



**Ohio Department of Job and Family Services
Request for Letterhead Bids (RLB)
RLB#: R-89-04-0708 for**

Computer Aided Facility Management Software

I. Purpose

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Letterhead Bids (RLB) from qualified and experienced vendors to provide a complete off-the-shelf Computer Aided Facility Management (CAFM) software. The selected vendor will be responsible for providing a fully functional system, including system installation/documentation, full implementation, and related data conversion services in order to replace the ODJFS existing system with a roll-out no more than fourteen (14) weeks from installation. This fully functional, multi-user system must include core modules for space, move, and asset management utilizing AutoCAD software. The implemented system must provide varying levels of user access to system functionality. The product's core must also provide modules to include maintenance/work orders, lease, and property management. It is required that the product has the ability to transfer data from Drawbase, MS Access, and MS Excel. The selected vendor must also provide product upgrades and maintenance with ongoing product training for the initial contract period of approximately fifteen months (from contract effective date through June 30, 2009) and for up to two additional two-year contract renewals (*i.e.*, through June 30, 2013).

II. Time and Date of Submission

Organizations, companies, firms, or individuals who are interested in submitting letterhead bids (also referred to as responses or proposals) must make their submission not later than **3:00 p.m. Eastern (local) Time on Wednesday, February 6, 2008**. Faxes will not be accepted. Bids must be addressed to:

**Office of Contracts & Acquisitions
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414
ATTN: RFP/RLB Unit**

For hand delivery on the due date, vendors are to allow sufficient time for downtown parking considerations, as well as for security checks at both the lobby of the Rhodes State Office Tower (address as stated above) and again on the 31st Floor. All bids received on the due date will be accepted by the Office of Contracts and Acquisitions on the 31st Floor of the Rhodes Tower. **ODJFS is not responsible for any bids delivered to any address other than the address provided above.**

All submissions must be received, complete, by mail or hand delivery by the above date and time. Materials received after the submission deadline date will not be added to previous submissions, nor be considered. No confirmations of mailed bids received can be provided.

Submission of a bid indicates acceptance by the vendor of the conditions contained in this RLB, unless clearly and specifically noted in the bid submitted and confirmed in the agreement between ODJFS and the vendor selected.

III. Anticipated Procurement and Project Timetable

January 22, 2008	ODJFS Releases RLB to Potential Vendors on the DAS and ODJFS Websites; Q & A Period Opens - Vendors may submit inquiries for RLB clarification
January 29, 2008	Vendor Q & A Period closes, 8 a.m. for inquiries for RLB clarification - No further inquiries for RLB clarification will be accepted
January 31, 2008	ODJFS posts Final Vendor Question & Answer Document on ODJFS website
Wednesday, February 6, 2008	Deadline for Vendors to Submit Proposals to ODJFS (3:00 P.M., local time)
February 12, 2008	ODJFS Issues Contract Award Notification Letter (estimated) - Vendors that submitted proposals in response to this RFP will be sent letters stating whether their proposal was accepted for award of the contract
March 10, 2008	Controlling Board Review of Selected Contract (estimated—if applicable). -Contract with the selected vendor requires review and approval
Late March, 2008	Implementation* (estimated—following notification of all contractual and funding approvals) - ODJFS contracts are not valid and effective until the state Office of Budget Management approves the purchase order.
June 30, 2008	Project Completion** - All work must be completed and approved by ODJFS Contract Manager
July 1, 2009 through June 30, 2013	Contract renewal periods for software maintenance. <i>(At ODJFS discretion.)</i>

ODJFS reserves the right to revise this schedule in the best interest of the State of Ohio and/or to comply with the State of Ohio procurement procedures and regulations and after providing reasonable notice.

* According to requirements of Ohio Revised Code (ORC) 126.07, agreements with ODJFS are not valid and enforceable, and work may not begin, until all required agreement and funding approvals are obtained. No work may be performed until the Office of Budget and Management (OBM) certifies the availability of appropriate funding, which is indicated by the approval of the Purchase Order (P.O.) The selected vendor may neither perform work nor submit an invoice for payment for work performed for this

project for any time period prior to the ODJFS Contract Manager provides notice that the requirements of section 126.07 of the Ohio Revised Code have been met.

