**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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| The Arc of Northeast Indiana, dba Easterseals Arc of Northeast Indiana, was established as a 501c3 non-profit in 1954. As the organization expanded, the need for additional affiliate connectivity surfaced. In 1999, The Arc of Northeast Indiana became an affiliate of the national Easterseals organization and formed the dba Easterseals Arc of Northeast Indiana. Today the purpose of Easterseals Arc of Northeast Indiana is to lead the way to 100% equity, inclusion, and access for people with disabilities, families, and communities. This purpose is fulfilled through the supports and services offered to individuals, caregivers, and the community. The goal of all programs and services is to help people challenged by disabilities to become as independent as possible. Easterseals Arc achieves this purpose by offering a range of comprehensive programs and services, including but not limited to day services, transition services, respite support, community employment, residential support, and health and wellness coordination.  The support and services provided by Easterseals Arc benefit families and individuals served in many ways by providing:   * Opportunities for individuals served to become integrated into their community * Opportunities for individuals served to increase lifelong learning skills * Opportunities for individuals served to explore new interests and hobbies * Opportunities for individuals served to provide education and resources on LifeCourse and how to better utilize natural supports * Disability resources and education for families and caregivers   Easterseals Arc prioritizes employment and believes community employment shall be the priority and the preferred outcome for all adults with developmental disabilities of working age, regardless of the severity of their disability. The organization is committed to ensuring that community employment is the first option for all people who choose to work irrespective of their barriers to employment.  Easterseals Arc believes that everyone has a right to make informed decisions about where they want to work and to obtain community jobs that result in greater earnings, better benefits, improved health, and enhanced quality of life. The organization is committed to providing meaningful employment opportunities designed to meet the unique needs of everyone we support. |

* + 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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| The Arc of Northeast Indiana, dba Easterseals Arc of Northeast Indiana, was established as a 501c3 non-profit in 1954. As the organization expanded, the need for additional affiliate connectivity surfaced. In 1999, The Arc of Northeast Indiana became an affiliate of the national Easterseals organization and formed the dba Easterseals Arc of Northeast Indiana. The organization’s Articles of Incorporation and Business Information are included.  Since its inception in 1954, Easterseals Arc has been a contractor of services with the state of Indiana, providing support to individuals with intellectual and developmental needs. The organization currently operates over 30 Medicaid Waiver sites, 11 Intermediate Care Facilities, four (4) day service locations, and a host of community-based, family, and employment supports. In 2022, CARF International awarded Easterseals Arc a 3-year accreditation for the following supports and services: Adult Day Services, Behavioral Management, Community Living Supports, Employment Services, Respite Supports, and Structured Family Caregiving. |

* + 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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| Easterseals Arc of Northeast Indiana has always prioritized Diversity, Equity, and Inclusion (DEI) through our standard hiring practices and organizational values. Being an equal opportunity employer, we believe diversity, equity, and inclusion are key to a successful organization. The organization has put a great deal of resources into developing values that promote an inclusive culture. Easterseals aspires for unity, not uniformity, as we recognize it’s the differences in our individual journeys that bring our team together and enhance our collective capability. When we harness all perspectives, we catalyze a creative force that deepens our impact and broadens our reach.  Easterseals Arc provides annual diversity and cultural training for all employees and an array of ongoing recognition events to celebrate the diverse organization. The annual training incorporates fostering a culture of awareness and providing streamlined education on workplace policies and cultural biases. The leadership team continues to work and consult with subject matter experts to bring new and innovative ideas around diversity, equity, and inclusion. In 2021, the organization formed a committee to look at a mass DEI initiative, and those efforts continue as part of the organization’s ongoing plans. The organization is exploring additional initiatives for 2024, which include:   * Contracting/hiring someone to come in and develop a DEI plan * Incorporating an organization recognition committee that will focus on recognizing specific cultural and national months   Easterseals Arc’s executive leadership is made up of a diverse cabinet of six members, of which 2 are males and 4 are females, all from varying ethnic backgrounds. Leadership within the organization continues to be diverse as the organization promotes diversity and has a melting pot of different genders and ethnic backgrounds. The board of directors is diverse as well; however, Easterseals continues to look at ways to diversify, knowing different perspectives and experiences bring value in different shapes, forms, or fashions. |

