**RFP-24-78771**

**BUSINESS PROPOSAL**

**ATTACHMENT E**

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

***Business Proposal***

* + 1. **General (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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| Established in 1989, Diversified Services Network (DSN) brings over 34 years of public and private sector experience, a diverse portfolio of business skills, and a successful track record. Our thorough understanding of cost allocation plans, federal claiming, and federal compliance allows us to bring the State of Indiana Family and Social Services Administration (FSSA) an unmatched breadth of knowledge and management skills. DSN’s team members are experienced, knowledgeable of the State’s business needs, and ready to help drive the continuation of cost allocation services at FSSA.  As the current FSSA cost allocation and random moment study (RMS) services provider, DSN can assure the State that there will be no contract transition issues, no personnel changes will be made on the DSN Cost Allocation Team and RMS Team, and new training will not be necessary. This is a significant advantage that DSN provides over other competitors for the continuity of our CAP and RMS services. DSN’s project team is currently in place and servicing FSSA. Along with our dedicated Indiana project team, DSN’s long-standing experience and understanding of the public assistance cost allocation plan (PACAP), as well as the required processes for updating the plan, are firmly established related to FSSA’s operations.  DSN is well-qualified, fully prepared, and eager to assist FSSA in its mission and objective for maximizing federal reimbursement. We understand FSSA’s RFP objectives for procuring services for the development and implementation of cost allocation plans and related tasks are to result in the maximization of federal funding.  The ultimate success of any project rests on the talent and experience of the people who perform the work. Our comprehensive capabilities, along with the broad-based knowledge and experiences of the core DSN team, enable us to bring expertise and client focus to FSSA’s cost allocation plan. DSN is unequivocally committed to the success of FSSA’s mission and objectives through a dedicated team with over 20 years of experience in cost allocation plans and RMS implementations and operations. We are dedicated to building upon our current reliable, long-term relationship and providing excellent client service to FSSA.  DSN’s best-in-class staff are knowledgeable of allowable costs and administrative activities under federal programs. Our proposed project staff provides a comprehensive approach to cost allocation plans based on federal guidelines. The DSN team brings vast knowledge and extensive experience to analyze, prepare, and deliver the critical insights and accurate results necessary to help FSSA document and quantify its indirect costs to maximize its cost recoveries expended on federal and state programs. DSN’s project staff are at the forefront of the industry’s standards and best practices when it comes to the development and maintenance of cost allocation plans. In addition, DSN’s seasoned professionals bring proven techniques in RMS, data gathering, hosting, and administrating *DSN RMTS®*, our company’s proprietary software for random moment time study sampling.  Our core staff includes Subject Matter Experts (SMEs) with direct, hands-on, working experience in Public Assistance Cost Allocation Plans (PACAP), Random Moment Study (RMS) sampling, Data Gathering, General Cost Allocation Plans (CAP), Analysis and Maintenance, Advisory Services, and training of State Employees. Through it all, DSN’s SMEs maintain a laser focus on maximizing FSSA’s federal claiming.  Utilizing our proprietary *DSN RMTS®* software and established data collection methods, DSN assures FSSA of the reliability of statistical data gathered during cost allocation processes. This process ensures compliance with all federal and state regulations, including 2 CFR Part 200 and ASMB C-10. DSN’s methods expeditiously returning federal funds to the state treasury to replenish general funds used for administrative support in federal program implementation.  Our core staff also includes program, fiscal, and information systems experts who have decades of experience working with federally funded child welfare, child support programs at the state and local level. The proposed project team is highly recognized for their abilities and professionalism. Team members’ skills include eligibility, claiming, protection and maximization of federal revenues, and maintenance and development of information systems to operate and support federal claiming. Within **Attachment F**, please see DSN’s proposed staff with relevant experience and background-- including the tremendous amount of knowledge and skill our company’s team brings to FSSA.  The majority of DSN’s staff proposed for the project have worked with FSSA for 18 years or more. For the Project Manager, DSN’s proposes Karen Kinder, whose past experience includes serving as FSSA’s Chief Financial Officer (CFO). Michael Lenox, DSN’s proposed Senior Cost Allocation Consultant, has functioned as the point of contact person for the FSSA’s public assistance cost allocation plan since 2006. Amy Royce, DSN’s proposed RMS Administrator and Cost Allocation Consultant, has worked with FSSA’s projects since 2004. Ms. Royce’s longstanding track record of improving the proficiency of the RMS’ systems assures the State will receive the most accurate statistical results. **Attachment F** includes information on additional DSN team members with relevant experience in cost allocation plans, RMS, and other family services—all of whom are ready to assist FSSA, as needed.  DSN is partnering with a fellow women’s business enterprise (WBE) and a minority business enterprise (MBE) subcontractor to bring additional value to our company’s services. Our current diverse subcontractors, Koehler Partners, Inc. (an Indiana certified WBE), and Sondhi Solutions, LLC. (an Indiana certified MBE), will continue to provide support aimed at improving revenue recovery and related RMS activities in cost allocation associated with FSSA claiming. DSN will work with Koehler Partners and Sondhi Solutions on this facilitation, as needed, over the course of the project.  The full scope of DSN’s project team, in partnership with our subcontractors, allows us to offer more than a continuation of past services. DSN provides experienced subcontractors with the capacity and expertise to assist in identifying potential improvements in claiming processes through facilitation and training. In addition, we bring technical experience in the reviewing of claiming worksheets and processes. DSN’s proposed dynamic combination of subject matter experts and experienced subcontractors will continue the improvement in FSSA’s federal cost recovery, using more efficient processes to achieve this goal.    DSN uses a full arsenal of verified software and tools to support cost allocation plans efficiently and successfully. Our company’s proprietary cost allocation software, *DSN CAP®,* customized cost allocation spreadsheets, and proprietary RMS software work in conjunction to ensure accurate results. These results, in combination with various FSSA financial system-generated data and departmental proven statistics, are used to determine and support allocation percentages to benefiting programs. FSSA’s financial and program staff are familiar with DSN’s cost allocation approach, just as DSN’s project staff are familiar with FSSA’s program specifics and procedural expectations. Through our company’s partnership with FSSA on this project, DSN commits to seamless ongoing operations for the State. There will be no disruption to the important tasks that assure FSSA’s maximization of federal recoveries through the continuation of the cost allocation process in collaboration with DSN’s knowledgeable and well-established team. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| **Note:**  **Appendix 2.3.2 -Respondent’s Company Structure includes DSN’s Certificate of Authority and a detailed organization chart for DSN.