



STATE OF INDIANA

Request for Information 410-25-82969

Indiana Department of Administration

**On Behalf of the
Family and Social Services Administration (FSSA)**

**Request for Information For:
Centralized Billing Office and Cost Report**

**Response Due Date and Time:
July 31, 2025 @ 3:00 PM EST**

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Section One **General Information and Requested Products/Services**

1.1 Introduction

In accordance with applicable Indiana Code provisions, Rules, and Policies, the Indiana Department of Administration (IDOA), acting on behalf of the Family and Social Services Administration (FSSA), requires Centralized Billing Office for the Family and Social Services Administration (FSSA).

1.2 Definitions and Abbreviations

Following are explanations of terms and abbreviations appearing throughout this RFI. Other special terms may be used in the document, but they are more localized and defined where they appear, rather than in the following list.

IC	Indiana Code
Installation	The delivery and physical setup of products or services.
Prime Contractor	Refers to the entity responding to the solicitation.
Products	Tangible goods or manufactured items as specified in this solicitation
Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18; and any entity or person who does business with the State and is registered as same. The State will not

consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the company who will be ultimately responsible for performance of the contract.

Services	Work to be performed as specified in this solicitation
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "State Agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of State government

1.3 Purpose of the Request for Information (RFI)

The purpose of this RFI is to gather feedback and information for Family and Social Services Administration (FSSA) regarding Centralized Billing Office. Responses to this RFI will provide important input for the State's implementation of Centralized Billing Office. The feedback and information gained from this RFI may be used in the development of a future competitive solicitation process, leading to the designation of a provider(s) best suited to meet the State's needs. The State may elect to limit participation in any future competitive solicitation to respondent that respond to this RFI.

1.4 Summary Scope of Work

1.4.1 - Centralized Billing Office (CBO)

The contractor shall establish and maintain the operations of a centralized billing office (CBO), provide consulting services for revenue cycle management, and execute coding and billing functions for the Indiana State Psychiatric Hospital Network (ISPHN). These services shall be performed to optimize revenue opportunities while ensuring full compliance with federal and state regulations across all payor sources, including Medicare, Medicaid, managed care, and commercial insurers.

ISPHN is comprised of:

- NeuroDiagnostic Institute (Indianapolis)
- Evansville State Hospital
- Madison State Hospital
- Richmond State Hospital
- Evansville Psychiatric Children's Center
- Logansport State Hospital

The Contractor will provide the following services:

- Monthly coding and billing for all patient claims to appropriate payors (Medicare Part A, Medicaid, Commercial Insurers. etc.)
- Monthly coding and billing for all Medicare Part B claims for professional services, as applicable
- Denial management, follow-up, and account resolution
- Ensure appropriate application of adjusted rates
- Collaborate with local ISPHN staff to verify social security payeeship for patients

- Collaborate with local ISPHN staff to ensure payments from “patient banking” are correctly posted to ISPHN accounts
- Perform all provider enrollments and re-validations
- Perform all facility enrollments and re-validations
- Perform periodic chart reviews to ensure appropriate documentation for professional claims, and provide feedback and training to physicians and psychologists
- Identify and implement additional revenue opportunities with support from ISPHN Superintendents
- Provide monthly Revenue Cycle Dashboard reports
- Serve as an administrator for the State’s Medicare portal

Upon Patient Admission the Contractor will provide the following services:

(Approximately 879 admissions in CY 2024 as per the previous contract)

- Confirm Medicare and Medicaid eligibility.
- Set up health plan profile for billing.
- Set patient up with adjusted rate or indigent health place if applicable.
- Building the Medicare Part D profile on patient encounter when applicable.
- Upload documentation to patient encounter.
 - M1 application
 - Med D card
 - Letters from Social Security
 - Admission Paperwork

- Review medical records and assign diagnosis codes to all new admissions.