* + 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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| Easterseals Arc has provided the two (2) most recent audited financial statements completed by an external 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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| The CEO of The Arc of Northeast Indiana dba Easterseals Arc of Northeast Indiana has taken personal responsibility for the thoroughness and correctness of any and all financial information supplied with this proposal. |

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

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| The Arc of Northeast Indiana dba Easterseals Arc of Northeast Indiana has completed Attachment 1, accepting the mandatory contract clauses. |

* + 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 | Northeast Indiana Works |
| Company Mailing Address | 200 E Main St. #910 B |
| Company City, State, Zip | Fort Wayne, IN 46802 |
| Company Website Address | https://neinworks.org/ |
| Contact Person | Edmond C. O’Neal |
| Contact Title | President/CEO |
| Company Telephone Number | 260-469-4308 |
| Company Fax Number | 260-436-5973 |
| Contact E-mail | eoneal@neinworks.org |
| Industry of Company | Workforce Development |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Ivy Tech Community College |
| Company Mailing Address | 3701 Dean Drive |
| Company City, State, Zip | Fort Wayne, IN 46805 |
| Company Website Address | https://www.ivytech.edu/locations/fort-wayne/ |
| Contact Person | Kassandra Flanagan |
| Contact Title | Program Manager |
| Company Telephone Number | 260-480-4214 |
| Company Fax Number | 260-480-4100 |
| Contact E-mail | Kflanagan9@ivytech.edu |
| Industry of Company | Higher Education |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Fort Wayne Community Schools |
| Company Mailing Address | 1200 S. Clinton Street |
| Company City, State, Zip | Fort Wayne, IN 46802 |
| Company Website Address | https://www.fortwayneschools.org/ |
| Contact Person | Dr. Nikki Sprunger |
| Contact Title | Assistant Superintendent, Diverse Leaners |
| Company Telephone Number | 260-467-1110 |
| Company Fax Number | 260-467-1981 |
| Contact E-mail | Nikki.sprunger@fwcs.k12.in.us |
| Industry of Company | Primary/Secondary Education |

**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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| The Arc of Northeast Indiana dba Easterseals Arc of Northeast Indiana is registered with the Secretary of State. |

* + 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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| Thomas Summerville, president of operations, is authorized by the organization to commit the organization contractually. The organization’s bylaws are attached. |

