**RFS-24-77904**

**BUSINESS PROPOSAL**

**ATTACHMENT D**

**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 RFS.

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| IN\*SOURCE has successfully provided support to the disability community in Indiana through grants and contracts with state and federal agencies since 1975. IN\*SOURCE is one of the first five federally funded parent training and information centers in the nation and is the newly awarded Statewide Family Engagement Center for Indiana. IN\*SOURCE has held state and federal contracts for the entirety of our nearly 50-year history. While we have traditionally focused on Special Education Parent Support using a Parents Helping Parents approach, we have been training transition-age youth for the past nine years. We have a partnership with the Indiana Department of Corrections to bring Pre-ETS to students who are incarcerated and have Indiana’s only virtual Pre-ETS program which can easily be delivered to students with disabilities attending online schools and students with disabilities that attend college. IN\*SOURCE has had longstanding representation on disability-related state-level committees and commissions including VR’s Transition Advisory Council and Commission. We seek continued involvement with Pre-ETS because it is a vehicle to reach more transition-age youth and to help bring about better postsecondary outcomes for people with disabilities. Improved postsecondary outcomes for people with disabilities are of tremendous relevance and importance to families and to IN\*SOURCE as a family organization. |

* + 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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| IN\*SOURCE is an incorporated not-for-profit organization formed in the State of Indiana and is recognized as being tax-exempt under section 501(c)(3) of the Internal Revenue Code.  We are funded through grants and contracts with federal and state agencies that are consistent with our vision that our social and moral purpose ensures that every child with a disability has inclusive opportunities, well-being, and equitable access to appropriate challenges.  Appendix 8: Articles of Incorporation (1975)  Appendix 9: Articles of Amendment (Name Change, 1990)  Appendix 10: Organizational Chart |

* + 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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| IN\*SOURCE is committed to hiring and serving individuals in the state of Indiana in an inclusive way which represents the state’s diversity in an equitable way. IN\*SOURCE identifies underserved populations as individuals who identify as racial and ethnic minorities which have been traditionally underserved including Native American groups, low-income groups, having a primary language that is other than English, having a disability, incarcerated youth, military families, and youth in foster care. On an annual basis, IN\*SOURCE analyzes demographic information of individuals served and breaks it down by staff regions. The purpose of this exercise is to compare our service delivery to individuals in underserved categories with that of the demographics in each region using enrollment data from the Indiana Department of Education. We take time to identify and plan to increase outreach to specific underserved populations to improve representation in our service of individuals from identified underserved populations. Each staff person then works with our Outreach Coordinator and their supervisor to incorporate the plan into their daily work to ensure accountability for representative services to individuals from underserved populations.  Additionally, IN\*SOURCE is committed to employing and providing leadership opportunities for individuals with diverse racial and ethnic backgrounds. Appendix 5 Executive staff & Board Diversity Composition identifies the leadership of IN\*SOURCE. Specifically, IN\*SOURCE has a board and a staff that are composed primarily of parents of children with disabilities. The IN\*SOURCE board is composed of the following racial, ethnic, and language identities: 86% White, 7% Black, 7% Asian; 93% are not of Hispanic ethnicity and 7% are of Hispanic ethnicity; 93% speak only English, 7% speak languages other than English (Languages include Urdu & Hindi). The IN\*SOURCE leadership staff is composing of the following racial, ethnic and language identities: 89% White, 11% Black; 95% are not of Hispanic ethnicity and 5% are of Hispanic ethnicity; 89% speak only English and 11% speak languages other than English (languages include Spanish and American Sign Language). IN\*SOURCE as an organization currently employs a staff consisting of all women. |

* + 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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| IN\*SOURCE goes through rigorous audits on an annual basis to ensure compliance and appropriate fiscal responsibility according to  Appendix 6: audited financial statements for the two (2) most recently completed fiscal years. |