(Approximately 879 in CY 2024 as per the previous contract)

- Review all discharges for additional diagnosis codes as applicable.
- ***(Approximately 818 in CY 2024 as per the previous contract)***
- Billing for all patients claims to appropriate payors (Medicare Part A, Medicaid, Commercial etc.). ***(Approximately 2,648 in CY 2024 as per the previous contract)***
- Billing for all Medicare Part B claims professional services (as appropriate). ***(Approximately 2,651 in CY 2024 as per the previous contract)***
- Post Medicare and Medicaid electronic remittance advice (ERA) files.
- Denial management/Follow-up/Account resolution
- Ensure appropriate application of adjusted rates

(Approximately 1,466 in CY 2024 as per the previous contract)

- Adjust discharged encounter balances per Adjustment Policy.

(Approximately 2,254 adjustments in CY 2024 as per the previous contract)

- Work with local SPH facility staff to ensure payments from “patient banking” are appropriately posted to SPH accounts
- Perform all provider enrollments and re-validations

(Approximately 40 in CY 2024 as per the previous contract)

- Perform facility re-validations Medicare and Medicaid

(Approximately 5 and 6 respectively in CY 2024 as per the previous contract)

- Perform periodic chart reviews to ensure appropriate documentation for professional claims, and provide feedback and training to physicians and psychologists
- Identify and implement (with support from SPH Superintendents) additional revenue opportunities

- Provide monthly Revenue Cycle Dashboard reports
- Maintain Chargemaster and current rates for all SPH facilities in the State's electronic health record system
- Update all CPT codes annually and revise rates per the Medicare Physician Fee Schedule in the State's electronic health record system
- Re-bill inpatient claims when there are Fiscal Year rate changes per Medicaid.
- Monthly meeting with SPH facility Business Office staff
- Work with SPH Business Office and pertinent SPH Administration staff to standardize processes as appropriate
- Develop policies and procedures for standardization

The Contractor shall utilize the State's electronic health record system, billing system, eligibility verification software, claim scrubber and clearing house to perform the assigned functions outlined above.

Additionally, the Contractor is responsible for executing all required routine support service for the electronic health records system, Charge Services and Patient Accounting including but not limited to the following:

- Manual work arounds
- Revenue Cycle Dashboard Reports
- Participate in the SPH State's electronic health record system workgroup meetings.
 - Lead the patient accounting portion of the State's electronic health record system (EHR) when change of management and EHR upgrades are required for Charge Services, Coding and Patient Accounting through the entire continuum of the revenue cycle including Business Administration, Billing, Patient Access, HIS and Clinical Departments.
- Participate in and perform all functions related to the State's electronic health record system Charge Services and Patient Accounting upgrades, including but not limited to:
- Planning
- Training pertinent SPH Business Office staff on payment posting as applicable
 - Test Script Writing
 - Unit Testing
 - System Testing
 - Integrated Testing Phase 1 and Phase 2
 - Maintenance of the Thrive Claim scrubber and Clearing House

ISPHN expects the Contractor to maintain and revise applicable modules (e.g., Charge Services, Patient Accounts) within the State's electronic health record system to ensure efficient and accurate revenue cycle activities, as necessary.

ISPHN expects the Contractor to optimize collection opportunities and activities and establish a base line of revenue by payor source.

ISPHN grants the Contractor permission to use the State's electronic health record system, and any other system necessary for the contractor to fulfill its contract.

1.4.2 - Cost Report

The contractor shall compile the required cost reports for the Indiana State Psychiatric Hospital Network (ISPHN) for the fiscal year ending June 30, 2027, and June 30, 2028.

- Medicare 2552-10 and State ICF/Psych Hospital Reports
 - Richmond State Hospital
 - Evansville State Hospital
 - Madison State Hospital
 - NeuroDiagnostic Institute
- State ICF/Psych Hospital Report
 - Logansport State Hospital
 - Evansville Psychiatric Children's Center

The Contractor is responsible for preparing only the cost reports specified above. The Contractor will provide the Hospitals with planning guides to assist in compiling the necessary data required for completion of these reports.