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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 | The Arc of Northeast Indiana |
| Contact Name | Thomas Summerville |
| Contact Title | President of operations |
| Contact E-mail Address | [tsummerville@esarc.org](mailto:tsummerville@esarc.org) |
| Company Mailing Address | 4919 Coldwater Rd |
| Company City, State, Zip | Fort Wayne IN 46825 |
| Company Telephone Number | 260-456-4534 |
| Company Fax Number | 260-745-5200 |
| Company Website Address | [www.eastersealsnei.org](http://www.eastersealsnei.org) |
| Federal Tax Identification Number (FTIN) | 35-0998711 |
| Number of Employees (company) | 523 |
| Years of Experience | 8 |
| Number of U.S. Offices | 5 |
| Year Indiana Office Established (if applicable) | 1954 |
| Parent Company (if applicable) | n/a |
| Revenues ($MM, previous year) | $35,088,188 (2022) |
| Revenues ($MM, 2 years prior) | $30,482,059 (2021) |
| % 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, Easterseals Arc has a formal disaster recovery plan. Please see attached information Technology Procedure (PBO-051) section titled Disaster Recovery and ENI Technology Plan (PBO-053) section titled Backup and 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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| The basis of the Easterseals Arc system is formed by using a high-performance Storage Attached Network (SAN) and a group of identical servers that are grouped into a cluster. The SAN takes care of the storage needs of the cluster by storing the data of all of the virtual machines. Naturally, this introduces a single point of failure. If this one server would fail, then it would take all the virtual machines down with it.  To counter this, Easterseals Arc employs a 2-node SAN with synchronization and automatic fallback protection. All data on one storage server is automatically mirrored to the other server within the SAN. If one of them should be taken down for preventative maintenance or an unexpected failure, the remaining server will continue handling all the tasks. The cluster or groups of virtual machines continue to function normally with zero interruption to the end user. When the node is brought back up, the storage servers synchronize themselves back into a fault-tolerant environment.  The SAN is attached to the server cluster by means of Ethernet and two redundant switches. This allows the use of low-cost network controllers and switches while providing protection against a single switch failure, which would affect the other servers attached to the SAN. The cluster of physical machines (which is currently 2) that run our virtual machines connects to the switches using redundant connections. Again, this is to eliminate points of failure. Since the storage for these servers is shared, various benefits can be utilized. The biggest feature, along with server density, is the ability for failover. If one of the clustered servers were to fail, the remaining servers would automatically take over all the virtual machines that were hosted.  All agency-owned devices are encrypted at the drive level by default, storing the decryption keys via the central management system within the end-point security system. Endpoint security management is an approach to network security that requires and ensures that endpoint devices comply with specific criteria before being granted access to the network. Endpoint protection is an important aspect of maintaining the confidentiality, integrity, and availability of information. The increasing ease and prevalence of a mobile-enabled workforce makes it more important than ever to protect endpoint devices and the security posture of IT systems. The ENI Information Technology Services will utilize baseline controls and standards established by NIST SP 800-53R4. All agency-owned devices will be installed with Bitdefender for security management. Any attempt by personnel to circumvent or otherwise bypass this endpoint protection policy will be treated as a security violation and subject to investigation. The results of the investigation may entail written notice, suspension, termination, or possibly criminal and/or civil penalties.  Protected Health Information (PHI) and other Sensitive Information (SI) (data classified as Tier 3 or Tier 4 in the ENI Information Classification) that is transmitted or received by ENI (the Agency’s) computer systems, including mobile devices, must be encrypted in accordance with the ENI Standard for the Transmission of Protected Health Information and Sensitive Information when transmitted over external networks or an unsecured medium.  The agency’s care management system is housed on an encrypted server with access granted by secure login only. The amount and type of access to information is restricted by individual users based upon job titles. |

* + 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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| Easterseals Arc has a long history of serving states and governments, with a majority of Easterseals Arc's budget being funded through government sources such as Medicaid. In May 2015, the Indiana Family and Social Services Administration awarded Easterseals Arc a grant to transition consumers out of sheltered workshops and into community employment. In July 2016, Easterseals Arc was awarded the Pre-Employment Transition Services contract to support qualified individuals with pre-employment support. In December 2017, Easterseals was awarded a capacity-building grant to support and develop the infrastructure needed to create more community-based employment opportunities for individuals served through Vocational Rehabilitation Services. From 2001-2021, Easterseals was a contractor who implemented home-based visits and support for the Division of Child Services and was a Healthy Families provider. During this time, Easterseals Arc also was the contract holder for cleaning services for the E. Ross Adair Federal Building in Fort Wayne. In January 2019, the Division of Mental Health and Addiction awarded Easterseals Arc a 2-year grant to provide mental health education and support to transition-aged youth who were dually diagnosed. In 2022, Easterseals Arc was awarded an innovative grant to look at Value-Based Payments for Residential Habilitation. |

* + 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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| From October 2001 through August 2021, Easterseals Arc worked with the local Office of Family and Children to provide Home-Based Family Centered Casework services, Home-Based Family Centered Therapy, Visitation Facilitation, and other support services to at-risk families challenged by intellectual/developmental disabilities (I/DD). All families were referred by the DCS office and meet the following eligibility categories:   * Children and families who have substantiated cases of abuse and/or neglect and will likely develop into an open case with IA or CHINS status * Children and families with an Informal Adjustment (IA) status or the children have the status of CHINS or JD/JS.   Easterseals Arc has consistently served individuals 4-90 years of age through the Indiana Medicaid Waiver program. Individuals who are intellectually and developmentally challenged come to receive habilitative services ranging from day services and respite to employment services. |