** Subject to all necessary approvals, this agreement is expected to be in effect from approximately April 1 through June 30, 2009, (i.e., through the current state fiscal biennium) with renewal contracts to be in effect, contingent upon satisfactory performance, and continued availability of funding from July 1, 2009 through June 30, 2013 for software maintenance purposes. Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (e.g., 7/01/07 through 6/30/09), the agreement with the selected vendor will be subject to renewal for the final period of the project. Renewal is contingent upon the availability of funds, satisfactory performance by the vendor, all necessary contract and funding approvals, continuing programmatic need, and is at the discretion of ODJFS

IV. Internet Question & Answer Period; RLB Clarification Opportunity

Potential vendors may ask clarifying questions regarding this RLB via the Internet during the Question and Answer (Q & A) Period as outlined in Section III. Anticipated Procurement Timetable. To ask a question, potential vendors must use the following Internet process:

- * Access the ODJFS Web Page at <http://jfs.ohio.gov>;
- * Select “About ODJFS” on the front page;
- * Select “Doing Business with ODJFS” listed on the left column of the page;
- * Select “Requests for Proposals, Letterhead Solicitations, and Other Invitations;”
- * Select RLB Number **R-89-04-0708**;
- * Select the R89040708@odjfs.state.oh.us” link; and
- * Follow the instructions and guidelines as follows to send an e-mail question.

Questions to this RLB must reference the relevant part of this RLB, the heading for the provision under question, and the number and/or section of the RLB where the provision can be found. The potential vendor must also include his or her name, the company name, and business phone number. ODJFS may, at its option, disregard any questions which do not appropriately reference an RLB provision or location, or which do not include an identification for the originator of the question. ODJFS will not respond to any questions submitted after **10:00 a.m.** on the date that the Q & A period closes.

ODJFS responses to all questions asked via the Internet will be posted on the Internet web site dedicated to this RLB, for reference by all potential vendors. Potential vendors will not receive personalized or individual e-mail responses. Clarifying questions asked and ODJFS responses to them comprise the “ODJFS Question and Answer Document” for this RLB; when possible, ODJFS may post an interim Q & A Document as well as the final version. Vendor proposals in response to this RLB are to take into account any information communicated by ODJFS in the Final Q & A Document for the RLB. **It is the responsibility of all potential vendors to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding any RLB.**

Accessibility to the ODJFS Q & A Document will be clearly identified on the web site dedicated to this RLB, once that document is made available.

IMPORTANT: Requests from potential vendors for copies of previous RLBs, past vendor proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RLB. PRRs, submitted in accordance with directions provided in Section XV., Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet or faxed questions for RLB clarification do not apply to PRRs.

Requirements under a current project may or may not be required by ODJFS under any future contract, and so may not be useful information for vendors who choose to respond to the RLB; therefore, vendors are to base their RLB responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in the RLB and, if applicable, in the Q&A document, NOT on details of a current or past related contract. If vendors ask questions about existing or past contracts using the Internet Q & A process, ODJFS will use its discretion in deciding whether to provide answers.

ODJFS will only answer those questions submitted within the established time period for the Vendor Q & A process (see Section III., Anticipated Procurement Timetable, above), and which pertain to issues of RLB clarity, and which are not requests for public records. ODJFS is under no obligation to acknowledge questions submitted through the Q & A process if those questions are not in accordance with these instructions.

V. Requirements for Consideration

Vendors' proposal must address both the following minimum mandatory requirements, to the satisfaction of ODJFS, in order to be considered for award of the contract expected to result from this RLB, and must also demonstrate adequate organizational qualifications, and staff experience and capabilities to be selected for award:

A. Mandatory Requirements

Vendor proposals failing to meet either of the following mandatory requirements shall be disqualified from consideration.

- 1) A minimum of three project references for past projects similar in size and scope completed by the vendor in the past five years. Reference information must contain, at minimum, a brief description of key elements of each of the projects, the customer name, and a contact person (name, title, phone number and e-mail address) who would be able to discuss the vendor's performance with ODJFS.
- 2) Proposal of one comprehensive software package for the full and satisfactory completion of the work described in this RLB (i.e., all modules required under this RLB must all be fully functional with the use of just one software package).

