

RFP 23-75072
Family and Social Services Administration (FSSA)
Indiana Pathways for Aging Member Support Services
ATTESTATION FORM
ATTACHMENT J – Addendum 2

Respondent Name:

Maximus US Services, Inc.

1.0 Mandatory Submissions and Requirements: Disagreement with these items may result in the response being disqualified.

Section 1.10 Pricing	<input checked="" type="checkbox"/> Have read and meet this requirement
Section 2.3.6 Mandatory Contract Terms/Clauses	<input checked="" type="checkbox"/> Have read and understand this section
Section 3 2.2 Executive Summary	<input checked="" type="checkbox"/> Have completed, signed, and submitted
Section 3.2 Attachment A: Minority and Women Business Enterprise form	<input checked="" type="checkbox"/> Have completed, signed, and submitted or <input type="checkbox"/> Opting not to submit
Section 3.2 Attachment A1: Indiana Veteran Owned Small Business form	<input checked="" type="checkbox"/> Have completed, signed, and submitted or <input type="checkbox"/> Opting not to submit
Section 3.2 Attachment C: Indiana Economic Impact	<input checked="" type="checkbox"/> Have read, completed, and submitted
Section 3.2 Attachment D: Cost Proposal (Excel Workbook)	<input checked="" type="checkbox"/> Have completed and submitted
Section 3.2 Attachment E: Business Proposal	<input checked="" type="checkbox"/> Have completed and submitted
Section 3.2 Attachment F: Technical Proposal	<input checked="" type="checkbox"/> Have completed and submitted
Attachment L: Case Scenarios	<input checked="" type="checkbox"/> Have completed and submitted

2.0 Confirm mutual understanding and submission.

2.3.6 Contract Terms/Clauses	<input type="checkbox"/> Confirm Respondent's Legal Representation has read, and accepts Sample Contract language. or <input checked="" type="checkbox"/> Confirm Respondent's Legal
------------------------------	--

	Representation has read, and submitted alternative language per section 5.0 and 6.0 of this attachment.
1.15 and 2.2.5 Confidential Information: The complete list of Confidential and Redacted files is specified in section 4.0 of this attachment.	<input checked="" type="checkbox"/> Have read, and submitted or <input type="checkbox"/> Have read, and does not apply to response
2.2.1 Agreement with Requirements listed in Section One of RFP	<input checked="" type="checkbox"/> Have read, and agree
2.2.2 Ability and Desire to Supply the Required Products or Services	<input checked="" type="checkbox"/> Have read, and agree
2.3.10 Subcontractors	<input checked="" type="checkbox"/> Have read, agree, listed subcontractors in 7.0 of this attachment and submitted documents or <input type="checkbox"/> Have read, and does not apply to response

3.0 Claim clarification

2.7 Buy Indiana	<input type="checkbox"/> YES claiming or <input checked="" type="checkbox"/> NO, not claiming
2.7 Buy Indiana	<input type="checkbox"/> System generated notification submitted or <input type="checkbox"/> Status Letter on company letterhead submitted

4.0 Confidential / Redacted File: confirm submission if applicable

More rows may be inserted if necessary

Responses must include the following required information:

- List all documents or sections of documents, for which statutory exemption to APRA;
- Specify which statutory exception of APRA applies for each document or section of the document;
- Provide a description explaining how the statutory exception to the APRA applies for each document or section of the document; and

- Provide a separate redacted or confidential, whichever is applicable, version of the document. File name should use the following format:
 - (insert rfp #)_(insert Att letter)_CONFIDENTIAL
 - (insert rfp #)_(insert Att letter)_REDACTED
- More rows may be inserted if necessary

Filename	Document Section	Document Page #	Statutory exception reference	Rationale for application of the statute	Submitted
23-75072 – Executive Summary - Maximus		2 - 6	IC §5-14-3-4(4)	Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our competitors were to be given it on their own.	<input checked="" type="checkbox"/>
23-75072 – Att A – MWBE Participation Form – Maximus	All	1 and 3 of 4 Each Letter and Certification	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att A1 – IVOSB Participation Form - Maximus	All	1 and 3 of 3 Each Letter and Certification	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att C – Indiana Economic Impact Form - Maximus	Attachment C Tab and FTE Details Tab	Various cells	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Attachment D –	Attachment D: Cost Proposal	Various cells	IC §5-14-3-4(4)	Maximus considers its cost	<input checked="" type="checkbox"/>