Each annual cost report engagement shall be independent and distinct from the Contractor's cost report engagement services for other years. Every year's separate engagement will begin with the Contractor's request for the hospital information and conclude upon the delivery of the finalized reports to the appropriate division of Family and Social Services Administration (FSSA) like the Division of Mental Health and Addiction (DMHA).

The Contractor shall put all requested planning advice in writing. To streamline communication and service delivery, the Contractor may correspond by facsimile transmission or electronic mail. Such communications may contain information that is confidential to the Hospitals and/or DMHA.

Additionally, the Contractor shall provide consulting services to the Hospitals and FSSA, which may include but are not limited to:

- Billing support.
- Revenue enhancement strategies
- Policy and procedures development
- ICD-10coding
- Cost report adjustments from fiscal intermediaries
- Cost report reimbursement optimization

For these additional services, the Contractor will bill at its standard hourly rate for the contract period. Supporting documentation for the cost consultation services shall be provided for each Hospital.

The fees in Exhibit 2 are based on anticipated cooperation from the Hospital and DMHA personnel and the assumption that unforeseen circumstances will not be encountered during the audit. If significant additional time is required, the Contractor shall notify the Hospitals and DMHA to discuss a revised fee estimate before incurring any additional costs.

Exhibit 2

Financial Scope of Work

State Fiscal Year 2027 - July 1, 2026, to June 30, 2027

SFY/Description	Facility	Projected Cost
SFY 2027 Cost Report	Richmond State Hospital	
SFY 2027 Consulting	Richmond State Hospital	
SFY 2027 Cost Report	Evansville State Hospital	
SFY 2027 Consulting	Evansville State Hospital	
SFY 2027 Cost Report	Madison State Hospital	
SFY 2027 Consulting	Madison State Hospital	
SFY 2027 Cost Report	Logansport State Hospital	
SFY 2027 Consulting	Logansport State Hospital	
SFY 2027 Cost Report	NeuroDiagnostic Institute	
SFY 2027 Consulting	NeuroDiagnostic Institute	
SFY 2027 Cost Report	Evansville PCC	
SFY 2027 Consulting	Evansville PCC	

State Fiscal Year 2028 – July 1, 2027, to June 30, 2028

SFY/Description	Facility	Projected Cost
SFY 2028 Cost Report	Richmond State Hospital	
SFY 2028 Consulting	Richmond State Hospital	
SFY 2028 Cost Report	Evansville State Hospital	
SFY 2028 Consulting	Evansville State Hospital	
SFY 2028 Cost Report	Madison State Hospital	
SFY 2028 Consulting	Madison State Hospital	
SFY 2028 Cost Report	Logansport State Hospital	
SFY 2028 Consulting	Logansport State Hospital	
SFY 2028 Cost Report	NeuroDiagnostic Institute	
SFY 2028 Consulting	NeuroDiagnostic Institute	
SFY 2028 Cost Report	Evansville PCC	
SFY 2028 Consulting	Evansville PCC	

1.5 INFRASTRUCTURE CONSIDERATIONS:

The following information is provided in this RFI to aid respondents regarding the information sought by the State:

The State strongly prefers a cloud-based service offering. Cloud-based service offerings are required to be within a state-owned cloud tenant. However alternative solutions may be considered if they demonstrate significant value. This section provides details on infrastructure and support requirements, outlining the State's minimum requirements.

Please note that any proposed cloud-based service offerings submitted in any subsequent RFP's will need to comply at the time of solution implementation with the Risk and Assurance

Management Program (RAMP) policy that is currently being developed in order to comply with a recent executive order that was handed down by Governor Mike Braun, [EO 25-19](#). The new policy will be based on commonly accepted industry practices and standards like NIST 800-53 Revision 5 and is expected to have tiered levels of security requirements which will depend on the type of data involved, its sensitivity, and how the solution interfaces with State resources. The program and subsequent continuous monitoring requirements outlined in the policy are expected to align closely with StateRAMP dba GovRAMP best practice and is expected to be finalized and implemented by July 1, 2025. Prospective vendors should keep all the foregoing in mind as they prepare their response to this RFI and be confident that any proposals they ultimately choose to submit are flexible enough to accommodate commonly accepted industry practices and standards in the typical state government-required RAMP.