B. Organizational Experience and Capabilities

In order to demonstrate their experience and qualifications for the work that is the subject of this RLB, interested vendors are to describe the following in their responses:

- 1) A minimum of ten (10) years organizational experience in providing Computer Aided Facility Management (CAFM) software to public sector markets similar to ODJFS with approximately 4,000 employees and 3 million square feet of office space in various locations;
- 2) Background information on the vendor, indicating sufficient organizational experience and staffing to perform the required work. In the event that the vendor proposes the use of any subcontractors, information on the subcontractor(s) and letter of commitment are required as well;

- 3) Detailed descriptions of at least two (2), but no more than four (4), similar sized projects completed in the past five years that demonstrate expertise in providing CAFM software to commercial and/or public sector markets similar to ODJFS with approximately 4,000 employees and 3 million square feet of office space in various locations;
- 4) Their proficiency with space management applications; and,
- 5) The proposal must demonstrate that the vendor is an authorized AutoCad for building design applications.

C. Staff Experience and Capabilities

- 1) **Key Staff Designations** – The vendor must demonstrate significant expertise and comprehension of the work described in this RLB by assigning qualified staff to key leadership roles for the project, identifying in proposals, by position (or function) and by name, those staff they consider key to the project's success. Proposed key position staff must be profiled in vendor proposals and their resumes must be included. Key staff positions must be dedicated full-time to the ODJFS project. Proposals must specifically state that the proposed key staff will be available to ODJFS during normal business hours.

The vendor must, at minimum identify the following key staff and provide justification for each person's selection:

- a. **Project Manager (PM)** – A designated person to lead the selected contractor's team, who will be the contact person for the ODJFS project manager and IT experts. Proposals must demonstrate that the vendor's PM is characterized by each of the following, at minimum:
 - 1) certification as a project manager (proposals must include a photocopy of current PM certification for the designated PM or provide other independently verifiable evidence, such as a website for the certifying entity where the individual's status may be reviewed);
 - 2) at least four years' experience as a project manager with CAFM projects;
 - 3) at least four years' experience with Autocad Software; and,
 - 4) a working ability to prepare project plans with MS Project.
- b. **IT Manager** –A designated person to manage all aspects of system architecture as indicated in this RLB, who will coordinate activities of the vendor's IT development lead, data conversion lead, database administration lead, and system test lead. Proposals must demonstrate that the vendor's ITM is characterized by each of the following, at minimum:
 - 1) at least four years' experience managing large CAFM software implementation projects;
 - 2) is a Microsoft Windows Certified Engineer; and,
 - 3) will be committed to the primary project site full-time from contract effective date through post-implementation work.

- c. Any additional staff position which the interested vendor would present as a Key Staff designation, at the vendor's discretion. For any such additional key staff, vendor proposal must include a detailed description of the role that individual will play in the purchased activities. A copy of the individual's resume must be included.
- 2) **Supplemental Resources and Support Staff** – In addition to Key Staff Designations, the vendor proposal must present a staffing plan clearly indicating both the vendor's comprehensive of the requirements of the work described in this RLB, and indicating sufficient and appropriate staff to perform it fully. Proposals must demonstrate that staff involved in primary project activities have expertise in and knowledge of the customized portions of the software and maintenance agreements required for the proper upkeep of these custom routines and processes, as well as capability to expand them when necessary. Proposals must also demonstrate staff experience with the AutoCAD program, in order to migrate current ODJFS drawings with a link to an Oracle database. The staffing plan should indicate any positions (full-time or part-time) which the vendor would use to perform the work described in this RLB. Individuals and their resumes may be included for supplemental and support positions but are not required in vendor proposals.

If the vendor proposes subcontracting any part of the work, the subcontractors and their roles must be outlined in the staffing plan and is subjected to the terms and conditions governing the resulting agreement between ODJFS and the selected contractor (See also Section XI, F., Contractual Requirements).

Additionally, the staffing plan presented must discuss possible methods the vendor could use in order to identify and involve any resources which may be needed for short-term assignments (*e.g.*, project-specific subject matter experts).

If dissatisfied with job performance of the selected vendor's staff, ODJFS may ask for the replacement of any staff members and/or vendor's sub-contractors.

The selected vendor will be subjected to a key personnel contractual requirement. ODJFS must be notified of any impending changes in key personnel and must approve any proposed replacement staff.