Cost Proposal (Addendum 4) – Maximus				methodology as well as components of pricing to be Trade Secret	
23-75072 – Cost Proposal Narrative – Maximus	Cost Proposal Narrative	1 - 2	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Cost Assumptions Conditions and Constraints - Maximus	Cost Proposal Assumptions, Conditions, and Constraints		IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att E – Business Proposal - Maximus	2.3.1 General	E.1 -E. 6	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p>	
--	--	--	--	---	--

				<p>Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our competitors were to be given it on their own.</p>	
23-75072 – Att E – Business Proposal - Maximus	2.3.2 Respondent's Company Structure	E.8	IC §5-14-3-4(4)	<p>Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our competitors were to be given it on their own.</p> <p>As for the specific employees' names, roles, and responsibilities,</p>	<input checked="" type="checkbox"/>

				Maximus cannot afford to have our competitors poach our best employees. Such a result could also have a negative impact on projects.	
23-75072 – Att E – Business Proposal - Maximus	2.3.3 Respondent's Diversity, Equity, and Inclusion Information	E.9 – E.10	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att E – Business Proposal - Maximus	2.3.3 Respondent's Diversity, Equity, and Inclusion Information	E.10 – E.12	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	<input checked="" type="checkbox"/>
23-75072 – Att E – Business Proposal - Maximus	2.3.7 References	E.19 – E.20	IC §5-14-3-4(4)	This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				provides the state with a distinct and superior system to meet the needs of our client population.	
23-75072 – Att E – Business Proposal - Maximus	2.3.10 Subcontractors	E.21 – E.24	IC §5-14-3-4(4)	Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our competitors were to be given it on their own.	<input checked="" type="checkbox"/>
23-75072 – Att E – Business Proposal - Maximus	2.3.12.b Securing State Information	E.25 – E.26	IC §5-14-3-4(4)	This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	<input checked="" type="checkbox"/>
23-75072 – Att E – Business Proposal - Maximus	2.3.13 Experience Serving State Governments	E.27 – E.31	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Proposal constitute a step-by-step description	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	
23-75072 – Att E – Business Proposal - Maximus	2.3.14 Experience Serving Similar Clients	E.32 – E.37	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att E – Business Proposal - Maximus	Attachment E, Appendix E.5: Draft Business Continuity and Disaster Recovery Plan	All	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	1.a Proposal Overview	F.2 – F.3	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. the technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many years of government service. This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to MAXIMUS and would provide competitors with an unfair and unearned advantage.</p>	
--	--	--	--	---	--

23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	1.b. Company and Staff Background and Experience	F.3 – F.5	IC §5-14-3-4(4)	<p>The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our</p>	<input checked="" type="checkbox"/>
--	--	-----------	-----------------	---	-------------------------------------

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				competitors were to be given it on their own. As for the specific employees' names, roles, and responsibilities, Maximus cannot afford to have our competitors poach our best employees. Such a result could also have a negative impact on projects.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	1.b.i. Program Experience to Replicate and Meet Indiana's Goals	F.5 – F.6	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	1.b.ii. Programs We Intend to Initiate Specific to Indiana as Part of This Contract	F.6	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>

<p>23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus</p>	<p>1.b.iii. Examples of How We Worked with Other States in a Collaborative Manner to Address Changing Program Needs and Priorities</p>	<p>F.7 – F.9</p>	<p>IC §5-14-3-4(4)</p>	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause</p>	<p>☒</p>
---	--	------------------	------------------------	--	----------