**  **Legal form of the Respondent’s business organization:**  Diversified Services Network, Inc. (DSN) is an Illinois registered corporation.  Diversified Services Network, Inc. (DSN) is registered as a Foreign Corporation in the State of Indiana and 23 other states.  **The state in which formed (accompanied by a certificate of authority):**  Diversified Services Network, Inc. (DSN) was formed in the State of Illinois in June of 1989.  Certificate of Authority is uploaded as an **attachment titled “Certificate of Authority” in Appendix 2.3.2** for State of Illinois (Certificate of Good Standing) and State of Indiana (Certificate of Authority).  **The types of business ventures in which the organization is involved:**  Diversified Services Network, Inc. (DSN) has no joint business ventures with any other organization.  **A chart of the organization:**  DSN’s chart of organization is uploaded as an **attachment titled “A chart of the organization” is located in Appendix E-2.3.2-*-Respondent’s Company Structure.***  DSN is a US-based company with only one division responsible for the development and marketing of the requested products and/or services in the United States.  DSN focuses on three main consulting service areas to serve FSSA— Public Sector Human Services, IT, and Project Management. These focus areas are DSN’s core divisions:     * **Public Sector Human Services Consulting:** Cost allocation plans (CAPs) development; RMS implementation, administration, and maintenance; federal claiming; eligibility pre-determination; child welfare, and child support Title IV. * **IT Consulting Services:** Development, maintenance, and enhancement of DSN’s proprietary *DSN RMTS®* and *DSN CAP®* software used for child welfare, child support, federal claiming, and eligibility applications. * **Project Management Consulting Services:** DSN’s project management consulting services ensure a comprehensive approach to cost allocation plans and RMS based on federal guidelines, rapid response to FSSA inquiries, and complete adherence to federal guidelines. DSN’s project management team optimizes our services. Our company’s Client Relations team maintains open communication throughout the project, to assure complete client satisfaction.   Additional details for each DSN service area are listed below.  **Public Sector Human Services Consulting**:  **Public Sector Human Services Consulting** is a core competency for DSN. Our services focus on cost allocation plans development, cost allocation plans implementation, RMS, federal claiming, eligibility, child welfare, and child support Title IV.  FSSA’s Cost Allocation Services falls under DSN’s Fiscal Services core competency within the Public Sector Human Services Consulting area. This service area, as noted above, includes public assistance cost allocation services and RMS systems-- with the goal of maximizing federal cost reimbursements. With significant national experience in all aspects of cost allocation and random moment time systems, DSN currently provides Cost Allocation Services and Random Moment Study (RMS) time sampling to FSSA.  A few key components of DSN’s unique value proposition to FSSA are:   * **Indianapolis-based Staff** Local dedicated cost allocation plan staff, local RMS subject matter expert (SME) staff, and a local Delivery Manager, all who have years of experience supporting FSSA, are conveniently based in Indianapolis. This allows DSN to quickly respond to any questions and issues that may arise. Our company’s Indianapolis-based DSN team members have a demonstrated long-standing experience with FSSA and focus on providing accurate cost allocation plan services and statistically sound random moment time reporting results. With the ability to be physically onsite at FSSA’s offices in a moment’s notice, DSN’s local team members assure RMS and CAP applications are maintained and updated as needed, including dealing quickly with any unexpected technology issues. * **In-Depth Experience** Our team’s in-depth understanding and experience in identifying which functions are support activities, versus those allowable activities that may be directly charged to federal programs. * **Proven Training Methods** Our team’s proven ability to develop and conduct effective training to populations with diverse skill levels. DSN provides training in fiscal management services, CAP, and RMS. Traditional, virtual, or onsite training options are all offered by our company in order to best meet client needs. All training includes DSN-designed materials and a curriculum covering all aspects of cost allocation plans, RMS data gathering, sampling and analysis. * **Expert Core Staff** Our core staff includes knowledgeable program, fiscal, and information systems experts who bring decades of experience working with federally funded child welfare and child support programs at the state and local level, including past and current experience with FSSA. Within **Attachment F,** please see DSN’s proposed project team’s names, proposed project roles, relevant experience, and background. * **Exceptional CAP Technology** Our proprietary software, *DSN CAP®*, in combination with DSN’s customized cost allocation spreadsheets, are comprehensive tools that assure efficiency and accuracy in our company’s processes. These DSN tools are currently used to generate cost allocation plans to allocate the indirect cost for FSSA. DSN’s cost allocation processes meet all required regulations and guidelines, including 2 CFR Part 200, 45 CFR Part 95, and ASMB C-10. * **Exceptional RMS Technology** Our proprietary *DSN RMTS®* software, a proven time-study tool, is used in combination with our team’s established data gathering techniques. These demonstrated methods provide FSSA’s staff the confidence that the collected statistical elements in the cost allocation process are defensible and meet federal and state compliance guidelines (such as 2 CFR Part 200 and ASMB C-10). DSN’s methodical and proven process promptly returns qualifying federal dollars to the state to replenish state general funds spent providing administrative support for federal programs. * **Dedicated Project Director** A dedicated Project Director is provided by DSN at no cost to FSSA. Our company’s proposed Project Director brings over twenty-five (25) years of experience in child welfare, federal program eligibility and claiming, and cost allocation services. * **Highly Experienced Project Manager** DSN is appointing a highly knowledgeable Project Manager to assure project success. Our company’s proposed Project Manager has significant FSSA experience, as well as cost recovery, grant administration, grant management, and project management knowledge and skills.      * **Multi-State Fiscal Services Experience** Our company’s Fiscal Services practice extends to more than ten (10) additional states agencies (not including DSN’s current work in Indiana), as well as more than 45 counties, cities, and municipalities. * **Cross-Functionality** Our cross-functional expertise is the most important aspect of DSN’s proposed project staffing plan. Along with the dedicated proposed Indiana project team, our company has additional cost allocation and RMS experts on staff. These additional experts are established with DSN’s team, ready, and available to assist with the FSSA project, should the need arise. * **Trusted Collaborator** Our excellent thirty-four (34) year reputation of being an ethical and reliable vendor— at very competitive pricing. DSN’s reputation is well-established with our valued, long-term client, the State of Indiana. * **Financially Stable Partner** Our financial stability as a reliable and debt-free company provides our clients with reassurance and confidence in partnering with the DSN team. DSN’s low overhead allows our company to pass on cost and hourly rate savings to all our clients.   **In Summary**  DSN’s Public Sector Human Services experts bring in-depth experience and knowledge of public assistance cost allocation services and random moment study (sampling RMS ) systems—including FSSA’s specific needs. Our experienced team is knowledgeable and well-prepared to help FSSA meet its goal of maximizing federal cost reimbursements. Our company’s significant national experience in all aspects of cost allocation and random moment time systems ensures FSSA continuity in this project and ongoing steady success in our work together.  **IT Consulting Services:**  **IT Consulting Services** is a core competency for DSN. Our IT consulting services focus on the development, maintenance, and enhancement of child welfare, child support, federal claiming, eligibility applications, DSN’s proprietary *DSN RMTS®* and *DSN CAP®* software.  A few key components of DSN’s unique value proposition in the IT services area are:   * **Proven Experience** DSN has more than thirty-four (34) years of hands-on experience providing software and applications development to federal agencies, state governments, and Fortune 500 companies. * **Best-in-Class IT Staff** Our best-in-class IT professionals bring extensive experience in federal and state fiscal claiming and reporting applications— always relying rely on sound cost allocation plans and accurate RMS results. DSN’s IT staff ensure that all unexpected requests are resolved in a timely manner with appropriate consideration of potential federal and state fiscal and claiming impacts. * **Locally Based IT Project Staff** Our project team’s IT staff are located in Indianapolis and supported by additional DSN staff in Springfield, Illinois. * **Knowledge and Understanding of Multiple Data Sources** Our IT staff understand that data often resides across multiple agencies and platforms (legacy mainframe, server applications, web applications, and user-based applications such as Access and Excel, etc.). DSN’s IT team possesses the knowledge and experience necessary to assess data sources spanning multiple agencies, media, and system platforms. * **Backup Options to Ensure Seamless Operations** Our company’s IT staff provide additional backup for cost allocation and the random moment time software and IT systems. * **IT Business Process Development and Integration** In addition to performing traditional IT functions, DSN team members often assist users and management staff with the development of integrated IT business processes. DSN provides IT coordination with other state agencies or federal level entities. * **System Experts** DSN’s IT staff members have a thorough understanding of the State of Indiana’s computer systems. Importantly, our company’s IT staff have substantial experience with DSN’s RMS and CAP data systems and the application areas. * **Additional Support Options** DSN is capable and sufficiently poised to provide additional part-time or short-term staffing options to meet specific project needs or initiatives identified by FSSA.   **In Summary**  DSN brings in-depth experience and knowledge of government systems in general, including systems specifically in use by the State of Indiana to support this project. With more than three decades of historical experience combined with current project expertise, DSN is uniquely qualified to continue supporting FSSA’s cost allocation IT needs going forward for this project. With our company’s proprietary *DSN RMTS®* and *DSN CAP®* software tools, DSN’s IT team brings unparalleled technological expertise to cost allocation. Our company’s seasoned IT professionals provide FSSA and all of DSN’s clients with the full life-cycle of software system development: process definition; requirements management (project planning, quality assurance, project tracking and oversight, organizational process focus); software metrics; software process assessments; software capability evaluations; software project management; software certification; software validation and verification; open systems; software architecture; software reengineering; software reuse; component based software; software security; and supervising software configuration management.  **Project Management Consulting Services:**  **Project Management Consulting Services** is the third core competency area for DSN and is an essential component to our company’s business model.   A few key components of DSN’s unique value proposition in the Project Management Consulting Services area are:   * **Proven Experience** DSN has over thirty-four (34) years of hands-on experience providing Project Management and Consulting Services to federal agencies, state governments and Fortune 500 companies. * **Demonstrated Approach** Each day, DSN’s Project Management Consulting Services team members manage projects, establish project management offices, and staff key project management positions at public and private sector client organizations. DSN has the experience and knowledge of tools, techniques, principles, and practices to lead both small- and large-scale endeavors on both IT and non-IT projects. * **Continuous Cost Allocation Project Success** Our Project Management team focuses on effectively supporting federal claiming, cost allocation, RMS, as well as other company projects nationwide. No matter the project, DSN’s Project Management team consistently delivers the desired results on time, within budget, and within scope. DSN’s program oversight manager is PMP-certified with experience in executing industry standards and best practices based on *Project Management Body of Knowledge (PMBOK)®* standards. * **Established Structure** Our company’s approach and methodologies to project management provide a structure and framework that allow the DSN’s Project Management team to successfully support FSSA in effectively managing cost allocation and RMS projects. * **Cost Allocation and RMS Knowledge and Expertise** The DSN Project Management team understands all aspects of managing cost allocation and RMS projects – from deliverable review and approval processes, to invoicing, to associated license and maintenance agreements. * **Dedication to Client Satisfaction** Without question, DSN’s Project Management team’s number one focus is the proactive pursuit of its clients’ satisfaction. As a commitment to the success of each engagement, DSN dedicates a director-level resource who is responsible for assuring quality service delivery and a positive, enduring, client relationship. DSN actively seeks feedback from our company’s clients. Our company is known for quality, value, and client satisfaction. Our company recognizes that monitoring satisfaction requires a multi-pronged approach and input from many sources. Therefore, DSN’s approach is to work collaboratively with our clients to understand their needs, requirements, and expectations. * **Best Practices** DSN brings significant Project Management experience to ensure success— no matter how small or large the project. DSN regularly applies *PMI®* methodologies, standards, research, tools, and training along with best practices based on *Project Management Body of Knowledge (PMBOK)®* standards to improve the organizational success of our projects. * **Solutions for Success** DSN’s approach and methodology for Project Management solutions comes from an accumulation of our company’s knowledge and experienced gained over more than 34 years of engagements within both the public and private sectors. Our company delivers greater reliability, security, stakeholder acceptance and quality using our Project Management team’s foundation in industry standards and best practices. DSN embraces the highest sources of industry knowledge and best practices, including: * **Institute of Electrical and Electronics Engineers, Inc. (IEEE)** * **Software Engineering Institute (SEI)** * **Project Management Institute (PMI)**   **In Summary**  DSN understands the challenges and complexities involved in preparing cost allocation plans and RMS data gathering, sampling and analysis. DSN’s established expertise assures the State will have no transition cost, no disruption of the current workload of its staff, and the same structured manner to meet all required delivery dates. Our company has the knowledge, resources, and capabilities to successfully assist FSSA in continuing its operations with no disruption to services—while moving forward to build and improve upon the existing Indiana model together. |