* + 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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| The Executive Director, Dr. Dawn McGrath and the Business Director, Amber Oliva, have reviewed this proposal and attest to the thoroughness and correctness of all financial information supplied in this proposal. Our organization participates in an annual audit of our financial practices and documents. The following quotes are drawn from the most recent report: “Management is responsible for the selection and use of appropriate accounting policies. In our opinion, those policies are appropriate, comply with U.S. generally accepted accounting principles (GAAP) and industry practices were consistently applied…Management monitors cost allowability of such costs and monitors its compliance with other programmatic regulations…We believe that the presentation of the financial statements, including their overall neutrality, consistency, and clarity of the disclosures, are appropriate and in conformity with GAAP…We noted no transactions entered into by the Organization during the year for which there is a lack of authoritative guidance or consensus.”  Our Board has provided proper oversight of the financial functions of our organization, including the authorization of the audit and the approval of quarterly financial reports. However, the Board does not involve themselves in management decisions or the execution of internal control procedures as reflected in Appendix 7: Authorizing Document, Board Bylaws. All members of the Board sign a conflict-of-interest form annually which includes a commitment to the Duty of Obedience, Duty of Loyalty, and Duty of Care. |

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

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| The acceptance of the mandatory clauses is indicated in our Executive Summary. On non-mandatory clauses, Section 28 of the Sample Contract stipulates certain levels of policy coverage. Whereas the sample contract identifies commercial general liability with a minimum of $700,000 per person and $5,000,000 per occurrence in coverage, IN\*SOURCE’s current maximum liability coverage is $3,000,000 Aggregate, $1,000,000 Occurrence, $1,000,000 Umbrella, with automobile liability at $1,000,000, errors and omissions liability at $2,000,000 Aggregate: $1,000,000 Occurrence and valuable papers coverage at $100,000. After discussing the scope of work involved for Pre-ETS and consulting with our insurance broker, we believe that our current level of coverage is adequate. If this is negotiable, we would like to maintain our current level of coverage. If a higher coverage level is required, we are very open to understanding the needs and reasoning behind the $5,000,000 coverage. We propose alternative specific wording that would replace each instance of $5,000,000 in Section 28 with $3,000,000 in the final contract. |

* + 1. **References** - Reference information is captured on **Attachment G** Respondent should complete the reference information portion of the **Attachment G** 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 G** 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 G** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment G** 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 | Indiana Department of Education, Office of Special Education |
| Company Mailing Address | Indiana Government Center North, 9th floor  100 N Senate Ave |
| Company City, State, Zip | Indianapolis, IN 46204 |
| Company Website Address | [www.doe.in.gov](http://www.doe.in.gov) |
| Contact Person | Nancy Holsapple |
| Contact Title | State Director of Special Education |
| Company Telephone Number | 317-2326622 |
| Company Fax Number | n/a |
| Contact E-mail | [nholsapple@doe.in.gov](mailto:nholsapple@doe.in.gov) |
| Industry of Company | State of Indiana, Education |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Center on Community Living and Careers at Indiana Institute of Disability and Community |
| Company Mailing Address | 2810 E. Discovery Parkway |
| Company City, State, Zip | Bloomington, IN 47408 |
| Company Website Address | [www.iidc.indiana.edu/cclc](http://www.iidc.indiana.edu/cclc) |
| Contact Person | Judith Gross, Ph.D. |
| Contact Title | Director |
| Company Telephone Number | 812-855-7484 |
| Company Fax Number | n/a |
| Contact E-mail | [jmsgross@iu.edu](mailto:jmsgross@iu.edu) |
| Industry of Company | Higher Education, Disability & Careers |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Region C Parent Training Technical Assistance Center/WIFACETS |
| Company Mailing Address | 600 W. Virginia St., Suite 501 |
| Company City, State, Zip | Milwaukee, WI 53204 |
| Company Website Address | <https://regioncptac.org/> |
| Contact Person | Courtney Salzer |
| Contact Title | Executive Director |
| Company Telephone Number | 414-374-4645 |
| Company Fax Number | n/a |
| Contact E-mail | csalzer@wifacets.org |
| Industry of Company | Technical Assistance |

**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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| IN\*SOURCE is a registered entity in good standing with the Secretary of State as reflected in our Business Entity Report which can be made available upon request. |

* + 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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| Article VI of the Code of Bylaws (Appendix 7) grants the Executive Director the authority to contractually commit the organization. |