1.5.1 Solution Categories

If solution hosting is within scope, respondents must propose one of the following hosting solutions:

1) State-Owned Cloud Tenant (Preferred Cloud Solution)

Definition: A vendor hosted solution deployed within a cloud environment owned and managed by the State. This environment is provisioned in either Microsoft Azure or Amazon Web Services (AWS) under the State's enterprise agreements. The Indiana Office of Technology will set up a cloud tenant that the vendor will use to support all aspects of the solution with oversight and minimal support from the Indiana Office of Technology.

Minimum Requirements

- **Tenant Ownership and Access:**
 - The State retains full ownership and administrative control over the tenant.
 - The vendor shall be granted access only to the resources necessary for the deployment, configuration, and maintenance of the solution, as explicitly authorized by the State.
 - The State owns the financial consumption charges within the State-Owned cloud tenant.
- **Data Residency and Compliance:**
 - All data associated with the solution must reside within the State-owned tenant.
 - The vendor must ensure compliance with all applicable State and federal regulations, including but not limited to data security, privacy, and sovereignty requirements.
- **Deployment and Management:**
 - The vendor is expected to install, update, and manage the application and other unique aspects of the solution during the project to meet the requirements and as part of Day 2 support / Maintenance and Operations.
 - The vendor must utilize state approved tenant specific native tools and services for monitoring, backup, and disaster recovery, as specified by the State.
- **Security and Access Controls:**
 - The vendor shall implement robust security measures, including role-based access control, encryption, and multi-factor authentication, in alignment with [Information Security Framework](#) (<https://www.in.gov/iot/iot-vendor-engagement/>).
 - Security documentation and audit logs must be provided to the State regularly.

- Security assessments, including vulnerability scans, must be conducted and reported to the State.
- **Exit Strategy:**
 - Upon contract expiration or termination, the vendor shall ensure a seamless transition of all resources, configurations, and data back to the State, without disruption to ongoing operations.
 - A detailed exit plan must be submitted within 120 days of contract expiration or termination, including but not limited to timelines and responsibilities, to facilitate this transition.

2) Vendor Hosted Cloud Tenant (Exception Based Cloud Solution)

Definition: A vendor managed cloud environment outside of the State's enterprise agreements.

Justification and Minimum Requirements:

Exceptions to the requirement of utilizing a state-owned cloud tenant will only be considered if there are compelling reasons and justifications as to why hosting in a State-owned cloud tenant is not feasible. The State will evaluate these justifications but is not obligated to agree with any external cloud hosting options and the associated scoring will reflect that.

If proposing a hosted solution that does not use a State-owned cloud tenant, your company is required to, at a minimum:

- Provide a clear justification for why hosting within a state-owned cloud tenant is not feasible.
- Demonstrate independently verified compliance with NIST 800-53, Revision 5 (or the most current version at the time of proposed solution go-live).
- Alternatively, provide a detailed plan that includes independent verification of your company's path toward achieving compliance with NIST 800-53, Revision 5 (or the current version at the time of proposed solution go-live).
- Adhere to the applicable security standards, policies and requirements as outlined by the IOT Cloud Provider Questionnaire, and the IOT Cloud Terms available on the [IDOA: Procurement: Contract Forms Manuals and Templates](#), which include Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS) Terms.

3) On-Premises Solutions - Vendor Provided Hardware (Preferred On-Premises Solution)

Definition: A vendor provided hardware solution deployed within the States data center.

Minimum Requirements

- The vendor is responsible for procuring, deploying, and maintaining hardware hosted within the State of Indiana datacenters.
- Ensuring that all hardware aligns with the State's standards and specifications, as outlined the State's established policies and enterprise standards that collectively constitute the [Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/) (<https://www.in.gov/iot/iot-vendor-engagement/>).
- Meeting the service levels, security protocols, and cost expectations detailed in the "Hosting" section of the [IOT-Services-Catalog.pdf](#).
- Providing full documentation of hardware lifecycle management, including installation, updates, maintenance, and upgrades as needed.

