | Corydon, IN 47112 |
| Company Telephone Number | 812-738-1987 |
| Company Fax Number | 812-738-1867 |
| Company Website Address | [www.brsinc.org](http://www.brsinc.org) |
| Federal Tax Identification Number (FTIN) | 35-1101603 |
| Number of Employees (company) | 387 |
| Years of Experience | BRS has been in existence for over 63 years.  73 of our current employees have been employed here for 10+ years. Our average tenure at this time is 6.81 years. |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | 1959 |
| Parent Company (if applicable) | n/a |
| Revenues ($MM, previous year) | $17,66,066 |
| Revenues ($MM, 2 years prior) | $18,869,681 |
| % Of Revenue from Indiana customers | 60.1% State/Local Governments; 39.9% Federal Government |

* 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, included with this proposal (BRS Attachment 10\_Disaster Preparedness and Recovery Plan). |

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

|  |
| --- |
| First Steps early intervention records are stored locally in a secure, encrypted Synology server. All computers and iPads are secured with password protection. Records transmitted via email are secured with automatic encryption in Office 365. Every email account that transmits records has this setting applied so that every email sent with the PDF attached records is encrypted every time. This encryption carries through the email thread should the email be forwarded to someone else. All computers are protected by up-to-date Antivirus software and firewalls. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

|  |
| --- |
| State of Indiana:  Family and Social Services Administration – Almost all our funding runs through a division of FSSA  Vocational Rehabilitation – Placement, Supported Living, SEFA, Driver’s Training, Pre-Employment Transition Services  Department of Child Services – Healthy Families, Youth Group Home  Department of Transportation – Section 5310 Capital grants & 5311 Public Transportation  Department of Highways – Janitorial Services at Rest Areas  Medicaid – Fee for services Waiver, Support Group Living Homes  Department of Education – 21st Century Community Learning Centers grant, Student Learning grant  Department of Health – WIC  Child Care Resource & Referral  Child Care Development Grant  US Department of Housing and Urban Development – OVV Grant, HUD for low to moderate income residents  IHCDA: Funding for low to moderate apartments, senior living apartments (also received Community Housing Development Organization and Enterprise grants) |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

|  |
| --- |
| The State of Indiana is our largest client.  Blue River Services, Inc. served 15,815 clients in 31 counties in Indiana in Fiscal Year 2022. Some examples of clients served:   * We served 3,939 children through First Steps SPOE/Service Coordination and 3,284 children through First Steps Eligibility Determination Teams. * Our WIC program served 5,428 families. * The After School care programs in multiple elementary and middle schools served 386 children. |

* + 1. **Payment -** Removed at the request of the agency.