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				substantial competitive harm to Maximus and would provide competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	1.d. Experience of Subcontractors	F.11	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	1.e. Experience Navigating a Successful Transition	F.11 – F.13	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	2.a. Beneficiary Support Services	F.14 – F.15	IC §5-14-3-4(4)	<p>This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business.</p> <p>The technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many years of government service.</p> <p>This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to MAXIMUS and would provide</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				competitors with an unfair and unearned advantage.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	2.b. Population	F.15	IC §5-14-3-4(4)	This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	2.b.i. Addressing Needs and Barriers of Aging and Disabled Individuals	F.15	IC §5-14-3-4(4)	These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product.	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	2.c.i. Meet the State’s Timelines for Readiness and Implementation	F.16 – F.17	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	3.a. Member Advocacy	F.18 – F.19	IC §5-14-3-4(4)	See above	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	3.b, Analysis of Complaints and Issues	F.19	IC §5-14-3-4(4)	This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. The technology approach reflects our thorough	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>understanding of such government programs and has been developed at substantial expense over many years of government service.</p> <p>This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to MAXIMUS and would provide competitors with an unfair and unearned advantage.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	3.c. Identifying and Reporting Systemic Problems	F.19	IC §5-14-3-4(4)	<p>This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business.</p> <p>The technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many years of government service.</p> <p>This information is safeguarded by the company as confidential trade</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				secret information. Release of this information would result in substantial competitive harm to MAXIMUS and would provide competitors with an unfair and unearned advantage. The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	3.c.i. Preventing Complaints Before They Happen	F.19 – F.20	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	3.d. Medicare Knowledge and Awareness	F.21	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	4. Access Point for MCE Education & Member Issues	F.22	IC §5-14-3-4(4)	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause</p>	<input checked="" type="checkbox"/>
--	---	------	-----------------	--	-------------------------------------

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				substantial competitive harm to Maximus and would provide competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	4.a. General Education and Understanding Managed Care	F.23 – F.25	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	4.c. Education and Support for Changing MLTSS Health Plans	F.26 – F.27	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	4.e. Member Issue Management	F.27 – F.28	IC §5-14-3-4(4)	These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p>	
23-75072 – Att F – Technical	4.g. Care Coordination and	F.29	IC §5-14-3-4(4)	The policies and procedures set	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

Proposal (Addendum 2) - Maximus	Service Coordination Support			forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	4.h. Plan Change and Disenrollment	F.29	IC §5-14-3- 4(4)	These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects.	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	5.a. System and Process for Supporting Grievances and Appeals	F.30 – F.33	IC §5-14-3-4(4)	<p>This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. The technology approach reflects our thorough understanding of</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>such government programs and has been developed at substantial expense over many years of government service.</p> <p>This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to MAXIMUS and would provide competitors with an unfair and unearned advantage.</p> <p>The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	5.b. Aligning and Creating Seamless Processes	F.33	IC §5-14-3-4(4)	These innovations are not available to the general public; rather they are used internally by	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with</p>	
--	--	--	--	---	--

				an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6. Communications and Helpline	F.34	IC §5-14-3-4(4)	<p>The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market. These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations</p>	☒

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal	6.a.ii. How We Will Identify, Support, and Address	F.35 – F.36	IC §5-14-3-4(4)	These innovations are not available to the general public; rather they are	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

(Addendum 2) - Maximus	Requests for In- Person Assistance			<p>used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide</p>	
---------------------------	---------------------------------------	--	--	---	--

				competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.b. Member Materials	F.36 – F.37	IC §5-14-3-4(4)	See above.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.c. Helpline	F.37 – F.38	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.c.ii. Interpreter Services	F.40	IC §5-14-3-4(4)	See above.	☒

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.c.iii. Helpline Disaster Recovery Plan	F.40 – F.42	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.c.iii. Helpline Disaster Recovery Plan	F.42 – F.44	IC §5-14-3-4(4)	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.c.iv. Call Recording	F.44 – F.45	IC §5-14-3-4(4)	See above	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.c.iv. Call Recording	F.45	IC §5-14-3-4(4)	This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. One of the key elements that differentiate Maximus from our competitors is our ability to begin operations rapidly and to ensure a smooth start-up or transition of operations from the state or from a previous contractor. The technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>years of government service.</p> <p>This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to Maximus and would provide competitors with an unfair and unearned advantage.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	6.d. Website	F.45 – F.46	IC §5-14-3-4(4)	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects.</p> <p>The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p>	
<p>23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus</p>	<p>7.c. Level of Care and Intake Vendor, Enrollment Broker</p>	<p>F.48</p>	<p>IC §5-14-3-4(4)</p>	<p>The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	7.d. Providers and Community Resources, including Community Resource Referrals and Warm Hand-Offs	F.48 – F.49	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	7.d. Providers and Community Resources, including Community Resource Referrals and Warm Hand-Offs	F.49	IC §5-14-3-4(4)	This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. One of the key elements that differentiate Maximus from our competitors is our ability to begin operations rapidly and to ensure a smooth start-up or transition of operations from the state or from a previous contractor. The technology approach reflects our thorough understanding of such government programs and has	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>been developed at substantial expense over many years of government service.</p> <p>This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to Maximus and would provide competitors with an unfair and unearned advantage.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	8. Technology Requirements	F.51	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	8.a. Case Tracking Database	F.52 – F.57	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	10. Staffing	F.59	IC §5-14-3-4(4)	<p>Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>competitors were to be given it on their own.</p> <p>As for the specific employees' names, roles, and responsibilities, Maximus cannot afford to have our competitors poach our best employees. Such a result could also have a negative impact on projects. The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other</p>	
--	--	--	--	--	--

