



# **STATE OF INDIANA**

## **Request for Proposal/Partnership 27-88343**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of  
FAMILY AND SOCIAL SERVICES ADMINISTRATION  
OFFICE OF MEDICAID POLICY AND PLANNING**

**Solicitation For:  
Indiana Medicaid Managed Care Organizations**

**Submission Due Date and Time:  
November 6, 2026, by 3:00 PM ET**

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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's (FSSA) Office of Medicaid Planning and Policy (OMPP), intends to contract on a Statewide basis with Managed Care Organizations (MCOs) to deliver managed care services to beneficiaries enrolled in the State of Indiana's Medicaid Managed Care programs: Indiana PathWays for Aging, Hoosier Care Connect, Hoosier Healthwise, and the Healthy Indiana Plan. It is the intent of IDOA to solicit responses to this solicitation in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This solicitation is being posted to the IDOA Bidding Opportunities website, at <https://www.in.gov/idoa/procurement/current-business-opportunities/> for downloading. Neither this solicitation nor any response (proposal) submitted hereto are to be construed as a legal offer.

#### **1.2 Definitions and Abbreviations**

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

|                            |                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Award Recommendation       | IDOA's summary, typically in letter format, of the solicitation and suggestion on respondent selected for the purposes of beginning contract negotiations.                                                                                                                                                                                                |
| BAFO                       | Best and Final Offer is an opportunity for short-listed respondents to propose improvements for final score consideration.                                                                                                                                                                                                                                |
| Contract Award             | The acceptance of IDOA's Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.                                                                                                                                                                                                           |
| Full Time Equivalent (FTE) | The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this solicitation for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees, each spending 1/2 of their working time on a project, that would also equal 1 FTE. |
| IAC                        | Indiana Administrative Code                                                                                                                                                                                                                                                                                                                               |
| IC                         | Indiana Code                                                                                                                                                                                                                                                                                                                                              |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Installation            | The delivery and physical setup of products or services requested in this solicitation.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| IV&V                    | Independent Verification & Validation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Other Governmental Body | <p>An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following:</p> <ol style="list-style-type: none"> <li>1) The judicial branch</li> <li>2) The legislative branch</li> <li>3) A political subdivision as defined in IC 5-22-2-22 and IC 36-1-2-13 (includes school corporations, municipal corporations, Legislative body, Taxing district, Town, Township, and Unit)</li> <li>4) A State educational institution</li> </ol> |
| Prime Contractor        | As used in <b>Attachment A</b> , 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.                                                                                                                                                                                                                                                                                               |
| Subcontractor           | As used in <b>Attachment A</b> , refers to the entity entering into a contract with the Prime Contractor for a portion of the scope of the solicitation.                                                                                                                                                                                                                                                                                                                                                                       |

VSC (Valuable  
Scope  
Contribution)

The benefit the proposed certified subcontractors(s) must provide to the project set forth in the solicitation.

### **1.3 Purpose of the Solicitation and Minimum Requirements**

The Office of Medicaid Policy and Planning (OMPP) seeks to contract, on a Statewide basis, with MCOs to provide managed care services to beneficiaries enrolled in the State of Indiana's four Medicaid Managed Care programs – Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging (“PathWays”). Together, these programs will help approximately 1.5 million Hoosiers.

MCOs must comply with this RFP and its attachments (including any addenda), and with all applicable Federal laws and implementing regulations, as amended. The Statements of Work and other relevant program requirements and information for each program are detailed in the attachments of the RFP.

Respondents are encouraged to submit innovative proposals for addressing the programs' goals beyond the minimum requirements set forth in this RFP and its Attachments.

For more information, Respondents should review documentation available in Attachment C Bidders' Library and reference documents that the State cites throughout this RFP and is making available to Respondents on the RFP website.

#### **Special Evaluation and Procedural Notes**

It is the intention of the State to award contracts for all four programs together to the same Contractors. The State plans to award contracts for all to one (1) or more Contractors. However, the State maintains the authority to award contracts in the best interest of the State and the members we serve.