- Ensuring compatibility with existing state systems and providing any necessary adjustments for seamless integration.
- Delivering comprehensive reporting on hardware usage, performance metrics, and any troubleshooting activities during the contract period.

4) **On-Premises Solutions – State Owned Hardware (Exception Based On-Premises Solution)**

Definition: A vendor managed solution operating on state owned infrastructure.

Minimum Requirements:

- Collaborating with the State to ensure a seamless initial setup, including installation, configuration, and integration with the State's systems.
- Adhering to the service levels, security requirements, and cost structures outlined in the "Hosting" section of the [IOT-Services-Catalog.pdf](#) and as outlined within the [Information Security Framework](#) (<https://www.in.gov/iot/iot-vendor-engagement/>).
- Provide ongoing monitoring, performance optimization, data backup, and disaster recovery services to ensure system reliability and availability.
- Coordinating with the State on any necessary warranty claims or hardware replacements, including detailed reporting and documentation of hardware issues and resolutions.
- Transferring knowledge, if applicable, to the State to facilitate collaboration and long-term operational continuity.

1.5.2 INFORMATION REQUESTED

We are requesting the following details in your response.

1.6 RFI Outline

Attachment	Description
Attachment A	Response Template
Attachment B	Q&A Template
Artificial Intelligence	Technical Proposal Questions
Infrastructure Overview	(Cloud Hosted and On-Prem)

Respondents should submit responses to the RFI, utilizing **Attachment A**, describing how they will meet the specific requirements of this RFI, and the deliverables included within. All narrative responses must be provided to the State in Microsoft Word format. Respondents must structure their responses according to the sections outlined below to facilitate the State's review of the responses. **THE TOTAL RESPONSE SHOULD NOT BE MORE THAN TWENTY PAGES IN LENGTH.**

If you would like to provide response/feedback to this RFI for a potential solicitation for Family and Social Services Administration, you must provide your response to State as shown in the RFI Timeline and Response Submission section below.

1.7 Summary of Milestones

The following timeline is only an illustration of this RFI process. The dates associated with each step are not to be considered binding.

Key Dates	
Activity	Date
Issuance of RFI	June 19, 2025
Deadline to Submit Written Questions (3:00 PM Eastern Time)	July 3, 2025
Response to Written Questions/RFI Amendments	July 17, 2025
Due Date for Submissions	July 31, 2025
Demonstrations/Oral Presentations (if requested)	TBD

1.8 Question/Inquiry Process

All questions/inquiries regarding this RFI must be submitted by the date and time outlined in Section 1.7. Questions/Inquiries may be submitted in **Attachment B**, Q&A Template, via email to ASample@idoa.IN.gov no later than 3 pm ET on the date listed in section 1.7.

The subject line of the email submissions must clearly state the following:

“RFI 410-25-82969 Questions/Inquiries – [INSERT COMPANY NAME]”

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the timetable established in Section 1.5. Only answers posted on the IDOA website will be considered binding and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

If it becomes necessary to revise any part of this RFI, or if additional information is necessary for a clearer interpretation of provisions of this RFI prior to the due date for submissions, an Addendum will be posted on the IDOA website. If such Addenda issuance is necessary, the Procurement Division may extend the due date and time of submissions to accommodate such additional information requirements, if required

1.9 RFI Clarifications and Discussions

The State may request written responses from and/or remote meetings with Respondents of this RFI. These could include but are not limited to, requests for additional information or clarification

on the information provided. Invitations may be extended to Respondents of this RFI subsequent to the receipt of responses, including but not limited to demonstrations of proposed solutions.