				competitors in this market.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	10.a. Recruitment and Staffing Plans	F.60 - 61	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	10.b. Key Staff Resumes	F.61 - 62	IC §5-14-3-4(4)	Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our competitors were to be given it on their own. As for the specific employees' names, roles, and responsibilities, Maximus cannot afford to have our competitors poach our best employees. Such a result could also have a negative impact on projects.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	10.c. Addressing and Minimizing Staff Turnover	F.63	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	10.d.ii. Hiring Efforts	F.64	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	10.e. Staff Training Plan	F.66 – F.68	IC §5-14-3-4(4)	<p>The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.</p> <p>This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business.</p> <p>One of the key elements that differentiate Maximus from our competitors is our ability to begin operations rapidly and to ensure a smooth start-up or transition of operations from the state or from a previous contractor.</p> <p>The technology approach reflects our thorough understanding of</p>	
--	--	--	--	--	--

				<p>such government programs and has been developed at substantial expense over many years of government service.</p> <p>This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to Maximus and would provide competitors with an unfair and unearned advantage.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	11. Monitoring and Reporting Requirements	F.69 – F.71	IC §5-14-3-4(4)	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects.</p> <p>The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall. The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets</p>	
--	--	--	--	--	--

				<p>Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market. The technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many years of government service. This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to Maximus and would provide competitors with an unfair and unearned advantage.</p>	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	11.a. Reports	F.72 – F.73	IC §5-14-3-4(4)	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p>	
--	--	--	--	---	--

23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	11.b. Sample Performance Reports	F.73	IC §5-14-3-4(4)	<p>This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. One of the key elements that differentiate Maximus from our competitors is our ability to begin operations rapidly and to ensure a smooth start-up or transition of operations from the state or from a previous contractor. The technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many years of government service. This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to Maximus and would provide competitors with an unfair and</p>	<input checked="" type="checkbox"/>
--	----------------------------------	------	-----------------	---	-------------------------------------

				unearned advantage.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	11.c. Evaluating the Success of the MLTSS Program	F.73 – F.74	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	11.d. Internal Operational Structure and Performance Data	F.74	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	13.a. Implementation Activities	F.77	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>

23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	13.a.ii. Methods for Ensuring Timely Go-Live	F.78 – F.80	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	13.a.iv. Implementation and Transition Project Management Approach	F.81 – F.82	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	13.b. Readiness Review	F.82	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	14.a. Culturally Competent and Trauma-Informed Service Delivery	F.84 – F.85	IC §5-14-3-4(4)	These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p> <p>The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project.</p> <p>This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of</p>	
--	--	--	--	---	--

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	14.b. Affirming Worth and Dignity through Person-Centered Services	F.85	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal	14.c. Equity and Cultural Competency Plan	F.85 – F.86	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

(Addendum 2) - Maximus					
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15. Quality Assurance	F.87	IC §5-14-3-4(4)	See above.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15.a.i. Quality Assurance and Quality Improvement	F.88	IC §5-14-3-4(4)	See above.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15.a.i.1.Continuous Quality Assessment and Performance Improvement	F.88	IC §5-14-3-4(4)	See above.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15.a.ii. Quality Management and Improvement Program	F.89 – F.90	IC §5-14-3-4(4)	See above.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15.a.iii. Review of LTSS Program Data to Support Quality Management and Improvement	F.90 – F.91	IC §5-14-3-4(4)	See above.	☒
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15.b. Quality Goals	F.91 – F.92	IC §5-14-3-4(4)	This is not simply information that relates exclusively to a particular circumstance, but it represents the methods and approaches employed by Maximus in conducting business. One of the key elements that differentiate Maximus from our competitors is our ability to begin operations rapidly and to ensure a smooth start-up or transition of operations from the state or from a	☒