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* + 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 | Indiana Resource Center for Families with Special Needs, Inc d/b/a IN\*SOURCE |
| Contact Name | Jennifer Diaz |
| Contact Title | Associate Director of Family Services |
| Contact E-mail Address | [jdiaz@insource.org](mailto:jdiaz@insource.org) |
| Company Mailing Address | 2417 Edison Rd, PO Box 6185 |
| Company City, State, Zip | South Bend, IN 46660 |
| Company Telephone Number | 574-234-7101 |
| Company Fax Number | n/a |
| Company Website Address | [www.insource.org](http://www.insource.org) |
| Federal Tax Identification Number (FTIN) | 35-1382793 |
| Number of Employees (company) | 44 |
| Years of Experience | 48 |
| Number of U.S. Offices | 2 |
| Year Indiana Office Established (if applicable) | 1975 |
| Parent Company (if applicable) | n/a |
| Revenues ($MM, previous year) | $2,068,595 |
| Revenues ($MM, 2 years prior) | $2,033,506 |
| % 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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| No. IN\*SOURCE operations, which are primarily implemented by a workforce spread throughout the state, utilize technology extensively but in a very decentralized manner so the likelihood of any one site being subjected to a disaster situation that significantly affects business elsewhere within the organization is minimal to non-existent. However, in the event of such a disaster here are the various solutions already deployed that would help us recover. Data required for critical business functions are stored on secured servers and backed up securely on the cloud.  We maintain an inventory of hardware (e.g. desktops, laptops, and wireless devices), software applications and data. All critical information is backed up on a frequent basis and follows a data backup strategy that involves scheduling and conducting backups and periodically validating that data has been accurately backed up. When one regional office closes, business can and does carry on as usual outside of other regional offices including our central office where core administrative functions are housed. Thus, our current operating policies, procedures, and practices provide collectively adequate solutions to disaster recovery. |

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

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| **IN\*SOURCE utilizes password protected Chromebooks and laptops. The use of technology is a regular topic of ongoing staff training. We maintain a database of customer contacts that includes private information (e.g. names, contact information, disability information, and notes) that is only accessible through password protection and available exclusively to current IN\*SOURCE employees. IN\*SOURCE does not collect SSNs or IEP documents for clients in our customer database. However, any additional information collected for Pre-ETS would not be entered into our existing customer database but would rather be entered directly into the appropriate Pre-ETS portal. Parental consent, IEP (or similar documentation), and any other information protected by privacy laws will be gathered by IN\*SOURCE staff and only shared internally through secure channels allowed for by privacy law.** |

* + 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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| IN\*SOURCE holds an annual contract for a $1.7 million project providing special education parent support to the Indiana Department of Education. We have been contractors of the Indiana Department of Education providing training to the disability community in Indiana since 1975. The unique value IN\*SOURCE provides IDOE, and the Office of Special Education is evident through the nature of our ongoing contract. IN\*SOURCE is currently a Pre-ETS provider as funded by Vocational Rehabilitation as an extension of our existing youth training priorities. IN\*SOURCE has been a Pre-ETS provider for nearly 4 years.  Since special education and disability services involve critical protections for individuals and families, it benefits the state government to be formally connected with and interacting with organizations that directly involve stakeholders. Through our parents helping parents approach, we provide professional quality services and products that are connected to the real world challenges and opportunities facing individuals and families. |

* + 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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| As stated above, IN\*SOURCE holds an annual contract for a $1.7 million project from the Indiana Department of Education, and through braided funding with the US Department of Education as Indiana’s Parent Training and Information Center. IN\*SOURCE has been a contractor of the Indiana Department of Education and the US Department of Education providing training to the disability community in Indiana since 1975.  For the 2022-2023 project year, we provided individual assistance to parents or professionals on 13,346 occasions, attended 1,785 case conferences or mediation sessions, provided training to 1,193 parents and professionals, and provided training to 108 youth.  We are able to meet and exceed our goals through the commitment of our staff, which is almost entirely comprised of family members or individuals with disabilities, and the effective mobilization of our statewide team of 44 employees. |