**RFP 24-78424**

**BUSINESS PROPOSAL**

**ATTACHMENT E.1 - EDW**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** 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.

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| Hoosiers depend on the critical data and services provided by the enterprise data warehouse (EDW) to the Indiana Family and Social Services Administration (FSSA), the Division of Family Resources (DFR), the Department of Child Services (DCS), and other stakeholder agencies. As your incumbent vendor, we have shown we are with you every step of the way. For the new combined EDW scope, we are fully prepared to bring that same dedication, focus, and passion to help you realize and continue to build on your vision. For the last 12 years, the Optum Indiana EDW team has shown up every day to provide an efficient and time-tested approach that has resulted in consistent success and high-quality work for the State, delivering quality insights for your key initiatives, including Pathways for Aging, Dual Special Needs Plan (DSNP), My Healthy Baby, financial transparency dashboards, and much more. For the new expanded EDW scope, we bring to you unmatched depth of program, technical, business, and operational knowledge and skills that will provide you with a seamless transition while minimizing your risk and business disruption. We have assembled a unified team of highly accomplished experts from the legacy EDW and Social Services Data Warehouse (SSDW) to minimize transition time, streamline processes, and modernize the EDW to a cloud-native environment. Our team’s knowledge and expertise will result in minimal impact to the important work of delivering insights to your stakeholders. The Optum team’s work in State government and Indiana coupled with our simple, yet powerful strategy will allow us to deliver on your vision. We are excited about what the future holds for Indiana and for our relationship together. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which it was 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.

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| Optum Government Solutions, Inc. company structure is as follows.   * For the legal form of our business organization, please see **Appendix\_2.3.2\_99506\_FilingHistoryDocs\_OGS 2023** * For the Articles of Incorporation and Certificate of Authority, please see **Appendix\_2.3.2\_Articles of Incorp.\_OGS** for Integris, Inc. with name change to Optum Government Solutions, Inc., for Delaware, where our company was incorporated.   Optum Government Solutions, Inc., is part of Optum, owned by parent company, UnitedHealth Group, a health care and well-being company whose mission is to help people live healthier lives and help make the health system work better for everyone. We are working to help build a modern, high-performing health system through improved access, affordability, outcomes, and experiences.    There are 3 business units within Optum:   1. **Optum Health** enables comprehensive, patient-centered care to drive better outcomes and experiences for patients and care providers at a lower total cost of care. We proactively engage people in their health through in-clinic, in-home, virtual, and digital clinical platforms.      1. **Optum Insight** connects the health care system with trusted technology services and analytics to make clinical, administrative, and financial processes simpler and more efficient. We apply advanced data, technology, and clinical expertise within the flow of decision-making to improve the entire health care experience.      1. **Optum Rx** integrates pharmacy, medical, and behavioral care through a full spectrum of pharmacy services to give people affordable access to prescription medications and therapies, comprehensively serve patients with complex clinical needs, and give consumers a better, more transparent digital pharmacy experience.   **Responsible Division: Optum Government Solutions** is the division responsible for developing and marketing the requested products and/or services in the United States and the bidding entity for the State of Indiana Request for Proposal 24-78424 FSSA Enterprise Decision Support Solutions (EDSS). Optum Government is part of Optum Insight and focuses on serving State Medicaid and Human Services agencies by delivering administrative and operational services, technology modernization, and thought leadership.  Today, we serve more than 20 states with a portfolio of services, including:   * Advanced Analytics and EDW * Program Integrity Services * Integrated Eligibility Maintenance and Operations * Provider Enrollment Services * Health Insurance Exchange Services * Contact Center Services * Long-Term Services and Supports * Health Management Solutions * Program, Policy, and Research Consulting capabilities   The products we are bidding for RFP 24-78424 are our Analytics and EDW capabilities. We currently provide these services to 10 other states today, including some of the largest data warehouses in the country, such as Indiana, California, New York, Illinois, among others. We have provided these services since 1994. |

* + 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 composition of Respondents’ Executive Staff and Board Members, if applicable.