				<p>previous contractor. The technology approach reflects our thorough understanding of such government programs and has been developed at substantial expense over many years of government service. This information is safeguarded by the company as confidential trade secret information. Release of this information would result in substantial competitive harm to Maximus and would provide competitors with an unfair and unearned advantage. The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart</p>	
--	--	--	--	--	--

				from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	15.c. Surveying Client Satisfaction	F.92	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				from all other competitors in this market.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	16. Subcontractors	F.93 – F.94	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	16.a Subcontractor Agreements	F.94 – F.95	IC §5-14-3-4(4)	<p>These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects. The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their</p>	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	16.b. Subcontractor Performance	F.95	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				competitors in this market.	
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	16.e. Quality Goals and Performance Oversight Activities	F.97	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	Appendix F.1: Resumes	All	IC §5-14-3-4(4)	Maximus performs in an intensely competitive environment. Our employees and our company's ability to organize and manage projects constitute some of our most valuable corporate assets. Our project organizational structure has been developed through numerous projects over many years. Maximus would be placed at a competitive disadvantage if our competitors were to be given it on their own. As for the specific employees' names, roles, and responsibilities, Maximus cannot afford to have our competitors poach our best employees. Such a result could also have a negative impact on projects.	<input checked="" type="checkbox"/>
23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	Appendix F.2: Sample Performance Reports	All	IC §5-14-3-4(4)	These innovations are not available to the general public; rather they are used internally by Maximus in the management and operations of our government	<input checked="" type="checkbox"/>

RFP 23-75072 Family and Social Services Administration (FSSA) Member Support Services

				<p>projects. Some of these innovations involve the products of third party vendors, and the innovations embody our intimate knowledge of the structure and operation of large government case management projects.</p> <p>The materials are protected by the trademark and copyright laws, and Maximus is careful to maintain the confidential and proprietary nature of the product. Because these innovations have been developed and modified over the years to reflect the evolving nature of such government programs, permitting a competitor to understand their functionality would also reveal the Maximus approach to managing government projects of this type. Release would cause substantial competitive harm to Maximus and would provide competitors with an unearned windfall.</p>	
--	--	--	--	---	--

23-75072 – Att F – Technical Proposal (Addendum 2) - Maximus	Appendix F.3: Corrective Action Plan and Penalty Details	All	IC §5-14-3-4(4)	The policies and procedures set forth in the Maximus Technical Proposal constitute a step-by-step description of the detailed procedures employed by the company in implementing and operating a government project. This compilation of information describes and represents unique approaches to the provision of such services that sets Maximus apart from its competitors and provides the state with a distinct and superior system to meet the needs of our client population. These business rules embody how Maximus conducts our business and set Maximus apart from all other competitors in this market.	<input checked="" type="checkbox"/>
23-75072 – Att L – Case Scenarios (Addendum 2) - Maximus	Case Scenarios	L.2 and L.4	IC §5-14-3-4(4)	See above.	<input checked="" type="checkbox"/>

5.0 Respondent additional attachments

More rows may be inserted if necessary

Filename	RFP Attachment Reference
N/A	

6.0 Subcontractors per RFP 2.3.10

More rows may be inserted if necessary

Subcontractor Name	Function to be performed	Document Submitted
Express Employment Professionals	Staff augmentation	<input type="checkbox"/> Executed contract <input checked="" type="checkbox"/> Letter of Agreement
Knowledge Services (WBE)	Staff augmentation	<input type="checkbox"/> Executed contract <input checked="" type="checkbox"/> Letter of Agreement
Miles Printing (WBE)	Printing and mailing services	<input type="checkbox"/> Executed contract <input checked="" type="checkbox"/> Letter of Agreement
The Panther Group (MBE)	Staff augmentation	<input type="checkbox"/> Executed contract <input checked="" type="checkbox"/> Letter of Agreement
		<input type="checkbox"/> Executed contract <input type="checkbox"/> Letter of Agreement