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**STATE OF INDIANA**

**ADDENDUM 3**

**Request for Proposal 23-75072**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**

**Family and Social Services Administration**

**Solicitation For:**

**Indiana Pathways for Aging Member Support Services**

**Response Part One, Submission Form Due Date and Time:**

**May 11, 2023 @ 3:00 PM ET**

**Response Part Two, Submission of Proposals by Flash Drive Due Date and Time:**

**May 16, 2023 @ 3:00 PM ET**

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**Summary of Changes**

Deletions are indicated via ~~strikethrough~~ and additions have been made in red font in the corresponding documents.

**Regarding Attachment G, Q&A Responses, Member Support Services – RFP #23-75072:**

1. The file “23-75072 – Att G – Q&A Responses (Part 2)” has been posted.

**The following edits have been made to Attachment K, Scope of Work, Member Support Services – RFP #23-75072**

1. In section 1.2 – Timeline, on page 2, the State has changed wording to clarify the launch timeline for the Member Support Services vendor.

FSSA will launch Pathways for Aging in summer 2024, and 2023 has been set aside for managed care entity (MCE) readiness review. The Contractor will begin onboarding with the State no later than the beginning of January 2024. The Contractor must complete requirements gathering and systems and operational development sufficient to begin engagement in comprehensive transition activities and readiness, such as material development and public/member messaging, in the first quarter of 2024. Additionally, the Contractor must submit any member-facing material drafts to the State for review by the end of the first quarter of 2024. The Contractor must be ready to begin member-facing operations ~~in~~ no later than July 1st, 2024 upon Pathways for Aging program go-live, or as determined by the State (Operational Start Date).

1. In section 11.2 – Readiness Review, on page 33, the State has changed wording to clarify the launch timeline for the Member Support Services vendor.

The Contractor shall participate in a readiness review prior to assuming the responsibilities of the contract so that FSSA can confirm that the Contractor meets contract and operational requirements. The State may also conduct on-site reviews of the Contractor and its subcontractors, if any, and of the operational site and database. The Contractor and its subcontractors, if any, shall submit documentation that demonstrates the Contractor’s readiness to serve members. This should include documentation showing that the project is fully staffed, staff are adequately trained, and the Contractor’s facilities are ready to begin operations. The Contractor shall execute readiness test cycles to include all data interfaces. The readiness assessment process will include all activities that must be completed successfully before the Operational Start Date for the Member Support Services Contractor, including all readiness review activities. The Contractor shall provide all necessary documentation related to the readiness review by the end of the first quarter of 2024. The Contractor shall have an opportunity to make corrections and will be required, upon the State’s request, to submit documentation to the State that it has corrected the problem(s). Additionally, the Contractor shall ~~and~~ demonstrate contract readiness prior to the Operational Start Date. ~~within ninety (90) days of the effective date of the Contract.~~

If for any reason the Contractor does not pass the readiness review ~~by~~ prior to the Operational Start Date, ~~contract start date~~ and there is a delay in the Operational Start Date, the Contractor shall be subject to consequential damages and corrective actions as described in Section 16. ~~The Contractor shall have an opportunity to make corrections within ninety (90) days of the effective date of the Contract and will be required, upon the State’s request, to submit documentation to the State that it has corrected the problem(s).~~ If the Contractor is not ready to begin operations by the date of Pathways Go-Live, the Contractor shall pay any costs the State may incur due to the delay and will be subject to sanctions as determined by the State. If the State identifies major deficiencies during the readiness review, the State may delay implementation until the Contractor adequately addresses the deficiencies or terminate the Contract if deemed by the State to be in the best interests of the State.