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| UnitedHealth Group works every day to help people live healthier lives and help make the health system work better for everyone. Embedded in that mission is our diversity, equity and inclusion (DEI) strategy that prioritizes the creation and retention of a diverse workforce and building an inclusive workplace for today and for the future. This key priority is addressed on page 7 of our **2023 UHG Sustainability Report (Appendix 2.3.3\_2023 UHG Sustainability-Report attached):**  **Our people and culture:** Our commitment to build a diverse, equitable and inclusive (DEI) culture is critical to our success as a company where innovation and compassion fuel our impact on the people and communities we serve.  ***Leadership Demographic Composition***  Our Chief Sustainability Officer, Patricia L. Lewis, reports directly to UnitedHealth Group CEO Andrew Witty and the Executive Team. Part of her team is Joy Fitzgerald, Chief DEI Officer. Joy’s role is to advance our DEI efforts, to educate and empower employees to do their best work. We embrace a range of people and perspectives, which is critical to our company’s success. The UnitedHealth Group Board of Directors comprises 10 directors, with the demographic composition of 33% female, 66% male, 22% Black/African American and 11% Hispanic.  **We take a proactive approach to measuring and prioritizing DEI.** To advance workforce diversity, we established a specialized DEI recruiting function focused on ensuring the inclusion of women, people of color, and individuals from diverse backgrounds and lived experiences in candidate talent pools, as well as the selection process and interview panels. We have partnered with an external third-party organization to further understand the lived experiences of our employees, reviewing our processes, policies and culture to identify ways to better serve people with diverse backgrounds. Overall, our employees report having a positive experience at our company, bolstered by their trust in management and teams. The findings also identified opportunities where we can expand our career development initiatives and improve cultural awareness among our workforce. Today our workforce is comprised of   * 70% female (global workforce) * 59% female representation in management positions (global workforce) * 45% people of color (U.S. workforce) * 31% management positions occupied by people of color (U.S. workforce)   Please refer to the full report attached as **Appendix\_2.3.3\_2023-UHG-Sustainability-Report** for the full report on how we’re living up to our sustainability goals and DEI efforts.  We recognize that a health workforce more representative of the communities it serves fosters not just diversity and inclusion but health and wellness. Therefore, DEI is built into everything we do.  Employees receive education, training, and participate in active discussions around DEI, including having access to resource groups, toolkits, classes, roundtables, and open discussion to understand core principals; their impacts to making our work environment inclusive, open, and transparent; and how it is critical to business growth.  We use the scale and size of our entire enterprise to support Supplier Diversity programs and goals. We partner to proactively integrate historically underutilized businesses into our supplier base to enable growth, innovation, and healthier communities by focusing on a range of supplier classifications:   * MBE – Minority Business Enterprise * WBE – Women Business Enterprise * DOBE – Disabled-Owned Business Enterprise * LGBTBE – Lesbian, Gay, Bi-Sexual or Transgender Business Enterprise * SDVOB – Service-Disabled Veteran-Owned Business * VBE – Veteran-Owned Business Enterprise * SBE – Small Business Enterprise * SDB – Small Disadvantaged Business * WOSB – Women-Owned Small Business   We also partner with advocacy organizations in support of our supplier diversity efforts, including the:   * [National Minority Supplier Development Council](https://nmsdc.org/) (NMSDC) * [Women Business Enterprise National Council](http://wbenc.org/) (WBENC) * [Disability:IN](https://disabilityin.org/) * [National Veterans Business Development Council](http://nvbdc.org/) (NVBDC) * [Diversity Alliance for Science](https://diversityallianceforscience.com/) (DA4S) * [National Association of Women Business Owners](https://www.nawbo.org/)   Additionally, we support numerous regional affiliate councils and local community organizations throughout the United States. For more information, visit [Registration for Diverse Suppliers - UnitedHealth Group.](https://www.unitedhealthgroup.com/suppliers/supplier-registration.html)  We are also committed to on-going development of our diverse suppliers with practical solutions that improve organizational effectiveness and training. Key development initiatives include capacity-building workshops and mentoring. For example, UnitedHealth Group partnered with Bracane Company, a consultancy focused on clinical research in minority populations and health disparities, to assist with awareness and branding of their company. By the time the project team completed their work, Bracane saw a 700% increase in website hits, greatly expanding awareness of their work to create equitable care environments. Our enterprise goal is to deliver positive economic impact in diverse communities and represent the populations we serve every day.  Optum supports a wide range of local, regional, and national organizations who share our commitment to diversity, equity, and inclusion through joint initiative development, event and program participations, volunteerism, and giving. A few partner organizations include:   * **AARP:** Helping to empower people to choose how they live as they age * **The Executive Leadership Council:** The preeminent organization dedicated to increasing the number of successful Black executives domestically and internationally * **INROADS:** Partnership dedicated to helping increase the diversity in the health care industry * **Prospanica:** Empowering Hispanic professionals to achieve their future potential   We also have a long history of being widely recognized for our commitment and effective action to advance workplace diversity. A few recognitions include:    *Recognized over 4 consecutive years.*    *Multiple years recognized.*          Our mission calls us, our values guide us, and our commitment to quality connects us. We are building a diverse culture that supports and develops our people and earns the best talent. We know we are more successful as a business, when we include, value, and learn from diverse people and perspectives.  For additional information, please see:   * **Appendix\_2.3.3\_2023-UHG-Sustainability-Report** |