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

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| Established in 1989, Diversified Services Network, Inc. (DSN) is certified as a Women’s Business Enterprise (WBE) by the states of Indiana and Illinois. DSN is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion, not only throughout our workforce but within our supply chain, as well. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our suppliers bring are a significant part of not only our company’s culture, but also of our company’s reputation and achievements.  First and foremost, DSN prides itself on having an excellent thirty-four (34)year reputation as an ethical and reliable diverse company. Our reputation provides a foundation of trust that DSN builds upon with a potential diverse workforce and helps elevate our business to continually grow and succeed.  To ensure diversity, equity, and inclusion we use the following policies and approach:   * DSN is committed to vendor diversification by ensuring that diverse businesses are included in our supply chain, procurement, and hiring processes. * DSN's leadership is committed, and currently, actively training our internal recruiters and business development staff on how to identify diverse suppliers and evaluate their technical capabilities, which may be able to support DSN in fulfilling client consulting needs. * DSN's leadership actively promotes the use of diverse suppliers in our supply chain by consistently and actively participating in forums, conferences, and networking events held by the various diversity certifying organizations. DSN continues to participate in diversity events held by Illinois State Black Chamber of Commerce, Women’s Business Enterprise National Council (WBENC), Illinois Department of Central Management (CMS) workshop (now managed by Illinois Commission on Equity and Inclusion), Ameren Supplier Diversity, and many other events. * These forums, conferences, and workshops have given DSN opportunities to promote our diversity program and network with fellow diverse suppliers. Through these networking opportunities, DSN develops and maintains professional connections. Many of these professional relationships have grown into meaningful and mutually beneficial business teaming opportunities, enriching our supply chain. * DSN actively recruits diverse suppliers to partner with our company via various external marketing efforts and postings. Diverse supplier partnerships are recruited for inclusion both within our internal workforce and within our supply chain. * DSN actively promotes and supports the inclusion of other certified woman-owned (WBE), minority-owned (MBE), veteran-owned, and disability-owned business partners within our company’s various RFP responses. * DSN continues to improve our supplier diversity program to achieve a higher visibility internally within our organization. In order to enhance our existing program, DSN is dedicated to routinely training and educating the various internal business units on how to incorporate diversity within our supply chain and the benefits of working with diverse suppliers. * Culture of inclusion and diversity is promoted throughout DSN’s entire organization. Strict anti-discrimination policies are implemented at all levels. These are imbedded in our company’s everyday business practices and DSN’s policies in recruitment, procurement, hiring, compensation, and professional development.   As a provider of consulting services, DSN’s human capital is the most valuable asset we bring to our client base. As a woman-owned business, DSN is inherently attuned to the need for a diverse supplier base for the services we offer. Our supplier diversity program is an extension of DSN's goals and values, therefore, our company has defined and established measurable goals for both the long- and short-terms for our diversity workforce.  **The demographic composition\* of DSN’s corporate’s executive staff is as follows:**   * One (1) white female President and founder * One (1) white male Vice President and founder * One (1) black female Director * Two (2) white males – Directors * Eight (8) white females – Managers * One (1) black female – Manager * Two (2) white males – Managers   **Summary:**  **16 TOTAL** **DSN executive corporate staff members**  Eleven (11) females – nine (9) white and two (2) black  Five (5) males – four (4) white and one (1) black  *\*Company demographic information reported above is in alignment with U.S. Census Bureau race and ethnicity guidelines.* |

* + 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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| Diversified Services Network, Inc. (DSN) is providing our unaudited financial statements, prepared by an independent, third-party certified public accountant (CPA). These financial statements include an Income Statement and Balance Sheet sheets for the years 2022 and 2023. DSN’s financial statements are provided in **Appendix 2.3.4.**  Dunn and Bradstreet Business Report does not provide accurate data for debt-free companies. Diversified Services Network, Inc. (DSN) is a financially stable, debt-free company, and ready to furnish any other documentation that supports our financial stability, upon request. Also, at this time, DSN is unable to provide an audited financial statement because of the high cost of engaging an auditing accounting firm. |

* + 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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| Diversified Services Network, Inc. (DSN) is a privately held company and is not subject to the Sarbanes-Oxley Act of 2002. To ensure our corporate financial integrity, Mrs. Taghreed Refai, President/CEO and owner of Diversified Services Network, Inc., (DSN) has taken the personal responsibility for the correctness and thoroughness of the financial content of this proposal. DSN **does not provide auditing services, we provide only consulting services**; therefore, there should be no concerns about the separation of audit functions and consulting services. Financial statements are provided in **Appendix 2.3.4.** |

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

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| Diversified Services Network Inc. (DSN) agrees to and accepts all the mandatory clauses, all non-mandatory clauses, and the sample contract clauses for this proposal, as stated in Attachment B of RFP 24-78771. DSN has no additional contract terms to offer for the State’s consideration. |