VI. Scope of Work

ODJFS is requesting proposals from qualified vendors interested in providing a fully functional Computer Aided Facility Management (CAFM) system, including system implementation, to assist ODJFS staff in executing space information and Work Order functions. The requested software application must be supported by the ODJFS network infrastructure, and work using AutoCAD to read and create files for space and asset management. Proposals from interested vendors must describe how, if awarded the contract, the work would be performed in compliance with the following standards and expectations.

- A.) ODJFS reserves the right to approve and procure any required hardware needed for the system. Office of Management Information Services (MIS) resources will be involved in early discussions to determine the Service Level Agreement (SLA) and the specific configuration needs to ensure the system meets ODJFS standards. ODJFS requests the vendor provide an overview of the hardware specifications for the system.

Vendors must also provide, at minimum, the following information on the proposed software:

- a. Operating System
 - b. Application Programming Language
 - c. Network Software
 - d. Communications Software
 - e. Report Writer
 - f. Database
 - g. Browser
- B.)** The system must have the ability to interface with ORACLE database version 9i or 10G on a realtime and or batch mode to collect data. This data will be collected through a web asp (active server page) screen that will be launched based upon the desktop version of Timekeep system on a quarterly basis to update the CAFM system. Data elements will include employee id, employee name, location information such as building, floor, room or cube number. The CAFM system must provide automated procedure to update the data from the ORACLE tables to the CAFM system.
- C.)** Contractor staff must be familiar with and capable of working with the AutoCAD program, in order to migrate current ODJFS drawings with a link to an Oracle database.
- D.)** Contractor staff involved in the project must have demonstrable expertise and knowledge of the customized portions of the software and the maintenance agreements, required for the proper upkeep of these custom routines and processes, as well as capability to expand them when necessary. The contractor will work with MIS, administrators, and staff to ensure that all modifications, installations, and customizations adhere to business standards and ODJFS approval.
- E.)** Easy customization for users. The contractor will provide customizing and programming support for all installed software packages as previously indicated. This software includes programming language and menu changes, interfacing to other databases within ODJFS. All development work shall be coordinated with designated ODJFS database administrators. In addition to new customized solutions, the contractor is required to maintain, troubleshoot, edit, and upgrade existing custom routines developed previously with the above mentioned customization tools.
- F.)** The contractor shall obtain and maintain in full force and effect all required licenses, permits, and authorizations necessary to perform this contract. The contractor shall supply ODJFS with evidence of all such licenses, permits and authorizations. This evidence shall be submitted subsequent to the contract award. All costs associated with any such licenses, permits and authorizations shall have been included by the contractor bid proposal.

Vendor proposals must describe in detail how the entire scope of work would be addressed to the satisfaction of ODJFS, in accordance with the standards, requirements, and expectations set forth in this section and in the RLB generally.

VII. Specifications of Deliverables

The selected vendor will be required to provide ODJFS with, at minimum, the following major deliverables:

- A. Off-the-shelf Computer Aided Facility Management (CAFM) software**, which links a space database and CAD floor plans to each other. The general minimum requirements for the CAFM system include, but may not be limited to the following modules:
- a. Property Portfolio Management
 - b. Facilities Condition Monitoring
 - c. Program/Project Management
 - d. Lease Administration
 - e. Space Management
 - f. CAD Integration
 - g. Planned Maintenance Management
 - h. Demand Maintenance Management
 - i. Web-enabled Work Request Management
 - j. Asset Management
 - k. Tools/Parts/Materials Management
 - l. Facilities Purchase Requisitioning
 - m. Move Management
 - n. Facilities Document Management
 - o. Operational Reporting and Modeling
 - p. Health & Safety – Evacuation Plans and Emergency Assistance locations
- B. Installation and Implementation** of the system software, including configuration and customization work required to meet the business functions not supported by the off-the-shelf modules;
- C. Data conversion** from Drawbase database, MS Access, and MS Excel;
- D. Documentation and training** to allow system administrators and end-users the ability to properly operate the system on a day-to-day basis, including regular maintenance processes and the preparation of training materials to be used after implementation of the system is completed (contractor will provide initial product training for fifteen (15) ODJFS staff, and all training shall take place at an ODJFS Facility);
- E. Telephone technical support** shall provide problem solving support for all installed software packages as specified. The contractor must support all technical questions by phone, e-mail, web, or fax between 8 a.m. and 6 p.m. Monday through Friday and must respond back to ODJFS within one (1) hour;
- F. On-site technical support** as needed for troubleshooting, installation, configuration, data recovery, plotter setup, database administration, security group's setup or solving and other operations problem. Technical support will be provided by a knowledgeable technician proficient with the problematic application;
- G. Post-implementation training and consulting visits** for improving system implementation and increasing staff knowledge twice a year. Training shall include network configuration and administration, drawings and database development and customization, AUTODESK Architectural Desktop implementation and standardization, users and administrator training and system customizing, CAFM database import/export and application integration system consulting. The Contractor must provide technical and customization training for all software packages previously specified; and,