* + 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.**

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| The Respondent, Optum Government Solutions, Inc. (Optum) is part of the health care services business of UnitedHealth Group, Incorporated. UnitedHealth Group is a publicly traded (U.S.) corporation ranked 6th on the Fortune 500 with 2023 revenues of more than $307 billion. This financial strength demonstrates that our contract performance on behalf of FSSA will be built on an extremely solid corporate financial foundation.  In addition to the products, services, technologies, and capabilities we can offer, our position gives us the financial stability to engage in the long-term partnership the State is seeking. As an independent subsidiary, Optum possesses the organizational autonomy to respond to the needs of our clients quickly and directly.  We have provided a copy of the UnitedHealth Group audited financial statements for the fiscal years ending:   * December 31, 2022: **Appendix\_2.3.4 UHG 10-K\_2022** * December 31, 2023: **Appendix\_2.3.4\_UNH-Q4-2023-Form-10-K**   Audited financial statements include an audit opinion from our external auditors, Deloitte & Touche, LLP. The audit statement does not include an Adverse Opinion or a Disclaimer of Opinion.  The Respondent, Optum Government Solutions, Inc. is a privately held, but wholly owned subsidiary of Optum Insight, Inc. As such, Optum Government Solutions, Inc. does not have separate, independently audited, public financial statements; however, its financial information is included in the consolidated annual revenue for the Optum Insight business segment, where the latter revenue is reported separately in the publicly available, audited financial statements of the ultimate parent company, UnitedHealth Group, Incorporated. |

* + 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).

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| Please see the signed statement from the Optum CFO attached as **Appendix\_2.3.5\_Integrity of Company Structure and Fin. Report\_Stmnt**. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6.

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| Optum accepts all the mandatory contract terms found in Section 2.3.6 of the RFP as being part of the eventual contract between FSSA and Optum for the EDW scope of work and has so indicated in Attachment J. These mandatory contract terms consist of the following:  ● Authority to Bind Contractor  ● Compliance with Laws  ● Drug-Free Workplace Certification  ● Employment Eligibility Verification (E-Verify)  ● Funding Cancellation  ● Governing Law  ● Indemnification  ● Information Technology Enterprise Architecture Requirements  ● Nondiscrimination Clause  ● Penalties/Interest/Attorney’s Fees  ● Termination for Convenience  ● Non-Collusion and Acceptance  Consistent with Section 2.3.6 of the RFP, Optum has proposed modifications to the non-mandatory terms found in Attachment B and Attachment B.2, the Additional Terms applicable to Platform as a Service offerings. The modifications include clarifications and supplemental terms to such non-mandatory terms. The specific alternative language is set forth in **Appendix\_2.3.6\_Alternative and Supplemental Contract Terms and Conditions to the Professional Services Contract Attachment B and Attachment B.2** to this Business Proposal. This language is often consistent with alternative language that the State has accepted as part of the negotiation of similar contracts in the past. |

