**RFS 22-67778 BUSINESS PROPOSAL**

**ATTACHMENT C**

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

***Business Proposal***

* + 1. **General -** 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 RFS.

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| IPMG was founded by a select group of Case Management business owners with the fundamental belief that the Individual's needs were paramount. That premise was used in the development of best practices and standards for the provision of Case Management services. From September 1, 2006 through August 31, 2012, IPMG became the sole organization certified to provide case management services for participants in Indiana’s Home and Community-Based Services (HCBS) program. IPMG assisted the Indiana Family and Social Services Department (FSSA) to transition from a system of over 400 service entities to a single, statewide operation. IPMG is proud to provide quality case management services, as a waiver provider, for the Family Supports Waiver (FSW) and the Community Integration and Habilitation Waiver (CIH). As Indiana’s largest current provider of Case Management for the FS and CIH Waivers, our professionals live in or near the Individual’s community and can link them to valuable local resources and to assist them with becoming a valued member of that community. We are also 100% employee-owned through an ESOP formed in 2017. Our employee-owners are proud of the work IPMG does for our community and the State. We look forward to continuing this work in the future.  IPMG’s leadership team, as well as IPMG’s Case Management Professionals, bring to the table extensive experience in the delivery of services to Individuals living throughout Indiana. That experience ensures that IPMG possesses the level of expertise required to respond to the needs of the Individuals we serve, and to deliver services to them in a person-centered and effective manner.  IPMG has a long-standing relationship with the Division of Disability and Rehabilitative Services (DDRS) and looks forward to a continued partnership for the benefit of Individuals and their families. |

* + 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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| IPMG is structured to provide consistent support and direction to Case Managers that are involved in the provision of Case Management to the Individuals on CIH and FS Waivers.  The IPMG management team is experienced in case management, training, supervision, and support, which allows for each Case Manager to have the highest levels of ongoing support and direction. IPMG has a dedicated Training Department and program which includes a specified training curriculum for new Case Managers and the consistent ongoing training needs of IPMG Case Management professionals. IPMG has a dedicated Medicaid Specialist as well as a Request for Approval (RFA) Specialist to provide support in these areas. IPMG Case Management Supervisors, who are supported by IPMG’s Assistant Directors and Director of Case Management Operations, are responsible for assessing quality and performance with each Case Manager they support and provide direct training, support and redirection as needed. IPMG is also supported by a dedicated Human Resources Department, Finance Department, and additional support professionals.  IPMG is diversified in scope of services by providing support and coordination outside of the DDRS waivers. IPMG provides Care Management to Individuals who receive services through the Division of Aging’s Aged and Disabled (A&D) Waiver as well as the Traumatic Injury (TBI) Waiver. Indiana’s Division of Aging Care Management is similar in scope to Case Management in that there is a focus on quality, supportive services and supports. Care Management is provided utilizing a person-centered approach and all requirements are met at the highest standard.  IPMG also provides Wraparound Facilitation to participants through the Division of Mental Health and Addiction (DMHA) Wraparound Waiver program. The Department of Children Services (DCS) has also contracted with IPMG to provide Wraparound Facilitation through their program. Wraparound Facilitation is focused on providing high fidelity services to assist both the participant and family in meeting their goals.  Attachments:  2.3.2 Respondent’s Company Structure- IPMG Organizational Chart June 2021  2.3.2 Respondent’s Company Structure - IPMG Board of Directors Bios  To see the qualifications and expertise of our leadership team, please refer to the following attachments in section 6.1 of the Technical Proposal. |

* + 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 RFS. 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 RFS.

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| IPMG has long-standing financial stability spanning over the last 15 years. IPMG maintains a high level of integrity in our accounting practices.  We have attached our last two Financial Statement audit reports along with their corresponding management letters. The following is a list of those attached documents:  2.3.3 Company Financial Information - IPMG 2019 Mgmnt Letter-final  2.3.3 Company Financial Information - IPMG 2019 Audited Financials - Confidential  2.3.3 Company Financial Information - IPMG 2019 Audited Financials - Redacted based on IC 5-14-3-4(a)(5), 18-INF-06  2.3.3 Company Financial Information - IPMG 2020 Mgmnt Letter-final  2.3.3 Company Financial Information - IPMG 2020 Audited Financials - Confidential  2.3.3 Company Financial Information - IPMG 2020 Audited Financials - Redacted based on IC 5-14-3-4(a)(5), 18-INF-06 |

* + 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 particular 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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| IPMG currently has a three person financial team to ensure segregation of duties, oversight and compliance. The Board of Directors reviews the financial packet monthly, looks at trends on key metrics on a quarterly basis, reviews oversight, and monitors adherence of the budget ensuring sustainability of the organization.    See attachment:  2.3.4 Integrity of Company Structure and Financial Reporting - IPMG Mgmt Rep Letter.pdf |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFS Section 2.3.5.