* + 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 | State of Illinois Department of Children and Family Services (DCFS) |
| Company Mailing Address | 406 E. Monroe St. Station 435 |
| Company City, State, Zip | Springfield, IL 62701 |
| Company Website Address | https://dcfs.illinois.gov/ |
| Contact Person | Jeremy Wheeler |
| Contact Title | IL DCFS Statewide Administrator, Federal Financial Participation Unit |
| Company Telephone Number | 217-785-9477 (Phone) 217-606-9238 (Cell) |
| Company Fax Number | 217-672-3882 |
| Contact E-mail | [Jeremy.Wheeler@illinois.gov](mailto:Jeremy.Wheeler@illinois.gov) |
| Industry of Company | State Government |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | State of Louisiana Office of Juvenile Justice (OJJ) |
| Company Mailing Address | P.O. Box 66458  Audubon Station |
| Company City, State, Zip | Baton Rouge, LA  70896 |
| Company Website Address | https://ojj.la.gov/ |
| Contact Person | Karli Pullard |
| Contact Title | Program Manager |
| Company Telephone Number | 225-287-7928 |
| Company Fax Number | 225-287-7992 |
| Contact E-mail | [karli.pullard@la.gov](mailto:karli.pullard@la.gov) |
| Industry of Company | State Government |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | State of Illinois Department of Commerce & Economic Opportunity (DCEO) |
| Company Mailing Address | 620 East Adams Street |
| Company City, State, Zip | Springfield, IL 62701-8909 |
| Company Website Address | <https://dceo.illinois.gov/> |
| Contact Person | Phillip Keshen |
| Contact Title | Chief Financial Officer |
| Company Telephone Number | 312-814-2346 |
| Company Fax Number | N/A |
| Contact E-mail | [Philip.Keshen@Illinois.gov](mailto:Philip.Keshen@Illinois.gov) |
| Industry of Company | State Government |

* + 1. **Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| Diversified Services Network is registered with the State of Indiana to conduct business. DSN’s Bidder Number is: # 2001042300023.  See **Appendix** **2.3.8** for the Indiana Certificate of Existence for Diversified Services Network, Inc. (DSN). |

* + 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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| Diversified Services Network, Inc. has legally authorized our Vice President, Nabil Refai, PhD, PMP, to sign on our behalf to commit DSN contractually.  **See Appendix 2.3.9** for the document authorizing Nabil Refai, PMP, PhD Vice president - to sign the transmittal letter and other RFP-related documents. |