* + 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 clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | Illinois Department of Healthcare and Family Services (HFS) |
| Company Mailing Address | 201 South Grand Avenue East |
| Company City, State, Zip | Springfield, Illinois 62763 |
| Company Website Address | hfs.illinois.gov |
| Contact Person | Shanan Casey |
| Contact Title | Director of Data Analytics and Research Analysis, EDW Manager |
| Company Telephone Number | 1-217-524-7463 |
| Company Fax Number | NA |
| Contact E-mail | shanan.casey@illinois.gov |
| Industry of Company | State Government Health and Human Services |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Arkansas Department of Human Services, Division of Medical Services |
| Company Mailing Address | P.O. Box 1437 |
| Company City, State, Zip | Little Rock, Arkansas 72203 |
| Company Website Address | humanservices.arkansas.gov/divisions-shared-services/medical-services/ |
| Contact Person | Laurie Waters |
| Contact Title | Arkansas Medicaid Enterprise PMO DSS Operations and Support Manager |
| Company Telephone Number | 1-501-320-6492 or 1-501-725-3289 |
| Company Fax Number | NA |
| Contact E-mail | laurie.waters@dhs.arkansas.gov |
| Industry of Company | State Government Health and Human Services |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Michigan Department of Health and Human Services (MDHHS) |
| Company Mailing Address | 333 South Grand Ave |
| Company City, State, Zip | Lansing, MI 48933 |
| Company Website Address | michigan.gov/mdhhs |
| Contact Person | David Fox |
| Contact Title | Business Relationship Manager, DTMB |
| Company Telephone Number | 1-517-930-0972 |
| Company Fax Number | NA |
| Contact E-mail | foxd@michigan.gov |
| Industry of Company | State Government Health and Human Services |

**2.3.8 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.

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| Optum has current, active registration (perpetual) with the Office of the Indiana Secretary of State.  A close-up of a document  Description automatically generated |

* + 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.

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| Please see attached as **Appendix\_2.3.9\_Authorizing Document** the Assistant Secretary's signed Certification attesting to the authority of Jeffrey Grosklags, Optum Corporate Vice President, Finance and Accounting to commit Optum Government Solutions, Inc. contractually to the pricing and statements in this proposal, along with the accompanying Corporate Resolution adopted by the Board of Directors giving a VP this authority. |

* + 1. **Diversity Subcontractor Agreements**

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

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

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| We engaged several MBE and WBE companies as we developed our solution and response for the EDW. Our criteria for assessing partnership included review of their MBE or WBE certified status in the State of Indiana, their work history for quality, expertise, team culture, and price to identify the best partners to complement our team and provide the highest value to the State.  The MBE vendors we met to discuss the proposal included Metamor Systems, RCR Technology, and eSense Inc. We decided to partner with Metamor and RCR because of their long history and experience with the FSSA SSDW. We are also continuing to partner with eSense, as they are a current subcontractor to Optum on the current EDW and have been a valuable partner.  The WBE vendors we met included aFit Staffing, Inc., Briljent, CSpring, Diversified Services Network, netlogx and Syra Health. We decided to continue our partnership with CSpring and expand their scope for the EDW. They have been an important partner in our success providing support on our current contract, including the current Rapid Response team. We did not partner with the other WBE vendors for various reasons:   * aFit: We met with aFit late in the process and already had our team shored up with the help of our other subcontractors. * Briljent: They did not have the needed staffing. * Diversified Services Network: They were disqualified from bidding per Round 2 Q&A answers. * netlogx: They declined and decided to partner with other vendor(s). * Syra Health: The staff did not meet the needed qualifications and rates were not a fit.   We appreciate the State providing the pre-proposal networking opportunities list as part of the bid to raise visibility on the ever-changing landscape of new M/WBE vendors in Indiana. |