1.10 Confidential Information

Subject to State law, all information submitted in Respondents' responses to this RFI 23-XXX are deemed deliberative. If a competitive solicitation results from this RFI, the information contained in the RFI response will be deemed a public record once the resulting solicitation has been awarded and the protest period has ended.

However, proprietary information may be kept confidential if requested and marked clearly in your response submission as "CONFIDENTIAL MATERIAL." It is the responsibility of the Respondent to ensure that all confidential information is easily identifiable as confidential.

The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- [18-INF-06; Redaction of Public Procurement Documents Informal Inquiry](#)

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance at the States discretion.

1.11 Due Date for Submissions

Respondents interested in providing information to IDOA should submit responses via email to Asample@idoa.in.gov. All responses must be received no later than July 30, 2025 @ 3:00 PM EST. The subject line of the email submission must clearly state the following:

"RESPONSE TO REQUEST FOR INFORMATION 410-25-82969"

Any information received after the due date and time may not be considered.

No more than one RFI response per Respondent may be submitted.

Templates outlined in this document should be returned in their native file format.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

Section Two Response Preparation Instructions

2.1 Respondent Requirements

In order to respond to this RFI, the respondent must have a solution that can provide the services described in this document for Family and Social Services Administration (FSSA).

2.2 Response Instructions

Responses should follow the outline provided below. Responses must be kept to a limit of twenty pages. Any attachments, appendices, graphics, or timelines not contained in the main body of the document will count towards this page limit.

A. General Information

1. Please provide the following information about your organization:
 - a. Legal Name of Organization
 - b. Contact Name/Title
 - c. Contact E-mail Address
 - d. Organization Web Site
 - e. Years of Experience Providing Similar Services/Systems

B. Experience

1. Please describe any current or past solutions your organization has designed, implemented, and/or operated that are relevant or similar in nature to the requirements outlined in this RFI, especially in a government environment. Provide specific examples where possible and how much of the solutions were custom vs. out of the box.

C. Proposed Solution Overview

Please describe your organization's proposed FSSA Solution based upon the goals described in this RFI. Specifically, please outline the following (referencing experience where applicable):

1. Overview
 - a. Describe your proposed solution for these services and your deployment model. Include details on system installation, updates, and test environments.
 - b. Describe the out-of-the-box features that support State goals and which features would require customization.
 - c. Describe how users' access this, how this access is monitored, and by whom.
 - d. Describe how data ownership and retention is handled.
 - e. Describe the system back-up and disaster recovery processes and systems in place.
 - f. Describe your proposed process for addressing any defects and developing/implementing any necessary enhancements.
2. **Technical Specifications:** Information on the technical architecture of your solution, including the proposed cloud infrastructure, if applicable
3. **Artificial Intelligence:** Does the proposed solution utilize any form of artificial intelligence (AI), as defined by [IC 4-13.1-5-1](https://iga.in.gov/laws/2024/ic/titles/4#4-13.1-5-1) (<https://iga.in.gov/laws/2024/ic/titles/4#4-13.1-5-1>)? If so, please address the following:
 - a. How would AI be utilized within the solution?
 - b. Could AI functionality be disabled without impacting the overall functionality or performance of the proposed solution?
 - c. Could the State enable/disable the AI functionality, or is that controlled by the solution/implementation provider?
 - d. If disabling AI does result in limitations, please specify what those limitations are.
 - e. Is there a plan to introduce AI into the solution in the next four (4) years if AI is not already utilized OR is there a plan to expand AI in the solution if AI is already utilized?
 - f. Is there any current or projected use of AI that benefits operations and/or provides operational efficiency?