* + 1. **Diversity Subcontractor Agreements**

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

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

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| **a.** Diversified Services Network Inc. (DSN) understands the value that diverse perspectives bring to operational and business solutions. Therefore, DSN is committed to collaborating with fellow diverse business enterprises in Indiana. As a certified Indiana WBE, DSN has itself benefited from State of Indiana Minority & Women’s Business Enterprises programs, and we look forward to continuing to work with other businesses in support of the State’s diversity subcontractor efforts.  Per the requirement outlined within this RFP, DSN proposes to continue subcontracting with the following two Indiana certified diverse business firms:   * **Koehler Partners, Inc**.— An Indianapolis-based WBE firm * **Address:** 4762 Pennington Court, Indianapolis, IN 46254 * **Phone Number:** 317-328-0614 * **Sondhi Solutions, LLC**— An Indianapolis-based MBE firm * **Address:** 47 S. Pennsylvania Street, Suite 400, Indianapolis, IN 46204 * **Phone Number:** 317-442-8682   The required information and documentation as requested in Attachment A for our proposed subcontractors are included in **Attachment A**. **The letter of commitments are found in Attachment A for the Koehler Partners, Inc. and Sondhi Solutions, LLC.**  **The following is an overview of each of these two firms’ skills:**  **Koehler Partners, Inc.**  Koehler Partners, Inc**.** (an Indiana certified WBE) will provide facilitation and training aimed at improving revenue recovery and related RMS activities in cost allocation associated with FSSA claiming, as needed, over the course of the project. DSN is the current vendor for FSSA Cost Allocation project and presently engages Kohler Partners, Inc. in the facilitation and enhancement of our training documents that explain how to administer and utilize our proprietary software, *DSN RMTS®*. Koehler Partners works with our company’s RMS Supervisor, Amy Royce, in the development and ongoing updating of DSN’s RMS Training Presentation. This training was recently presented to current FSSA employees, with the overall goal of improving revenue recovery and RMS sampling. DSN is also seeking Koehler Partners to assist in the development of our *DSN RMTS®* training manual.  Koehler Partners’ team has worked with a wide variety of government, non-profit and private organizations, including but not limited to the following:   * State of Indiana: Family & Social Services Administration * State of Indiana: Department of Administration * State of Indiana: Department of Child Services * State of Indiana: Department of Health * State of Indiana: Integrated Public Safety Commission * State of Indiana: Hoosier Lottery * State of Indiana: City of Indianapolis * State of Indiana: IndyGo * State of Indiana: Employ Indy * State of Maryland: Maryland State Department of Education   **Koehler Partners, Inc. has worked on the following projects:**   * **Indiana Family & Social Services Administration (FSSA):**   + eLearning and training development for FSSA’s *TANF, SNAP and Medicaid* eligibility contractors and staff   + IMPACT outreach to community-based organizations   + Staff, associate and provider training development and delivery for Indiana Medicaid (HHW/HIP/HCC) managed care entity * **Indiana FSSA and Indiana Department of Administration** Community engagement and outreach subcontractor to local public relations (PR) firms for statewide awareness campaigns * **Project Management Office (PMO) services**  for major statewide system implementations:   + **Indiana Department of Child Services (DCS)** Participated on PMO team for the INvest child support system implementation.   + **Indiana FSSA OMPP** Participated on PMO team for Enterprise Medicaid System implementation * **Parent, staff, and provider/vendor training**  on swipe card systems for the following agencies:   + **Indiana FSSA** Hoosier Works card and portal training and educational materials for Indiana’s e-Child Care, TANF and SNAP   + **Indiana Department of Health (DOH)** Swipe card orientation video for WIC * **Indiana DOH** Training and technical assistance to participating nursing facilities in Regional Collaboratives to execute performance improvement projects * **Integrated Public Safety Commission (IPSC)** FirstNet outreach and communications with local public safety and emergency management agencies * **Hoosier Lottery** Economic Impact Analysis to inform the *Where Does the Money Go* campaign * **City of Indianapolis**   + American Rescue Plan Act (ARPA) Project Management Office implementation   + Compensation Study Implementation project management   + Indy.gov Website Modernization community engagement * **IndyGo** Training and testing support for Enterprise Resource Planning system implementation and upgrade * **Employ Indy Workforce Investment Board** Annual program evaluations for Youth Employment Services (YES) * **Maryland State Department of Education (MSDE) Office of Childcare** Parent and childcare provider outreach and education on move from in-person services to centralized call center; Childcare call center staff training on comprehensive service referrals; and online application development and implementation.   **Sondhi Solutions, LLC**  Founded in 2009 and headquartered in Indianapolis, Sondhi Solutions provides information technology support and staffing to over 110+ clients across the Midwest and Southwest.  Diversified Services Network selected Sondhi Solutions, LLC (an Indiana certified MBE) to support RMS data operations and Cost Allocation Services project because of their local presence in the State of Indiana and their success working with the State of Indiana on past and current projects. Sondhi Solutions is a certified Minority Owned Business with the State of Indiana, the City of Indianapolis, and the National Minority Supplier Development Council. Sondhi Solutions has provided enterprise software development services to clients since 2014 and security solutions as part of their Managed Services practice since 2012.  DSN currently engages Sondhi Solutions for support in running the day-to-day operations of the RMS for FSSA.  **Sondhi Solutions has worked on the following projects:**   * **State of Indiana**   + **Indiana FSSA** DSN currently engages Sondhi Solutions for support in running the day-to-day operations of the RMS for FSSA. Sondhi Solutions currently provides DSN staffing for one of our RMS Operations Analysts.   + **Indiana BMV/C STARS Modernization** Sondhi Solutions subcontracted Accenture for their recent work with the State of Indiana (the BMV/C STARS System Modernization project), where they were brought on to run a managed development operation. Their work included the development aspects of the software development lifecycle. By ensuring quality code, architecture best practices, defect management, and resource management, the company’s engagement on the project has evolved to include the build and release team. Project successes include:     - **Lowered Defect Rate:** Defect rate went from 20% to less than 5%     - **Right Sized Team:** Yearly savings of $600,000+ with an effective but consolidated team     - **Continuous Improvement:** Yearly savings of $20,000+     - **Improved Release Management Practices:** Releases take minutes vs. hours through Agile best practice   + **Indiana HCM-Payroll Modernization** Sondhi Solutions also has subcontracted to Accenture for the upcoming Indiana HCM-Payroll Modernization project.   + **State of Indiana – Staffing (IOT, BMV, INDOT, INSOS, IBB, and other agencies)** Since 2010, Sondhi Solutions has provided staffing solutions to the State of Indiana. Several Sondhi Solutions’ resources have been embedded within the State in key roles since that time. The types of resources provided include Project Managers, Project Coordinators, Technical Architects, Application Developers, Business Analysts, ERP Implementation Consultants, and Help Desk Technicians. * **Additional States** Sondhi Solutions is currently a diverse (MBE) subcontractor on RFPs in several additional states outside of Indiana * **Indianapolis Public Library** For the Indianapolis Public Library, Sondhi Solutions designed, developed, and deployed a nationally awarded application that allows patrons to apply for, or renew, their library card online. The application has multiple interfaces to verify residency requirements, protection from duplication in the existing card holder database, and instant accessibility. * **Civil Engineering Client** **Support** Sondhi Solutions also continues to partner with a civil engineering client for the creation, maintenance, and enhancement of multiple Dynamic CRM instances that support their project work in multiple states. |

* + 1. **Evidence of Financial Responsibility** – Removed at the request of the agency.

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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 | Diversified Services Network, Inc. (DSN) |
| Contact Name | Nabil Refai, PhD, PMP |
| Contact Title | Vice President |
| Contact E-mail Address | nrefai@dsnworldwide.com |
| Company Mailing Address | 2760 Forgue Drive, Suite 100 |
| Company City, State, Zip | Naperville, IL 60564 |
| Company Telephone Number | 630-983-9819 |
| Company Fax Number | 630-983-3041 |
| Company Website Address | www.dsnworldwide.com |
| Federal Tax Identification Number (FTIN) | 36-3892853 |
| Number of Employees (company) | 231 |
| Years of Experience | Over 34 Years |
| Number of U.S. Offices | 3 |
| Year Indiana Office Established (if applicable) | N/A |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) |  |
| Revenues ($MM, 2 years prior) |  |
| % Of Revenue from Indiana customers |  |

* 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.  Per the instructions in 2.3.12 a, DSN has included our company’s formal **Disaster Recovery Plan** and **IT Security and Business Continuity Plans** in **Appendix 2.3.12 a & b**.  Diversified Services Network, Inc. (DSN) maintains and continues to enhance our comprehensive Disaster Recovery Plan and IT Security Business Continuity Plan for internal use, as well as for all client projects. As the current incumbent, DSN has been quick to resolve any issues that may have appeared, so that the RMS and Cost Allocation processes for FSSA have not been interrupted. DSN understands the necessity of quickly re-establishing business operations should any business outage occur, no matter the size of the outage— whether minor or disastrous. We strive to find quick and practical solutions to ensure business continuity and timely disaster recovery procedures. This allows DSN to ensure that not only do our company’s home office operations quickly recover, but that our client projects are minimally affected as well.  Please see **Appendix 2.3.12 a & b** for more information about DSN’s business continuity and disaster recovery plans. |

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

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| Please see **Appendix 2.3.12 a & b** for more information about DSN’s technology and process for appropriately securing any State information maintained within our company.  Diversified Services Network Inc. (DSN) understands the need to compliantly secure all State information and data that our company maintains. As the incumbent on the FSSA Cost Allocation Project, DSN maintains all the State of Indiana data in a secure Microsoft Azure database. DSN promises to continue to secure any State information at the highest security.  DSN’s security process is comprehensive and designed to meet the highest industry standards. DSN has been involved with countless projects collaborating with many state and local governments. We consistently implement and maintain security standards that meet and exceed each client’s security requirements.  Please see **Appendix 2.3.12 a & b** ( we should call this appendix 11. Also need to be converted to PDF for a description of the technology and processes that DSN utilizes for securing State information entrusted to our company to maintain. |