To be eligible for award under this RFP, Respondents must demonstrate that they currently provide MCO services for at least one (1) state government, and also have experience providing MCO services for at least one (1) state government for at least the preceding five (5) years. Further, to be eligible for award under this RFP, Respondents must demonstrate that they have experience providing services to all of the following populations:

- Children
- Low-income adults
- Pregnant women
- Foster children and high-risk youth
- Individuals who are aged, blind, and disabled
- Individuals dually-eligible for Medicaid and Medicare
- Individuals receiving managed long-term services and supports (MLTSS)

In accordance with the Statement of Work (Attachment K4) Section 2.21 for PathWays, each awarded Respondent must annually obtain CMS approval and execute a State Medicaid Agency Contract (SMAC) that will enable it to operate a D-SNP in the State, effective January 1, 2029, and throughout the term of the contract. Failure to obtain or maintain its CMS approved D-SNP status will exclude the Respondent from participation under the contract.

Prior to the Contract effective date, the Respondent must be an Indiana licensed health maintenance organization (HMO). Failure to obtain or maintain this licensure will exclude the Respondent from participation under the contract.

In accordance with Attachment E, Respondents must demonstrate financial stability and ability to maintain a 300% or higher RBC ratio as defined by the NAIC. Failure to meet financial stability requirements may result in disqualification for award, and failure to maintain financial stability requirements may exclude the Respondent from participation under the contract.

The Commissioner of IDOA or their designee will, in consultation with the Secretary of FSSA, and in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

#### **1.4 Statement of Work**

Please see **Attachments K1, K2, K3, and K4** – Statements of Work for each of the Medicaid Managed Care programs.

#### **Statewide IT Policies, Procedures, and Standards**

The State has robust and comprehensive security standards that permeate all levels of the organization. The Indiana Office of Technology (IOT) has been tasked with establishing and maintaining these security standards. The security standards include assessing security risks, developing, and implementing effective security procedures, and monitoring the effectiveness of those procedures. If the proposed solution involves information technology-related products or services, all such products or services are to be compatible with any of the technology standards found in the Statewide IT Policies, Procedures, & Standards (<https://www.in.gov/iot/policies-procedures-and-standards/>) that are applicable, including the assistive technology standard. The Contractor will be required to sign a Non-Disclosure Agreement (NDA) to access the more sensitive standards and policies. The Contractor should review the Statewide IT Policies, Procedures, & Standards and ensure their proposed solution meets all standards therein.

#### **Estimates**

The figures in this RFP are only an estimate and are not to be construed as an amount to be offered under this solicitation. **However, when completing Indiana Veteran Owned Small Business RFP Subcontractor Commitment Form (Attachment A), please use the Administrative Bid Amount provided.**

## 1.5 Solicitation Outline

The outline of this solicitation document is described below:

| Section                                                              | Description                                                                                                                                                                                |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Section One – General Information and Requested Products or Services | This section provides an overview of the solicitation, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this solicitation |
| Section Two – Proposal Preparation Instruction                       | This section provides instructions on the format and content of the solicitation including an Executive Summary, Business Proposal, and Technical Proposal                                 |
| Section Three – Proposal Evaluation Criteria                         | This section discusses the evaluation criteria to be used to evaluate Respondents' proposals                                                                                               |
| Attachment A                                                         | IVOSB Commitment Form                                                                                                                                                                      |
| Attachment B                                                         | Sample Contract                                                                                                                                                                            |
| Attachment B1                                                        | IOT IaaS                                                                                                                                                                                   |
| Attachment B2                                                        | IOT PaaS                                                                                                                                                                                   |
| Attachment B3                                                        | IOT SaaS                                                                                                                                                                                   |
| Attachment C                                                         | Bidders' Library                                                                                                                                                                           |
| Attachment D                                                         | Readiness Review                                                                                                                                                                           |
| Attachment E                                                         | Business Proposal Template                                                                                                                                                                 |
| Attachment F1                                                        | Technical Proposal Template                                                                                                                                                                |
| Attachment F2                                                        | Technical Proposal – Outcomes Measures Response Template                                                                                                                                   |
| Attachment G                                                         | Q&A Template                                                                                                                                                                               |
| Attachment H1                                                        | Reference Check Form                                                                                                                                                                       |
| Attachment H2                                                        | Complete Reference Listing Response Template                                                                                                                                               |
| Attachment I                                                         | Pre-Proposal Network Opportunities Form                                                                                                                                                    |
| Attachment J                                                         | Attestation Form                                                                                                                                                                           |