4. Mobile Capabilities
 - a. Describe what mobile capabilities, if any, will be available to Suppliers. If your software does offer mobile functionality, please outline what information will be accessible to Suppliers.
5. Financial Data/ Security
 - a. Describe how you will ensure that State information will be kept secure and confidential.
6. Data Enrichment
 - a. Describe your suite of data enrichment tools and services, and if / how this suite identifies and validates the status of supplier diversity to ensure reporting metrics are accurately represented.
 - b. Describe the process and necessary requirements for the migration of historical data into your software.
7. Spend Analysis Tools
 - a. Describe your suite of spend analysis tools and if / how this can be used to track and report on diverse spend by multiple facets including category, supplier, location, and type of diversity certification.
 - b. Will dashboarding provide trends summarized clearly?
 - c. Will users have the ability to search by company name, respondent number, partial name, or owner's name?
 - d. Will users have the ability to track and monitor all contracts and subcontracts?
 - e. Describe any tools, and if / how this tool can measure the impact your organizations spend has on the local communities through economic impact reporting.
8. Supplier Discovery Solutions
 - a. Describe any supplier discovery solutions and if / how this procurement network provides FSSA with a searchable database of validated diverse suppliers to grow their diverse supplier portfolio.
9. Supplier Registration Portals
 - a. Describe any supplier registration portals, and if / how this portal gives DSD a channel to collect and manage a centralized repository of supplier data.
 - b. Explain if this portal will allow diverse suppliers to self-report their status and upload diversity certifications.
10. Diversity tools
11. Maintenance and Operations
 - a. Outline any ongoing maintenance and operations occurring following the time at which the system goes live.
 - b. If maintenance and operations are provided by a third party, please provide the name of the third-party service provider, and detail the role of said provider.
12. Other Innovative Functionalities
 - a. Describe any innovative functionalities or solutions you propose.

D. Implementation

1. Please describe your proposed implementation process, including any applicable software customizations, data transfer requirements, training, etc.
2. Please outline the estimated implementation time period required for your proposed solution, including any potential barriers to implementation.
3. What resources are required from the State for successful implementation and management?

E. Staffing Structure

1. Please outline the key staff positions, number of staff, and proposed education levels that would be required to provide your proposed Solution for FSSA.

F. Customer Service

1. Describe the full suite of customer service and technical support offerings provided to both the State and State Suppliers. Specify whether your customer service capabilities will include in-person, telephone, and/or virtual options. Provide the hours of operation for any customer service support.

G. Training and Support

1. Describe the training plan, materials, and process for both initial and ongoing needs.

H. Performance Measures

1. Please describe any performance measures your organization believes are important to track for potential future [AGENCY] Solutions.

I. Product Demonstration

1. In addition to written RFI responses, FSSA may invite any or none of the Respondents to make optional, focused, virtual demonstrations of experience, offerings, methodologies, and expertise applicable to the response. Please recommend an amount of time for a demo of your system's capabilities.
2. Will demonstrations be delivered in person or remotely?

J. Estimated Cost

1. Please detail the potential cost for your proposed FSSA Solution, including design, customization, and implementation costs as well as ongoing operation and maintenance costs. Where feasible, please break out these proposed costs as much as possible (e.g., proposed hours and hourly rates, customization costs, and/or costs for ongoing operation, etc.).

2.3. EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFI in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 100). If any one or more of the listed criteria on which the responses to this RFI will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded, and the responses will be evaluated and scored without taking into account such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (submitted response)	80 points
3. Pricing (Cost Proposal)	20 points

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3. This scoring will have a maximum possible score of 100 points. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3. This ranking may be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions (oral and/or written) focused on cost and other proposal elements.

Step 3

If the State conducts additional rounds of discussions and a Best and Final Offer (BAFO) round which lead to changes in either the submitted response or Cost Proposal for the short-listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

Adherence to Requirements – Pass/Fail

Respondents passing this category move to Step 2 and proposal is evaluated for Management Assessment/Quality and Cost.

Management Assessment/Quality - 80 points

Management Assessment/Quality will be scored based on the responses provided in the submitted response. Points will be allocated based on the responses provided by the Respondent to each section of the submitted response.

Pricing – 20 points

Pricing will be scored based on the Total Bid Amount, for a total maximum of 20 points. Proposals will be scored on a graduated scale, with maximum points going to the Respondent with the lowest cost.

The Secretary of FSSA will, in the exercise of her sole discretion, determine which RFI submission(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.