**RFP 26-86284**

**TECHNICAL PROPOSAL QUESTIONS**

**ATTACHMENT F**

**Instructions**: Vendor should provide a document formatted with Question #, RFP SOW Section, and Response Area followed by the vendor’s narrative response to that question. The response must address all items detailed below and provide the information and documentation as required. The response must be structured to address each question listed below. A table of contents (see “4. Table of Contents”) must also be completed as listed in this Attachment. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the Technical Proposal must contain a meaningful summary of the referenced material. **The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked**. If there are multiple references or multiple documents, these must be listed and organized for ease of use.

**Scope of Work Questions**

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| **Question #** | **RFP SOW Section** | **Response Area(s)** |
| **1** | **Contract Deliverable** | The Respondent must provide a description of how they will disburse up to $400,000,000.00 to participating mental health providers shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **2** | **Contract Deliverable** | The Respondent must provide a description of how they will gather financial data from mental health providers shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **3** | **Contract Deliverable** | The Respondent must provide a description of how they will conduct the aggregate time study shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **4** | **Contract Deliverable** | The Respondent must provide a description of how they will act as the single point of contact between the State and participating mental health providers shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **5** | **Contract Deliverable** | The Respondent must provide a description of how they will serve as the subject matter expert to participating mental health providers shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **6** | **Contract Deliverable** | The Respondent must provide a description of how they will collect annually each participating mental health provider’s Medicaid Eligibility Rate (MER) shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **7** | **Contract Deliverable** | The Respondent must provide a description of how they will cooperate with and assist the MHFRP auditor shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **8** | **Contract Deliverable** | The Respondent must provide a description of how they will conduct annual interactive online training for all mental health providers in the program shared in the Contract Deliverable Section from the Scope of Work document for this RFP. |
| **8A** | **Contract Deliverable** | Security Standards  Review the State’s Information Security Framework and confirm conformance or explain deviations with mitigation plans. (IOT NDA required to access the Framework.) |
| **8B** | **Contract Deliverable** | Incident Response  Provide incident response process documentation (contact/ticket submission, escalation procedures, timelines), and how resolved incidents are reported back to IOT (including root cause analysis and lessons learned for major incidents). |
| **8C** | **Contract Deliverable** | System Architecture Deliverable  Describe your approach and timeline to produce the System Architecture Document prior to project acceptance and the annual review/update process thereafter. |
| **8D** | **Contract Deliverable** | Data Exchange & MFT  Explain how your solution will utilize MuleSoft API Management and/or GoAnywhere MFT for secure data transmission (or justify alternatives with equivalent security). |
| **8E** | **Contract Deliverable** | Authentication  If proposing a web portal or application, describe integration with Access Indiana SSO and any constraints or timelines for enabling Access Indiana. |
| **8F** | **Contract Deliverable** | Accessibility Compliance  Describe how all contractor-supplied portals, training content, and documents will meet WCAG 2.1 AA and State Assistive Technology standards, and how accessibility will be verified (tools/process). |
| **8G** | **Contract Deliverable** | IV&V Engagement  Confirm that the proposed team will include IV&V in all project communications and accept IV&V review/approval gating of deliverables for payment after June 30, 2026. |
| **8H** | **Contract Deliverable** | BC/DR  Provide your Disaster Recovery Plan and Business Continuity Plan (or detailed outlines if plans are proprietary), update cadence, and proposed State participation in DR testing exercises. |
| **8I** | **Contract Deliverable** | AI in the Solution  Does the proposed solution utilize AI as defined by State policy? Describe usage, ability to disable, limitations when disabled, and roadmap for AI features (next 4 years). |
| **8J** | **Contract Deliverable** | AI in Development  Do your developers use AI tools to augment work? Describe extent, ability to disable, impacts, and future plans (next 4 years).  (See: https://www.in.gov/mph/AI/) |
| **9** | **N/A** | Provide details of all certifications, licenses, and individual credentials |
| **10** | **N/A** | Explain in detail how the respondent will randomly select the sample of participants at each mental health provider. Specify your statistical design (confidence level, precision/margin of error), stratification by cost pool categories, handling of non-response, outlier treatment, and documentation retention for audit. |