|               |                                                                                            |
|---------------|--------------------------------------------------------------------------------------------|
| Attachment K1 | Hoosier Healthwise Statement of Work                                                       |
| Attachment K2 | Healthy Indiana Plan Statement of Work                                                     |
| Attachment K3 | Hoosier Care Connect Statement of Work                                                     |
| Attachment K4 | Indiana PathWays for Aging Statement of Work                                               |
| Attachment L  | AI Technical Proposal Questions                                                            |
| Attachment M  | Infrastructure Overview                                                                    |
| Attachment N  | Contract Exhibit 2 – Contract Compliance and Pay for Outcomes                              |
| Attachment O1 | Contract Exhibit 3 – Program Description and Covered Benefits – Hoosier Healthwise         |
| Attachment 02 | Contract Exhibit 3 – Program Description and Covered Benefits – Healthy Indiana Plan       |
| Attachment 03 | Contract Exhibit 3 – Program Description and Covered Benefits – Hoosier Care Connect       |
| Attachment 04 | Contract Exhibit 3 – Program Description and Covered Benefits – Indiana PathWays for Aging |
| Attachment P1 | Contract Exhibit 4 – Responsibilities of the State – Hoosier Healthwise                    |
| Attachment P2 | Contract Exhibit 4 – Responsibilities of the State – Healthy Indiana Plan                  |
| Attachment P3 | Contract Exhibit 4 – Responsibilities of the State – Hoosier Care Connect                  |
| Attachment P4 | Contract Exhibit 4 – Responsibilities of the State – Indiana PathWays for Aging            |
| Attachment Q  | Contract Exhibit 5 – Contract Definitions                                                  |
| Attachment R1 | Contract Exhibit 6 – Capitation Rates – Hoosier Healthwise                                 |
| Attachment R2 | Contract Exhibit 6 – Capitation Rates – Healthy Indiana Plan                               |
| Attachment R3 | Contract Exhibit 6 – Capitation Rates – Hoosier Care Connect                               |
| Attachment R4 | Contract Exhibit 6 – Capitation Rates – Indiana PathWays for Aging                         |
| Attachment S  | Capitation Rate Certifications and Rate Exhibits                                           |

## 1.6 Pre-Proposal Conference

A pre-proposal conference will be held at the date, time and location specified in [Section 1.24](#). At this conference, potential respondents may ask questions about the solicitation and the solicitation process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

The pre-proposal conference provides an opportunity for potential Prime Contractors and potential Subcontractors to connect. The State strongly encourages potential Prime Contractors and potential Subcontractors to complete and submit **Attachment I** directly to [rfp@idoa.in.gov](mailto:rfp@idoa.in.gov) no later than the time and date outlined in [Section 1.24](#). Compiled company contact information will be posted to the solicitation website to allow networking to take place among the vendor community. Though **Attachment I** is not required, the State encourages its use.

The pre-proposal conference will be held both “in-person” and “virtually.” The virtual option will have a link posted on the Current Business Opportunities webpage at the following link: <https://www.in.gov/idoa/procurement/current-business-opportunities/>. Details of the pre-proposal conference will be posted no later than 48 hours before the published date outlined in [Section 1.24](#) of this document. The in-person option will be held at the Indiana Government Center- South located at 402 W Washington St, Indianapolis, IN 46204. The specific conference room will be near the auditorium, and members of IDOA will be available to help direct you.

## 1.7 Question/Inquiry Process

Questions/inquiries regarding this solicitation must be submitted by the dates and times outlined in [Section 1.24](#). Questions/Inquiries may be submitted in **Attachment G, Q&A Template**, via email to [rfp@idoa.IN.gov](mailto:rfp@idoa.IN.gov) and must be received by the time and date indicated in [Section 1.24](#).

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

**“RFP 27-88343 Questions/Inquiries – (Potential Respondent) [INSERT COMPANY NAME]”.**

or

**“RFP 27-88343 Questions/Inquiries – (Other Interested Party) [INSERT COMPANY NAME]”.**

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents, redacting the name of the company who submitted the question. The responses will be posted to the IDOA website according to the timetable established in [Section 1.24](#).

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 solicitation, or if additional information is necessary for a clearer interpretation of provisions of this solicitation prior to the due

date for proposals, 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 proposals to accommodate such additional information requirements, if required.