* + 1. **Evidence of Financial Responsibility** – Removed at the request of the agency. This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

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| Not applicable |

* + 1. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Optum Government Solutions, Inc. |
| Contact Name | Rebecca Kane |
| Contact Title | VP, Business Development |
| Contact E-mail Address | Rebecca.kane@optum.com |
| Company Mailing Address | 11000 Optum Circle |
| Company City, State, Zip | Eden Prairie, MN 55344 |
| Company Telephone Number | 1-952-833-7100 |
| Company Fax Number | N/A |
| Company Website Address | optum.com |
| Federal Tax Identification Number (FTIN) | 04-3574101 |
| Number of Employees (company) | 893 (Optum Government business unit) |
| Years of Experience | More than 30 years’ experience |
| Number of U.S. Offices | 593 |
| Year Indiana Office Established (if applicable) | Not Applicable. Optum is currently co-located with FSSA DST on the 8th floor of the State of Indiana Government Center North office building. |
| Parent Company (if applicable) | UnitedHealth Group |
| Revenues ($MM, previous year) | $371.6B in 2023 |
| Revenues ($MM, 2 years prior) | $324.16B in 2022  $287.6B in 2021 |
| % Of Revenue from Indiana customers | $4,493,381,827 for 2023 |

* 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.

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| Yes. Optum maintains formal disaster recovery plans and business continuity plans. Plans are required for each application and application service throughout the enterprise. A summary of the Optum Disaster Recovery Program is in **Appendix\_2.3.12\_Disaster Recovery Plan\_EDR Program Overview**. |

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

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| There is no expectation that State data would be stored within an Optum data center for this contract. If the hosting for the solution changes, security technologies that are used to secure Optum internal resources and data centers will be documented in the System Security Plan. These technologies and processes involve establishing role-based access privileges for any Optum team member who needs to access State information. This will prohibit storing any State information on any Optum-provided laptops that securely connect to virtual machines or other servers where actual State information is stored and maintained and enable encryption capabilities. |

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

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| Optum has served state governments since 1994. We have experience in every state, but today, we provide a full portfolio of capabilities directly to more than 20 states. Our capabilities include a full range of important Medicaid and Human Service infrastructure services, ranging from Analytics and EDW and Long-term Services and Supports to Provider Management services, Eligibility services and Program Integrity capabilities. Here is a footprint of our current portfolio.  A graphic of a map with text and images  Description automatically generated with medium confidence  ***Our people* are our most valuable resources.** We work as integrated teams in partnership with our clients to deliver technology and business process capabilities, program knowledge and innovative ideas all to help our clients achieve their goals. |

* + 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.