H.) **Standard Software Warranty; and,**

I.) **Annual Maintenance Fee.**

For each of these mandatory deliverables, above, that the selected vendor will be required to provide, vendor proposals must discuss in detail the products offered and the work approach to be taken in order to fully satisfy the project needs.

VIII. Vendor Compensation

On the Cost Proposal Form (provided as **Attachment E.** to this RLB), vendors are to propose their firm, fixed, all-inclusive cost for each deliverable, both by State Fiscal Year (SFY) and in total for all possible renewal periods. The proposed prices for each deliverable are to represent the entire cost the vendor offers for the full and successful completion of that deliverable. The sum of the proposed cost of all deliverables to be performed under the resulting agreement (including any renewal periods), will be the vendor's total cost for successful completion of the work described in this RLB.

SFY 2008 began July 1, 2007 and closes June 30, 2008. Completion of all key work (e.g., software installation, data conversion, training) on this project will be required of the selected vendor by June 30, 2008, with only the costs for phone and on-site technical support, post-implementation training, and annual software maintenance (Deliverables E., F., G., and H.) to be presented for July 1, 2008 through June 30, 2009 (SFY 09) and for each of the subsequent contract renewal periods through June 30, 2013.

Vendors are to use their business expertise in pricing the work described in this RLB, taking into consideration any intervening steps or activities that must be performed in order to complete the work, and offer their costs accordingly, even if ODJFS does not explicitly identify those intervening costs in this RLB. No separate travel expenses or any other type of expenses will be paid under the agreement to result from this RLB.

IX. Format of Submission

To be accepted and forwarded to the ODJFS Proposal Review Team (PRT), ODJFS requires proposal submissions in both paper and electronic format. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

- **four** paper copies (**one signed original** and **3** copies) and one CD-ROM copy of the Technical Proposal;

AND

- in a sealed, separate envelope, **three** paper copies (**one signed original** and **two** copies) and one CD-ROM copy of the Cost Proposal.

The vendors' total proposal submissions (both the technical and cost proposals in all required copies) must be received by ODJFS complete no later than 3:00 p.m. on **Wed., February 6, 2008**. Faxed or e-mailed submissions will not be accepted. **Proposals must be addressed to:**

**Office of Contracts & Acquisitions
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414
ATTN: RFP/RLB Unit**

Vendors' original technical and cost proposals must contain all the information and documents specified in this Section IX, "Format of Submission." All copies (both paper and CD-ROM) of the proposal must include copies of ALL information, documents, and pages in the original proposal.

Along with the Technical proposal, the vendor must submit the Cost Proposal in a separate, sealed envelope/package labeled: **"NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR CAFM SOFTWARE, RLB#: R-89-04-0708 SUBMITTED BY [VENDOR'S NAME HERE]."**

The CD-ROM copy of the Technical Proposal must include all components of the technical proposal, including any required or voluntary attachments to it. The CD-ROM copy of the Cost Proposal must include all cost proposal components, including any required or voluntary attachments. **The CD-ROM containing the Cost Proposal must be submitted in the sealed envelope containing the hardcopy Cost Proposal.** Both CD-ROMs must be labeled with the vendor's name, the RLB number, and the proposal submission date or proposal due-date, at minimum. The requested CDs will be used by ODJFS for archiving purposes and for fulfillment of Public Records Requests, and failure to include them or to properly label them may, at ODJFS discretion, result in the rejection of the vendor from any consideration.

All proposal submissions must be received, complete, at the above address, via mail or hand delivery by the above date and time. Materials received separately from a vendor's proposal submission (*e.g.*, letters of recommendation from past customers of the vendor's services) will not be added to the proposal nor considered in the review and scoring process. Materials received after the date and time as stated above will not be included in any previous submissions, nor will they be considered. ODJFS is not responsible for proposals incorrectly addressed or for proposals delivered to any ODJFS location other than the address specified above. No confirmation of mailed proposals can be provided.