## **1.8 Due Date for Proposals**

All proposals must be received through the Supplier Portal at the link below by the Procurement Division no later than the date and time outlined in [Section 1.24](#), Summary of Milestones. The proposal will be considered the official response in evaluating responses for scoring and protest resolution and may be posted on the IDOA website, <https://www.in.gov/idoa/procurement/award-recommendations/> if recommended for selection. The proposal must follow the format indicated in [Section Two](#) of this document. No other method of submission will be accepted. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

Multi-Factor Authentication:

<https://www.in.gov/iot/customer-service/myshareingov/multi-factor-authentication/>

Supplier Portal:

<https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>

Instructions on how to submit an electronic bid:

<https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/manage-my-bidder-profile/submitting-a-bid/>

## **1.9 Modification or Withdrawal of Offers<sup>1</sup>**

Responses may be modified by Respondents until the time and date the response is due. The Respondent's authorized representative may withdraw the proposal prior to the due date by sending notice to the point of contact listed on the first page of this document.

## **1.10 Procurement Protest Policy**

The State's procurement protest policy can be found at <https://www.in.gov/idoa/files/ProcurementProtestPolicy.pdf>. Per the policy, there are two periods of protest allowable for the solicitation:

- [Specifications Protest](#) - written letter of protest regarding inadequate, unduly restrictive, or ambiguous requirements or specifications must be received by

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<sup>1</sup> Please note if the State elects to cancel the solicitation, all submitted responses would remain confidential, until the replacement solicitation is concluded, and an Award Recommendation made.

IDOA by the close of business not less than ten (10) business days (as defined by the State work calendar) prior to the proposal due date.

- Award Recommendation Letter Protest - written letter of protest regarding the procurement methods and/or procedures used during the procurement process must be received by IDOA by the close of business within five (5) business days (as defined by the State work calendar) after the date of the Award Recommendation Letter.

### **1.11 Proposal Clarifications**

The State may request clarifications, in writing, on proposals submitted. These clarifications could include, but are not limited to requests for additional information or Technical Proposal revision. Additionally, in conducting clarifications, the State may use information derived from proposals submitted by competing Respondents only if the identity of the Respondent providing the information is not disclosed to others. The State will provide equivalent information to all Respondents which have been chosen for clarifications.

A sample contract is provided in **Attachment B**. Any requested changes to the sample contract must be submitted with your response. The State may reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

### **1.12 Best and Final Offer (BAFO)**

Each proposal should contain the Respondents' best terms from a technical perspective.

The State may request Best and Final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract based on initial proposals received.

Following evaluation of the Best and Final offers, the State may select for final contract negotiations/execution the offer(s) that are most advantageous to the State.

### **1.13 Reference Site Visits**

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required, will be discussed in the Technical Proposal.

### **1.14 Type and Term of Contract**

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this solicitation.

The term of the contract shall be for a period of four years from the date of contract execution. There may be two 1-year renewals for a total of six years at the State's option.

### **1.15 Confidential Information**

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), [IC 5-14-3](#) *et seq.* The responses are deemed to be "public records" unless a specific provision of IC 5-14-3 protects it from disclosure. Respondents claiming a statutory exception to the APRA **must indicate so per Attachment J, Section 5.0** which specific provision applies to which specific part of the response.

Please note citing "Confidential" on an entire section is not sufficient or acceptable.

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.

### **1.16 Taxes**

Proposals should not include any tax from which the State is exempt.

### **1.17 Procurement Division Registration**

In order to submit a proposal per [Section 1.8](#), Respondents must be registered as a bidder with the Department of Administration, Procurement Division.

At Bidder Profile Registration, <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/> the following may be completed.

Important notes:

Remember that you cannot update the primary contact's email address and use it to sign into the Supplier Portal on the same day.

No more than one proposal per Respondent may be submitted.

Responses may no longer be sent in on flash drives.

The State encourages Respondents to break down their proposals into small file sizes and use compressed zip files where possible. Uploading large files may lengthen the time to successfully submit your proposal. Checking file sizes of the proposal documents by viewing file properties is also recommended to reduce risks when uploading files.

A bidder ID and password are required to submit a response. For more information on that process, visit: <https://www.in.gov/idoa/wbt/SupplierPortal/index.html>. Bidder ID and password issues are handled by submitting a request for assistance to the State of Indiana Office of Technology and are handled in the order in which they are received.

IDOA is not able to assist with these types of issues, and they are not justification to miss the submission deadline.