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| IPMG has every intent to sign a contract. IPMG currently has the following Corporate insurance coverage as listed in attachment:  2.3.5 Contract Terms\_Clauses- Insurance Coverages |

* + 1. **Reserved**

**2.3.7 Registration to do Business -** Selected out-of-state Respondents providing the products and/or services required by this RFS must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFS. 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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| Indiana Professional Management Group, Inc. is an S Corporation registered with the State of Indiana in good standing.  Attachment:  2.3.7 Registration to do Business - IPMG SOS Entity Summary 05192021.pdf |

* + 1. **Authorizing Document -** Respondent personnel signing the Transmittal Letter 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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| Karen Brummet as the IPMG Chief Executive Officer and President has the authority to sign the Transmittal Letter and all contracts for IPMG per our By-Laws: Article VI, Section 12.  Attachment:  2.3.8 Authorizing Document - IPMG Board By-Laws |

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFS, and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.  
         
       Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.  
         
       The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFS or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women’s Business Enterprises under IC 4-13-16.5-1. ~~See Section 1.21 and Attachment A for Minority and Women’s Business Enterprises information.~~ Please enter your response below and indicate if any attachments are included.

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| IPMG does not plan to utilize sub-contractors in response to the RFS. |

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

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| **Business Information** |  |
| Legal Name of Company | Indiana Professional Management Group, Inc |
| Contact Name | Karen D. Brummet |
| Contact Title | CEO/President |
| Contact E-mail Address | k.brummet@gotoipgm.com |
| Company Mailing Address | 1305 Cumberland Avenue, Suite 225 |
| Company City, State, Zip | West Lafayette, IN 47906 |
| Company Telephone Number | 765-463-5508 |
| Company Fax Number | 765-463-5509 |
| Company Website Address | www.gotoipmg.com |
| Federal Tax Identification Number (FTIN) | 20-2603894 |
| Number of Employees (company) | 366 |
| Years of Experience | 15 |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | 15 |
| Parent Company (if applicable) | NA |
| Revenues ($MM, previous year) | $25.2 |
| Revenues ($MM, 2 years prior) | $24.9 |
| % Of Revenue from Indiana customers | 100% |

* 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, IPMG has a formal disaster recovery plan.  Attachment:  2.3.11a Business Proposal - Disaster Recovery Plan. |

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

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| All records are stored in a secure cloud-based system. The cloud-based system is managed by IPMG’s information technology (IT) vendor and backed-up by the cloud system every twelve (12) hours. The IT vendor is responsible for data recovery in the event of a disruption and can recover any backed-up data from any point within a 30-day period. IPMG does not store protected health information in cloud storage. IPMG has cyber security protocols in place that all staff members must meet to ensure the proper protection of sensitive information as required by the federal HIPAA regulations. IPMG’s work device policy includes mandatory cyber security requirements, such as securing their devices with strong passwords, must have antivirus/malware protection software, and must have remote wiping capabilities for their devices in the event a device is lost or stolen. All devices are secured by individualized login credentials with auto-timeout after a limited duration of no activity. A firewall must be installed and enabled, and a virtual private network (VPN) is used when connecting devices to a network to protect against unwanted access or hacking to a device. Emails with PHI are sent in a secure manner. It is IPMG policy to not store PHI on devices for longer than ten (10) days. IPMG requires all devices used for IPMG work-related activities to be registered and inspected by IPMG to ensure security requirements are met. |

* + 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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| IPMG has successfully partnered with the Division of Disability and Rehabilitative Services (DDRS) and Division of Aging (DA) since the company’s inception in 2006. IPMG values our partnership with these entities and looks forward to continuing that relationship.  More recently, IPMG has partnered successfully with the Division of Mental Health and Addiction (DMHA) as well as the Department of Child Services (DCS) to provide services through those departments.  IPMG has committed time, energy, and resources to be a partner in serving state government agencies and a variety of stakeholder groups. As such, IPMG Leadership is a part of many boards, committees, and community groups.   * ARC Board * DDRS Advisory Council * Charting the LifeCourse Ambassador * Charting the LifeCourse/Culture of Quality Committee * National Association of Case Management Board * Governor’s Commission on Aging * STARS Advisory Council (Division of Prevent Child Abuse IN) * The Children’s Waiver Initiative * Heartford House (Children’s Advocacy Center) * Indiana State Guardianship Board * Indiana Guardianship Task Force (WINGS) * System Navigation Advisory Council * IN-APSE Board * INARF Board * Waiver Redesign Steering Committee * Living Well Grant * Division of Aging CaMSS Workgroup * Crisis Waiver Task Force * Employment Array Task Force * Administration of Community Living Supported Decision-Making Group * Certified Divisions of Aging Person-Centered Trainer * National Society for Human Resources Management |

* + 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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| Currently, IPMG provides Case Management services to over 14,000 Individuals on the Community Integration and Habilitation (CIH) Waiver and the Family Support (FS) Waiver through the Division of Disability and Rehabilitative Services (DDRS).  IPMG has extensive experience in providing high quality support and services to Individuals living in all 92 counties in Indiana. IPMG has an expansive, diverse, and experienced staff of over 350 employees who serve as advocates to Individuals utilizing waiver services. We believe IPMG’s wealth of experience and subject matter expertise align with what is being sought in the RFS.  IPMG does not currently provide support and services outside of Indiana. |

* + 1. **Reserved**
    2. **Reserved**