**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 F (Technical Proposal):

1. In Section 2a, you mention “enhanced MLTSS efficiency and cross-collaboration to quickly identify gaps and implement change” based on your role as Indiana’s Enrollment Broker and MLTSS Enrollment Services vendor. Please clarify what type of program information and data is shared within Maximus across programs and how member privacy is protected.
2. In Section 3a, the proposal states “We clearly train our Member Support Specialists that we are not providing choice counseling to members. While we understand there may be a potential for overlap within member advocacy, our staff will be well-versed in their roles of responsibility.” Please clarify if the Member Support Specialist staff will be dedicated solely to the MSS program.
3. In Attachment L, Case Scenario #2, you state “A member may choose to speak with a bilingual Spanish-speaking Member Support Specialist, or we support the member’s needs using the LanguageLine.” Please clarify if bilingual staff will be hired for and trained for the MSS line of business.
4. In Section 4, the proposal says “The member will not need to repeat issues in their call. All staff will be able to access the case notes from the member’s previous calls/contacts with us so the Member Support Specialist can immediately determine the history of the issue and address any concern.” Please clarify the process for ensuring case notes are thorough and up-to-date when transferring members to a different point of contact. Also, clarify your understanding that Member Support Specialists are required to re-enter the call queue as soon as their previous call ends.
5. Section 6 states “Our QA/Training Analyst will deliver person-centered training, aligning all staff on the principles of person-centered thinking (PCT) and person-first language described in detail in *Section 3.a: Member Advocacy*.” Please clarify the specific tenets of this training model, and describe if the model is based on any industry frameworks such as The Learning Community or LifeCourse.
6. Section 6d references the website that Maximus will develop. Please clarify how Maximus proposes its website to interact with FSSA’s website.
7. Based on Section 10, please clarify your member-facing staffing approach to meet the estimated volume assumptions provided by FSSA. What volume of member-facing staff do you anticipate hiring to meet the State’s expected volume?
8. Based on Section 16, please clarify the relationship between the main vendor and the staffing subcontractor and how the staffing subcontractor’s work is overseen.
9. Please clarify what types of questions will be included in the client satisfaction surveys that are mentioned in Section 15c.
10. Based on Section 18a ii, please clarify the timeline and processes for documentation and issue resolution by Member Support Specialists following communications with members.