The State strongly encourages Respondents to allow plenty of time when electronically submitting their proposals. Waiting until the last day is not recommended. The Supplier Portal allows documents to be edited until the proposal due date. Therefore, documents could be loaded over several days. The Supplier Portal will not accept proposals once the proposal due date and time has expired, even if a Respondent has already begun uploading bid documents.

### **1.18 Secretary of State Registration**

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations, and limited liability companies. Respondent must indicate status in **Attachment J, Attestation Form.**

Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana  
Corporation Division  
402 West Washington Street, E018  
Indianapolis, IN 46204  
(317) 232-6576  
[www.in.gov/sos](http://www.in.gov/sos)

### **1.19 Compliance Certification**

Responses to this solicitation serve as a representation that the Respondent has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory, or judicially required payments to the State.

The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

### **1.20 Conflict of Interest**

Any person, firm, or entity that assisted with and/or participated in the preparation of this solicitation document is prohibited from submitting a proposal to this specific solicitation. For the purposes of this solicitation, a “person” means a State officer, employee, special State appointee, or any individual or entity working with or advising the State or involved in the preparation of this solicitation proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this solicitation, a person that assisted with and/or participated in the preparation of this solicitation.

### **1.21 Equal Opportunity Commitment**

It has been determined that there is a reasonable expectation of Indiana Veteran Business Enterprises subcontracting opportunities on a contract awarded under this solicitation. Therefore, a contract goal of 3% for Indiana Veteran Owned Small Businesses has been established. See **Attachment A** for more details.

### **1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)**

In accordance with applicable Indiana statutes and regulations governing Indiana Veteran Owned Small Businesses, Respondents may receive evaluation points for proposing participation by properly certified IVOSB subcontractors as detailed in this solicitation.

Respondents proposing IVOSB participation must submit a completed **Indiana Veteran Owned Small Business RFP Subcontractor Commitment Form (Attachment A)** with their proposal. Attachment A contains the full requirements, definitions, and instructions applicable to IVOSB participation under this solicitation.

To be eligible for evaluation points, all proposed IVOSB subcontractors must hold valid certification on or before the proposal due date, as specified in **Attachment A**. The State will verify certification status and any information provided therein.

**Respondents must use the Administrative Bid Amount entered in Attachment A.** The underlying assumptions in the Administrative Bid Amount are strictly for the purposes of establishing a standard response basis and shall not bind the State to award to any particular number of Respondents or to any particular methodology for

calculating capitation. Moreover, any enrollment assumptions are in no way intended to predict actual member enrollment with any awarded Contractor.

Failure to submit **Attachment A** when IVOSB participation is proposed, failure to meet the applicable requirements, or submission of inconsistent or inaccurate information **may impact the Respondent's evaluation score** in accordance with [Section 3](#) (Proposal Evaluation).

### 1.23 Americans with Disabilities Act

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

### 1.24 Summary of Milestones

The following timeline is only an illustration of the solicitation process. Not all the dates below are binding.<sup>2</sup> Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

#### Key Dates

| Activity                                           | Date                                                                                                       |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Issue of solicitation                              | August 27, 2026                                                                                            |
| Pre-Proposal Conference                            | September 10, 2026<br>1:30 ET<br>Indiana Government Center South<br>Conference Center<br>Conference Room C |
| Deadline to Submit Written Questions (Round 1)     | September 11, 2026 by 3:00 PM Eastern Time                                                                 |
| Response to Written Questions/Amendments (Round 1) | October 2, 2026                                                                                            |
| Deadline to Submit Written Questions (Round 2)     | October 9, 2026 by 3:00 PM Eastern Time                                                                    |
| Response to Written Questions/Amendments (Round 2) | October 23, 2026                                                                                           |
| Submission Due Date/Time                           | November 6, 2026 by 3:00 PM Eastern Time                                                                   |

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<sup>2</sup> Submission dates for Proposals, and Reference Check Forms to State ARE binding and not subject to change.

|                                                                                                                                                     |                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Submission of Reference Check Forms Attachments H1 and H2 to State                                                                                  | November 6, 2026 by 3:00 PM Eastern Time |
| <b><i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i></b> |                                          |
| Proposal Evaluation                                                                                                                                 | November 2026 – April 2027               |
| Proposal Discussions/Clarifications (if necessary)                                                                                                  | May 2027                                 |
| Oral Presentations (if necessary)                                                                                                                   | May 2027                                 |
| Best and Final Offers (if necessary)                                                                                                                | May 2027                                 |
| Award Recommendation                                                                                                                                | July 2027                                |