| **11** | **N/A** | How will the respondent obtain and document the separate Medicaid eligibility rates and ensure their correctness before calculating a quarterly MHFRP claim. |
| **12** | **N/A** | How will the respondent monitor the administrative activities of the participating mental health provider agencies and review for accuracy and reasonableness of the providers’ MHFRP claims? |
| **13** | **N/A** | How will the respondent ensure the mental health provider agencies retain sufficient data to substantiate the provider’s claims for Medicaid administrative funds? |
| **14** | **N/A** | How will the respondent ensure the mental health provider agencies and the fiscal agent demonstrate that adequate quality assurance controls are in place? |
| **15** | **N/A** | Explain in detail how the respondent will develop a detailed administrative/fiscal plan that address the following issues:    1) Administrative claiming by agencies is limited to those administrative activities that are allowed under 2 CFR 200 (OMB Super Circular) cost allocation principles, guidance issued by the Centers for Medicare and Medicaid Services, and Generally Accepted Accounting Principles. .  2) Federal requirements for claiming enhanced federal financial participation (FFP) for Skilled Professional Medical Personnel (42 CFR 432.50 ) are met.  3) Enhanced FFP is limited to those allowable activities for which FFP claiming is permitted.  4) Documentation of sufficient qualifying funds/contributions as certified by the mental health provider agency to support the claim for federal reimbursement.  5) Quality assurance controls in place and adequacy of such controls.  6) Monitoring of State and national trends and regulations concerning Medicaid administrative claiming. |
| **16** | **N/A** | Please provide a detailed description of the proposed claiming methodology, including any assumptions to be made, along with any anticipated barriers to the proposed methodology and how you propose to overcome them. |
| **17** | **N/A** | Explain in detail how the respondent will collect and tabulate administrative claiming expenses of the individual mental health provider agencies. This must include the following:  1) Provide training to participating mental health provider agency personnel.  2) Review submitted claims to ensure that proper guidelines are met.  3) Review submitted claims to ensure that all claimable expenses are submitted. |
| **18** | **N/A** | Explain in detail how the respondent will conduct a week-long time study each quarter which involves the following:  1) Random selection of a week to conduct the time study.  2) Random selection of time study participants from submitted rosters.  3) Training of time study participants.  4) Collection and analysis of time study data.  5) Ensure that the time study is statistically valid  Specify your statistical design (confidence level, precision/margin of error), stratification by cost pool categories, handling of non-response, outlier treatment, and documentation retention for audit. |
| **19** | **N/A** | Explain how the respondent will act as a technical consultant for the State and the mental health provider agencies involved in the program. Keep up to date on national and state trends in administrative claiming by:  1) Maintaining a toll free hotline for questions.  2) Maintaining a web site.  3) Making periodic site visits to the mental health provider agencies to inform and train. |
| **20** | **N/A** | Explain how the respondent will provide a physical claim calculation involving the following;  1) Collect and analyze direct and indirect expenses.  2) Application of the time study data to the expenses.  3) Application of the individual MER to the expenses.  4) Application of 75% FFP to SPMP associated expenses  5) Application of 50% FFP to non-SPMP associated activities. |
| **21** | **N/A** | Explain how the respondent will process claims disbursement and maintenance of a rolling 5% risk pool. Make, and be responsible for, adjustment payments on behalf of the mental health provider agencies. Detail segregation of duties, maker-checker controls, daily reconciliation to approvals, NACHA-compliant ACH file generation, error/exception workflows, monthly risk pool movement reporting (opening balance, inflows/outflows, ending balance, rationale), and audit log retention policy. |
| **22** | **N/A** | Equipment & Access  Outline equipment needs (if any) for State network access, including quantities/specs, and acknowledge reimbursement of costs per the IOT services catalog. |
| **23** | **General Overall Assumptions** | What assumptions and constraints have your company made in responding to the technical proposal. This should include assumptions made based on the scope of work outlined in the RFP and assumptions regarding the resources available from the State for this scope of work. |

**Section 4: Table of Contents**

**Instructions:** After responding to all questions above, vendor should add page numbers for each question/response.

**Section 1: Scope of Work Questions**

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| --- | --- |
| **Question #** | **Response Page #** |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |
| **6** |  |