For hand delivery on the due date, vendors are to allow sufficient time for downtown parking considerations, as well as for security checks at both the lobby of the Rhodes State Office Tower (address as stated above) and again on the 31st Floor. All proposals received on the due date by the Office of Contracts & Acquisitions, on the 31st Floor of the Rhodes Tower. **ODJFS is not responsible for any proposals delivered to any address other than the address provided above.**

Submission of a proposal indicates acceptance by the vendor of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between ODJFS and the vendor selected.

- A. Technical Proposal Composition:** The vendor's Technical Proposal shall contain all the information as specified for each component listed below. It is mandatory that vendor proposals be organized in the following order. Any other information thought to be relevant, but not applicable to a specific RLB section number/letter must be provided as an appendix to the proposal and so marked as an additional tab. ODJFS reserves the right not to review submitted appendices which include information or materials that were not required in the RLB. However, the proposal will be scored on the relevancy to the stated responsibilities as well as the conciseness, clarity, flow, and neatness of the information presented. A proposal which is incomplete, vague, unjustifiably wordy, unclear, or poorly organized may not be successful. All pages in The Technical Proposal shall be sequentially numbered either per tab or for the document as a whole.

Tab 1: Forms and Certifications

Vendors submitting proposals must include a completed "Required Vendor Information and Certifications" form (provided as Attachment A. to this RLB), a completed "Request for Taxpayer Identification Form W-9" (provided as Attachment B. to this RLB) and the DMA form (provided

as Attachment C). The vendor must provide originals of these three documents, signed in blue ink by a qualified vendor representative, in this part of the technical proposal packet.

Vendors are required to provide a declaration regarding material assistance to terrorist organizations or organizations that support terrorism as identified by the U.S. Department of State Terrorist Exclusion List, and as described in **Attachment C, Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization**. Vendors who fail to provide a signed and completed **Attachment C** risk disqualification. This form may also be accessed and printed at the Ohio Department of Public Safety, Division of Homeland Security's Website at <http://www.homelandsecurity.ohio.gov>.

Tab 2: Vendor Qualifications. The vendor proposal must include all documents and information as outlined in Section V., Qualifications, demonstrating how the vendor and its staff meet the requirements, specifically:

- Sub-Tab 2a.** Mandatory Vendor Qualifications (Sub-section A)
- Sub-Tab 2b.** Organizational Experience & Capabilities (Sub-section B)
- Sub-Tab 2c.** Staff Experience and Capabilities (Sub-section C)

Tab 3: Scope of Work The vendor proposal must describe in detail how the entire scope of work would be addressed to the satisfaction of ODJFS, in accordance with the standards, requirements, and expectations set forth in Section V., specifically:

- Sub-Tab 3-a.** Item A
- Sub-Tab 3-b.** Item B
- Sub-Tab 3-c.** Item C
- Sub-Tab 3-d.** Item D
- Sub-Tab 3-e.** Item E
- Sub-Tab 3-f.** Item F

Tab 4: Specifications of Deliverables For each of the mandatory deliverables in Section VI., vendor proposals must discuss in detail the products offered and the work approach to be taken in order to fully satisfy the project needs, specifically:

- Sub-Tab 4-a.** Deliverable A
- Sub-Tab 4-b.** Deliverable B
- Sub-Tab 4-c.** Deliverable C
- Sub-Tab 4-d.** Deliverable D
- Sub-Tab 4-e.** Deliverable E
- Sub-Tab 4-f.** Deliverable F
- Sub-Tab 4-g.** Deliverable G
- Sub-Tab 4-h.** Deliverable H
- Sub-Tab 4-i.** Deliverable I.

Tab 5: Vendor Attachments or Appendices *(for example, for required excerpts/samples of work products described in RFP Section II.)*

NOTE: All pages in the Technical Proposal must be sequentially numbered, with the exception of Tab 1 contents.

B. Cost Proposal Composition:

Vendors must complete the Cost Proposal Form (provided as **Attachment E.** to this RLB), with their firm, fixed, all-inclusive cost for each deliverable, both by State Fiscal Year (SFY) and in total for all possible renewal periods, and submit that as their cost proposal.