## Section Two Proposal Preparation Instructions

### 2.1 General

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Proposals will be disqualified if received after [1.24 Summary of Milestones](#), Due Date.
- Each item must be addressed in the Respondent's proposal.
- The **Executive Summary** must be in the form of a letter. See [Section 2.2](#).
- Each item, Executive Summary, and attachments must be separate, standalone electronic files. Please do not submit your proposal as one large file.
- A Bidder ID is required. See [Section 1.17](#) Procurement Division Registration.
- Please submit all attachments in their original format. Any attempt to manipulate the format of the documents that deviates from the current format will put your proposal at risk of disqualification.
- Confidential Information must also be clearly indicated in **Attachment J**, Attestation Form Section 5.0, and a redacted file provided (See [Section 1.15](#) Confidential Information).

### 2.2 Executive Summary

The **Executive Summary** must address the following topics except those specifically identified as "optional." The Executive Summary is to be attached to the Submission Form by the date and time outlined in [Section 1.24](#).

#### 2.2.1 Summary of Ability and Desire to Supply the Required Products or Services

The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in [Section One](#) of this solicitation.

#### 2.2.2 Respondent Notification

Unless otherwise indicated in the Executive Summary, Respondents will be notified via e-mail. It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor, contractor or respondent addresses.

#### 2.2.3 Acceptance of Capitation Rates

The Respondent must explicitly acknowledge acceptance of methodologies included in the Capitation Rate Certifications presented in Attachment S and agreement with any requirements/conditions listed therein.

#### 2.2.4 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

### 2.3 Business Proposal

**The Business Proposal Template is Attachment E.** The Business Proposal must address the indicated topics.

### 2.4 Technical Proposal

**The Technical Proposal Template is Attachments F1 and F2.** Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response.

### 2.5 RESERVED

### 2.6 Attestation Form

**The Attestation Form is Attachment J.** This is the formal declaration of responses to the indicated topics cited within **Attachment J** as it relates to this solicitation.



## **Section Three Proposal Evaluation**

### **3.1 Proposal Evaluation Procedure**

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with solicitation requirements. All evaluation personnel will use the evaluation criteria stated in [Section 3.2](#).

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to mandatory requirements, per [Section 3.2](#), Step 1, on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration. Further, any proposals not meeting the Mandatory Requirements listed in [Section 3.2](#), Step 1, and noted in **Attachment J**, will be disqualified.
- 3.1.2 Each proposal will be evaluated based on the categories included in [Section 3.2](#). A point score has been established for each category.
- 3.1.3 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State may be selected by IDOA and FSSA for further action, such as contract negotiations. If, however, IDOA and FSSA decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs.  
  
If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, the State may begin contract preparation with another Respondent or determine that no such alternate proposal exists.
- 3.1.4 The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

### **3.2 Evaluation Criteria**

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the solicitation 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.

There is an opportunity for a bonus of one point if certain criteria are met. For further information, please reference [Section 3.2.5](#).

If any one or more of the listed criteria on which the responses to this solicitation 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 considering such criterion or criteria.

#### Summary of Evaluation Criteria:

| Criteria                                                           | Points                                                             |
|--------------------------------------------------------------------|--------------------------------------------------------------------|
| 1. Adherence to Mandatory Requirements                             | Pass/Fail                                                          |
| 2. Management Assessment/Quality (Business and Technical Proposal) | <b>75 available points</b>                                         |
| 3. Oral Presentations                                              | <b>5 available points</b>                                          |
| 4. Buy Indiana                                                     | 5                                                                  |
| 5. Indiana Veteran Owned Small Business Subcontractor Commitment   | 5 (1 bonus point is available, see <a href="#">Section 3.2.5</a> ) |
| <b>Total</b>                                                       | <b>90 (91 if bonus awarded)</b>                                    |

All proposals will be evaluated using the following approach.

#### **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. The Mandatory Requirements are:

- **Executive Summary** and required content
- **Attachment E** Business Proposal
- **Attachment F1** Technical Proposal, and **Attachment F2** Technical Proposal – Outcomes Measures Response Template, unaltered and complete with all requested supporting documents.
- **Attachment J** Attestation Form, complete with all requested supporting documents
- **Infrastructure Overview**
- **AI Technical Proposal Questions**

Additionally, a Respondent must not have had any State contract or purchase order terminated or cancelled within the last two calendar years due to Respondent's failure to

deliver products or services timely and in accordance with all terms of an accepted proposal or a State contract. IDOA retains full discretion to determine vendor responsibility and may reject any bid received (See [IC 5-22-16-1](#)).