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| Optum has provide Analytics and EDW capabilities to states since 1994. Since then, we have designed, implemented, operated, and modernized analytics systems in more than a dozen states. Today, we provide services to 10 states, including the State of Indiana, with enterprise Analytics and EDW capabilities. Each client has their own objectives and goals, but broadly, our teams help our clients meet such goals as:   * Improving program management and operations * Providing state and federal reporting * Modeling policy options * Assessing risk * Improving population outcomes * Providing ad hoc reporting to examine the most pressing issues for State Health and Human Services programs today   A diagram of the state  Description automatically generated  Michigan is the most comparable in size to Indiana (with around 2M Medicaid enrollments). We also provide services to slightly larger states, such as Illinois and New Jersey, as well as states with slightly smaller populations, such as Arkansas and Virgina. Every state has unique goals for their own EDW, and each state is unique in how we support them. Examples of the experience and the flexibility we would bring to Indiana to support the short and long-term goals for the EDW include:   * **Michigan Department of Health and Human Services Data Warehouse (MDHHS):** What began as an EDW used by 50 state staff now supports 10,000 staff submitting over 2 million queries a day for insights from the program data of more than 60 state and federal sources. Agency staff access the EDW through many analytic tools to do everything from managing populations and coordinating care with managed care organizations (MCOs), to state/federal reporting, ad hoc analytics and identifying risk in communities, among many others. The MDHHS EDW is used by 20 agencies. * **Arkansas Medicaid Enterprise (AME) Decision Support System (DSS):** Since 2013, Optum has maintained, operated, and modernized the system supporting Medicaid, CHIP, qualified health plans, adoption, foster care, and the National Council for Prescription Drugs Program (NCPDP). We redesigned the system to help the State advance interoperability and modernization with a commercial-off-the-shelf (COTS) approach, avoiding customization and achieving operational and cost efficiencies. In 2020, we migrated the DSS to a cloud-native, Snowflake database platform using analytic tools to achieve their SLAs. * **New Jersey Shared Data Warehouse (SDW):** Since 2001, Optum has maintained, operated, and enhanced the SDW. Our data engineering and business intelligence experts have worked across Medicaid and Social Services programs on several key initiatives, including:   + Monitoring and managing 130,000 public health providers   + Managing and monitoring SNAP and TANF   + Managing the State’s WorkFirst NJ, which helps individuals gain employment and become self-sufficient   + Managing the Certified Community Behavioral Health Clinics (CCBHCs) program and federal support   Today, we are helping the State migrate to an on-premises cloud instance of Azure to support such programs as maternal episodes of care.  These are just a few examples of the work we do every day. Optum is fully prepared to bring our experience, best practices, ideas, and flexibility to meet your specific goals so you can fully realize the value of your EDW investment, optimize operations for all programs and staff, while also helping provide Hoosiers with quality outcomes. |

* + 1. **Indiana Preferences -** Removed at the request of the agency.

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| Not applicable. |

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

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* + 1. **Extending Pricing to Other Governmental Bodies** – Removed at the request of the agency.

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| Not applicable. |

* + 1. **IOT Additional Terms and Conditions (optional)** - If you propose a Cloud-based solution, then Additional Terms and Conditions related to Cloud-based systems that the State expects to execute with the successful Respondent(s) are provided in Attachment B1, B2, and B3. Depending on your proposed System, you could be required to agree to one or more of the following sets of Additional Terms and Conditions:
* Attachment B.1 - IOT Additional Terms and Conditions - Infrastructure as a Service Engagements (IaaS)
* Attachment B.2 - IOT Additional Terms and Conditions - Platform as a Service Engagements (PaaS)
* Attachment B.3 - IOT Additional Terms and Conditions - Software as a Service Engagements (SaaS)

Please indicate in your response below which of these sets of Additional Terms and Conditions you believe applies to your proposed System. Review these Additional Terms and Conditions and indicate acceptance and/or any redlined edits, via Track Changes. It is the State's strong desire to not deviate from the Additional Terms and Conditions that are provided in these attachments and as such the State reserves the right to reject any and all requested changes. Any or all portions of this RFP and any or all portions of your response may be incorporated as part of the final contract.

In addition to your response below, **Respondents are also required to review and respond to the questions included in Attachment L, IOT Cloud Questionnaire Form.**

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| The portion of the Optum solution that is cloud-based is the Teradata solution that has been deployed in the Azure Government Cloud. The cloud-based Teradata solution is offered as a Platform as a Service. Accordingly, Attachment B.2 – IOT Additional Terms and Conditions – Platform as a Service Engagements (PaaS) would apply. Optum has proposed a limited set of modifications to Attachment B.2 as seen by **Appendix\_2.3.6 Alternative and Supplemental Contract Terms and Conditions to the Professional Services Contract Attachment B and Attachment B.2** attachedto this Business Proposal.  Please note that in so far as the RFP has not requested binding terms, conditions, and pricing for what is being proposed as a cloud-native solution, Optum has assumed that determining which Additional Terms and Conditions would apply to that cloud-native solution from Attachments B.1 through B.3 shall be addressed as part of the Amendment for such cloud-native solution.  Optum has also reviewed and responded to the questions included in Attachment L, IOT Cloud Questionnaire Form that is attached to this Business Proposal. |