**Request for Proposal** **23-75072**

**Respondent Clarifications**

**Indiana Department of Administration**

***On Behalf Of***

**Family and Social Services Administration (FSSA)**

***Solicitation for:***

**Indiana Pathways for Aging Member Support Services**

**Clarification Response Due Date:** July 12th, 2023 by 3:00 PM Eastern Time

Teresa Deaton-Reese

Procurement Consultant

Indiana Department of Administration

Procurement Division

402 W. Washington St., Room W468

Indianapolis, Indiana 46204

**I. Respondent Clarifications:**

The State is requesting responses to the following written clarification questions. These clarification questions must be answered in writing and submitted no later than the due date listed on page 1 via email to Teresa Deaton-Reese at [tdeaton@idoa.in.gov](mailto:tdeaton@idoa.in.gov).

Please clarify the following regarding the items within Attachment E (Business Proposal):

* 1. In your response to Section 2.3.3, you share a target of having 15% of case handling staff speaking fluent Spanish by 2024. Is this specific to this RFP, or is it a broader company goal?

Please clarify the following regarding the items within Attachment F (Technical Proposal):

* 1. In your response to Section 3d, you state you will train staff using established processes derived from ILS’s Medicaid and Medicare expertise. Please clarify the proposed training processes by providing specific examples.
  2. In your response to Section 3, you discuss referring members to take legal action as part of the advocacy process. Please clarify the situations and timeline in which you would direct members to use legal intervention.
  3. In your response to Section 3, you reference the “LTSS Ombudsman” several times. Please clarify whom you are referencing here and your use of “LTSS Ombudsman”. Is this the Long-Term Care (LTC) Ombudsman? If so, please clarify how you will leverage your LTC Ombudsman duties to support the member support services work.
  4. Please clarify your proposed timelines for member issue assignment, handling, and resolution in accordance with Section 4e ii.
  5. Please clarify your understanding of the grievance and appeals process in accordance with Section 5.
  6. Regarding your response to Section 5 and the SoW prohibitions on providing legal representation, please clarify how you propose to educate members about legal representation and referrals beyond the MSS responsibilities.
  7. In your response to Section 6a, you describe leveraging LTC Ombudsmen to provide in-person meetings with members. Please clarify how and why the LTC Ombudsmen will be leveraged for in-person visits. Also, clarify how this involvement may impact the work capacity of MSS representatives and LTC Ombudsmen, as well as the steps you will take to mitigate any potential conflicts.
  8. Regarding your response to Section 6b, please clarify how members will be made aware of their option to request mailed physical copies of the digital member materials available to them online. Also, clarify ILS’s ability to meet the associated printing capacity requirements.
  9. Section 6d references the website that ILS will develop. Please clarify how you propose this website will interact with FSSA’s website.
  10. In your response to Section 10c, you describe offering your staff time off, including 11 holidays and 17 leave days. Please clarify your acceptance of the State’s holiday schedule and your ability to staff the MSS program on all State business days as described in the Scope of Work.
  11. In your response to Section 10e, you describe what you call the “ILS model of person-centered advocacy and support”. Please clarify the specific tenets of this model, and describe if the model is based on any industry frameworks such as The Learning Community or LifeCourse.
  12. Regarding your response to Section 12, please clarify the process and timeline for notifying the State of a disaster.
  13. In your response to Section 18a, you describe limiting staff to 4 hours answering phone calls a day. Please clarify how you plan to mitigate the impact of limited phone call answering time for staff members on meeting performance measures, specifically as it relates to call answer times.
  14. In various Sections of your response, you discuss leveraging internal knowledge-sharing to help provide better services. In other response locations, you reference the separation of the MSS project from other ILS work. Please clarify the proposed level of separation between the MSS program and other ILS projects, as well as the internal standards that will be employed to ensure the privacy and security of members’ personal information while also benefiting from the internal knowledge sharing you describe.