* + 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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| DSN has over 34 years of extensive experience with providing consulting services to state government accounts (as well as to federal government accounts, local government accounts, and corporations) The state government project past performance examples listed below demonstrate DSN’s capabilities, experience, and ability to meet and exceed IDOA’s and FSSA’s expectations:  **State of Indiana:**   * **Family and Social Services Administration (FSSA)** * Provide PACAP Maintenance, Cost Allocation and RMS Services * **Department of Child Services** **(DCS)**   + DSN leases *DSN RMTS®* software and provides support * **Department of Education**   + - Grant Management of ESSER 1, 2 & 3 (Covid Grants) * **Indiana Supreme Court** * Grant Writing and Grant Administration services * Maximizing Title IV-D Participation Rate of Magistrates and Prosecutors   **State of Indiana Subcontractor as a WBE to Prime:**   * **Indiana, Family and Social Services Administration (FSSA) and Division of Family Resources (DFR)**   + DSN is a WBE subcontractor to Equus Workforce Solution for Employment and Training Services * **Indiana Department of Administration**   + DSN is a WBE subcontractor to Tyler Indiana for the IN.gov Web Portal Services Project   **State of Illinois:**   * **Illinois Department of Children and Family Services (DCFS)** * **Revenue Maximization** - Cost Allocation, RMS Services, Support Title IV-E Determinations of Eligibility within the DCFS’ system, and Public Assistance SSI Children Application * **Cost Allocation Plans** – DSN prepares and submits the direct cost allocation plan (PACAP) as needed for DCFS and prepares and submits the indirect cost allocation plan (DICAP) annually for DCFS.      * **Medicaid RMS** – DSN operates the Medicaid random moment study (RMS) sampling for DCFS. The population sampled are all congregate care direct service staff. The purpose of the sample is to determine what portion of each congregate care facility’s operation is potentially Medicaid billable. * **Title IV-E Rate Study** – annually, DSN analyzes all non-standard placement contract cost report data to determine the portion of the placement contract that is title IV-E Foster Care allowable. Placement contract categories included in the study include residential, group home, independent living, transitional living, pregnant parenting teens, specialized foster care and treatment foster care. * **Automatic Court Review System** – Enhancement, Support, Board Payment, Receivables, Adjustments, and Memo Grant Systems * **Child Tracking System** – Enhancement and Support * **Health Works System** – Application Development, Enhancement, and Support * **Title IV Assistance** – Reviewing all initial court orders and petitions, maintaining and entering information into DCFSs court tracking system for all pending determinations of eligibility for youth entering the Department’s care. * **Illinois School Board of Education**   + Cost Allocation Services * **Illinois Department of Commerce & Economic Opportunity**   + Cost Allocation Plan * **Illinois Department of Employment Security (IDES)** * Illinois Job Link (IJL) System * Illinois Benefit Information System (IBIS) * **Illinois Department of Innovation and Technology**   + Joint Purchase Master Contract (JPMC) Technology Operations Professional Services (TOPS)  Category One: Infrastructure and Operations   + Joint Purchase Master Contract (JPMC) Technology Operations Professional Services (TOPS)  Category Two: Applications * **Illinois Central Management Services (CMS)** * Auto Liability System * Central Time and Attendance System (CTAS) * eGrant Management System * Family Group Insurance Membership System * HIPPA Compliance * Human Resources System * Wireless Emergency Telephone Safety Act (WETSA) * **Illinois Department of Healthcare and Family Services (HFS)** * IV&V Services for MMIS * Administrative Information Systems * Automated Voice Response System * Electronic Data Exchange (EDI) * ICD-10 and HIPPA Compliance * Management and Reporting Subsystem (MARS) * Management Information Systems for the Division of Child Support Keyed Information Systems (KIDS) * Medical Electronic Data Interchange (MEDI) * Non-Institutional Practitioner Subsystem (NIPS) * **Illinois Department of Human Services (IDHS)** * Food Stamp Participation Project (FSPP) * Illinois Women, Infant, and Children (WIC) EBT/MIS Quality Assurance Project * Integrated Eligibility System (IES) Project Management Office * **Illinois Department of Public Health (IPH)** * Newborn Screening System * Public Health Birth and Death Related Data Project * Vital Records System Human Resources System * **Illinois Department of Transportation (IDOT)** * American Recovery and Reinvestment Act (ARRA) * Bridge Management System (BMS) * Geographical Information System (GIS) * Illinois Roadway Information System (IRIS) * Illinois Structure Information System (ISIS) * Maintenance Management Information System (MMI) * **Illinois Secretary of State (ISOS)** * Commercial Vehicle Information System and Network (CVISN) * Commercial Vehicle Registry Database System * Registrations and Titles Systems * Special Plates, Dealer Registration, Plate Inventory and Financial Institutions Systems * **Illinois State Police (ISP)** * Electronic Criminal History Operation (ECHO) System * Law Enforcement Agency Data System (LEAD) * National Criminal Information Center (NCIC) System * National Law Enforcement Telecommunications Systems (NLETS)   **State of Louisiana**   * **Office of Juvenile Justice (OJJ)**   + Cost Allocation, RMS Support and Training   **State of Iowa**   * **Iowa Judicial Branch (IJB)**   + RMS and Cost Allocation Services * **Iowa Department of Human Services (DHS)**   + *DSN RMTS®* Leasing and Technical Assistance   **State of South Carolina**     * **Department of Social Services (DSS) (Former Client)** * *DSN RMTS®* Administration, Training and Support * **Department of Health and Environmental Control (DHEC)** * DHEC Migration Project   **State of Nevada**   * **Nevada Clark County – Department of Family Services (DSS)** * *DSN RMTS®* Leasing and Technical Assistance   **State of Kansas**   * **Department of Children and Families** * *DSN RMTS®* Leasing and Technical Assistance   **State of Missouri**   * **Department of Health and Senior Services (DHSS)** * Women, Infants, and Children (WIC) Quality Assurance (QA) Project * **Department of Social Services (DSS)** * State MMIS Technology and Business Process Transformation Project * Medicaid MMIS IV&V Project * **Department of Health and Senior Services and Department of Social Services**   + Cost Report and Time Study Methodology Project Development Services QVL   **State of New York**   * **Department Health (NYSODH)** * Medicaid Data Warehouse (MDW) Project   **State of North Carolina**   * **Department of Commerce, Division of Employment Security (DES)** * Southeast Consortium Unemployment Benefits Initiative (SCUBI) Project * **Department of Health and Human Services (DHHS)** * Families Accessing Services through Technology (FAST) Project   **State of Wisconsin**   * DSN provides the annual cost allocation plans for 45 of Wisconsin’s 72 counties in addition to the CAPs for the City of Madison and the City of Kenosha(list of these counties is Attachment F): * Cost Allocation Services * **Wisconsin Department of Natural Resource (DNR)** * Drinking Water System (DWS) Project * **Wisconsin Department of Workforce Development (DWD)** * Unemployment Insurance and Workforce Reemployment Project   **State of Ohio**   * **Ohio Department of Health (ODH)** * Newborn Screening Project * **Ohio Department of Public Safety (ODPS)** * International Registration Plan (IRP)   **State of Vermont**   * **Vermont Agency of Human Services (AHS)** * MMIS Care Management QA * MMIS Provider Management Module (PMM) QA   **Federal**   * **United States Agency for International Development (USAID)** * Overseas Mega IT Tax Modernization Project – Financed by the US Government. |