## **Step 2**

Typically, the proposals that fulfil the Step 1 Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. All proposals will be ranked based on their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be further evaluated.

However, we reserve the right to shortlist respondents at our discretion, utilizing Minimum Acceptable Qualifications (MAQ), when it is in the State’s best interest. The determination of the shortlisting criteria will be made by the evaluation team based on the specific circumstances of the evaluation process.

The State reserves the right to exclude proposals from the short list on the basis of financial stability. The financial stability of Respondents to this RFP will be evaluated based in part on Risk Based Capital Ratio (“RBC Ratio”) of the Respondent and its ultimate controlling parent. FSSA will coordinate with the Indiana Department of Insurance (IDOI) in assessing the RBC Ratio and financial stability.

- Respondent proposals may be removed from further consideration for award if the RBC ratio standards outlined in Attachment E are not met. The State reserves the right to seek clarification from Respondents in connection with this evaluation.
- The State expects that the relevant information necessary to assess the RBC Ratio for Respondents may be accessed through the National Association of Insurance Commissioners (NAIC). To the extent information deemed necessary by the State is not available through the NAIC, the State may require Respondents to submit their complete RBC report or other information and conduct its evaluation on the basis of that information.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, and/or demonstrations focused on proposal elements. Step 2 may include additional “short lists” at the State’s sole discretion.

## **Step 3**

The short-listed proposals will then be evaluated based on the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which leads to changes in the Technical Proposal for the short-listed Respondents, their scores will be recomputed. The section below describes the different evaluation criteria.

- 3.2.1 Adherence to Requirements – Pass/Fail  
Respondents passing this category move to Phase 2

**The following 2 categories cannot exceed 80 points.**

- 3.2.2 Management Assessment/Quality  
**75** available points

- 3.2.3 Oral Presentations  
**5** available points

- 3.2.4 Buy Indiana Initiative – 5 points

Respondents qualifying, and documenting per **Attachment J**, as an Indiana Company as defined in Attachment J, will receive 5 points in this category.

- 3.2.5 Indiana Veteran Owned Small Business Subcontractor Commitment - 5 points <sup>3</sup>

The following formula will be used to determine points to be awarded based on the IVOSB goal listed in [Section 1.22](#) and **Attachment A** of this solicitation. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for IVOSB participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established IVOSB goal, the maximum points achieved will be awarded according to the following schedule:

| %    | 0% | 0.6% | 1.2% | 1.8% | 2.4% | 3% |
|------|----|------|------|------|------|----|
| Pts. | -1 | 1    | 2    | 3    | 4    | 5  |

*NOTE: Fractional points will be awarded based upon a graduated scale between whole points (e.g., a 0.3% commitment will receive .5 points, and a 1.5% commitment will receive 2.5 points).*

If the respondent's commitment percentage is 0% for IVOSB participation, a deduction of 1 point will be assessed.

The IVOSB prime respondent commitment will be 3% and will receive 5 points. Any additional IVOSB subcontractor commitments will be added to the 3%.

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<sup>3</sup> Required documentation must, of course, be provided to receive points as described.

The respondent with the greatest applicable VSC participation which exceeds the stated goal for the IVOSB category will be awarded 6 points (5 points plus 1 bonus point).

In cases where there is a tie for the greatest applicable VSC participation and both firms exceed the goal for the IVOSB category both firms will receive 6 points.

### 3.2.6 Qualified State Agency Preference Scoring

"Qualified Agency" refers to a nonprofit agency for persons with severe disabilities that meets the provisions of [IC 5-22-13](#). When applicable, pursuant to [Indiana Code 5-22-13](#), the qualified agency submitting or participating in a response to this solicitation will be awarded preference points for Indiana Veteran Business Enterprise equal to the Respondent awarded the highest combined points awarded for such preferences in the scoring of this solicitation. A list of active/certified "Qualified Agencies" can be found at: [https://web.abilityin.org/state\\_use/Certified-Ability-Indiana-Organizations](https://web.abilityin.org/state_use/Certified-Ability-Indiana-Organizations). Please note your participation in **Attachment J – Attestation Form**, Section 4.0.