* + 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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| First and foremost**,** it is important to note that Diversified Services Network, Inc. (DSN) currently is providing the requested cost allocations services to the State of Indiana, Family and Social Services Administration (FSSA). It is also worth noting that the proposed DSN project team members have been preparing Cost Allocation Plans and RMS Services since 2004.  DSN is currently providing Cost Allocation and RMS Services to the following states:  **State of Indiana**   * **Family and Social Services Administration (FSSA)** * DSN prepares FSSA’s Cost Allocation Plan (PACAP) and all related amendments. * In addition, the Department of Child Services (DCS) leases *DSN RMTS®* and DSN provides support and software enhancements as needed. * DSN also manages and administers *DSN RMTS®*. * DSN provides RMS Training and Support. * **Indiana Supreme Court (ISC)** * DSN provides consulting services to maximize the participation of Magistrates and Prosecutors to assist ISC in the recovery of the federal reimbursement of eligible state expenditures for local courts and appropriate prosecutorial staff for cases involving child support under Title IV-D of the federal “Social Security Act.”   **State of Illinois**   * **Department of Children and Family Services (DCFS)**   DSN provides three specific Cost Allocation Services to the Illinois Department of Children and Family Services (DCFS) under contract (287340-9020):   * **Cost Allocation Plans** – DSN prepares and submits the direct cost allocation plan (PACAP) as needed for DCFS and prepares and submits the indirect cost allocation plan (DICAP) annually for DCFS. * **Medicaid RMS** – DSN operates the Medicaid random moment time study (RMTS) for DCFS. The universe sampled are all congregate care direct service staff and the purpose of the sample is to determine what portion of each congregate care facility’s operation is potentially Medicaid billable. * **Title IV-E Rate Study** – annually, DSN analyzes all non-standard placement contract cost report data to determine the portion of the placement contract that is Title IV-E Foster Care allowable. Placement contract categories included in the study include residential, group home, independent living, transitional living, pregnant parenting teens, specialized foster care and treatment foster care.   In addition, DSN provides State of Illinois DCFS:   * Revenue Maximization, Cost Allocation, RMS Services, Support Title IV-E Determinations of Eligibility within the DCFS’ system, and Public Assistance SSI. * Automatic Court Review System\_ Enhancement and Support * Board Payment, Receivables, Adjustments and Memo Grant Systems * Child Tracking System\_ Enhancement and Support * Health Works System\_ Application Development, Enhancement, and Support * **Illinois School Board of Education**   + Cost Allocation Services * **Illinois Department of Commerce & Economic Opportunity**   + Cost Allocation Plan   DSN also prepares the Cost Allocation Plans, RMS and Data Gathering, and/or leasing *DSN RMTS®* for the following States:  **State of Louisiana**   * **Office of Juvenile Justice (OJJ)**    + Cost Allocation, RMS Support and Training   **State of South Carolina**   * **Horry County**   + Prepare annual Cost Allocation Plan * **Department of Social Services (DSS) (Former Client)**    + *DSN RMTS®* Administration, Training and Support   **State of Iowa**   * **Iowa Judicial Branch (IJB)**   + RMS and Cost Allocation Services * **Iowa Department of Human Services (DHS)**   + *DSN RMTS®* Leasing and Technical Assistance   **State of Missouri**   * **Department of Health and Senior Services  and Department of Social Services**   + Cost Report and Time Study Methodology Project Development Services QVL   **State of Wisconsin**   * **Wisconsin County Governments** * DSN provides the annual cost allocation plans for 42 of Wisconsin’s 72 counties. A list of these counties is in **Attachment F**. * **City of Madison** and **City of Kenosha** * In addition to the counties noted above, DSN provides the cost allocation plans for the City of Madison and the City of Kenosha.   **State of Nevada**   * **Clark County – Department of Family Services (DSS)**   + *DSN RMTS®* Leasing   **State of Kansas**   * **Department of Children and Families**    + *DSN RMTS®* Leasing |

**2.3.15 Indiana Preferences - Removed pursuant to Geographical Preference Federal Requirement**

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| Not Applicable |

**2.3.16 Payment – Removed at the request of the agency.**

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| Not Applicable |

**2.3.17 Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17.

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| Diversified Services Network, Inc. (DSN) agrees to extend prices of awarded products and /or services to other governmental bodies, per RFP 2.3.17. |