The proposed prices for each deliverable are to represent the entire cost the vendor offers for the full and successful completion of that deliverable – no separate expenses will be allowed. The sum of the proposed cost of all deliverables to be performed under the resulting agreement (including any renewal periods), will be the vendor’s total cost for successful completion of the work described in this RLB.

NOTE: Vendors are required to submit **one CD-ROM copy** (using TWO CD-ROMs) of their entire proposal package in non-rewriteable CD format. One CD-ROM is to contain the complete Technical Proposal, including any required or voluntary attachments to it, and the other CD-ROM is to contain the Cost Proposal including any required or voluntary attachments to it. One document may, at vendor option, be excepted from the electronic technical proposal version: the “Request for Taxpayer Identification Number (W-9) Form” (**provided as RFP Attachment B.**), which is to be signed by the vendor and submitted with the paper copies of the technical proposal. **The CD-ROM containing the Cost Form must be submitted in the sealed envelope containing the hardcopy Cost Proposal Form.**

C. DISQUALIFIERS For PROPOSAL ERRORS:

- Any vendor’s Technical Proposal found to contain any cost information shall be disqualified from consideration. Cost information is defined as any dollar amounts which might be deemed to be indicative of the relative cost or economy of the proposed project. Information on the assets, value, or historical business volume of the vendor is NOT considered to be such prohibited cost information, and MAY be included in any vendor's technical proposal as information on business capacity and stability. All prohibited cost information must be submitted with the separate, sealed Cost Proposal. The Technical Proposal is defined as any part of the vendor's proposal (either as required by ODJFS or sent at vendor's discretion), such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc., which is not specifically identified by ODJFS as a required component of the separate, sealed Cost Proposal. Should a vendor determine to include in the technical proposal any documents which contain such cost information, the cost information in those documents must be made unreadable by the vendor before submission of the proposal to ODJFS. Failure to follow these instructions will result in disqualification.
- **Any trade secret, proprietary, or confidential information (as defined in Section XI., E. of this RLB) found anywhere in a vendor's proposal shall result in immediate disqualification of that vendor's proposal.**

X. Selection Process

All proposals will be reviewed and scored by a Proposal Review Team (PRT) comprised of ODJFS staff. Vendors should not assume that the review team members are familiar with any current or past work activities with ODJFS. Proposals containing assumptions, lack of sufficient detail, poor organization, lack of proofreading, and unnecessary self-promotional claims will be evaluated accordingly. PRT members

are required to sign disclosure forms to establish that they have no personal or financial interest in the outcome of the proposal review and contractor selection process. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The PRT may waive minor defects that are not material when no prejudice will result to the rights of any vendor or to the public.

In scoring the proposals, ODJFS will score in three phases: Phase I—Initial Qualifying Criteria, Phase II—Scoring of the Technical Proposal, and Phase III—Consideration of Proposed Cost. In addition, the PRT may, at its option, elect to conduct interviews as part of the process. Details of the scoring and vendor selection process and all score criteria are presented in the Technical Proposal Score Sheet, which is provided as Attachment D. to this RLB.

For all proposals not disqualified through Phase I and which meet or exceed the technical quality minimum score established in Phase II, ODJFS will then consider the Cost Proposals. The grand total of each technically qualified vendor's Cost Proposal (for all deliverables, for all years of the contract period) is divided by that vendor's final Technical Proposal score. This compares the cost with the quality of the Technical Proposal, which will provide an average cost-per-quality point earned on the Technical Proposal.

If the cost proposals of all technically qualifying vendors (as determined by the scoring process described in this section and by the Technical Proposal Score Sheet, **Attachment D.** to this RFP) are in excess of the available funding for this project, ODJFS may, at its sole discretion, negotiate with all technically qualifying vendors for a revised cost proposal. Vendors may then submit one last and best offer, or may request that ODJFS view its original cost proposal as its last and best offer, or may formally withdraw from further consideration, and shall formally indicate its choice according to directions provided by ODJFS at that time. Upon receipt of all last and best offers, and assuming that one or more have submitted a cost proposal that is within project budget, ODJFS will then consider those vendors' revised cost proposals which are within the budget according to the cost-point assignment process described in this section, above, and in the Technical Proposal Score Sheet, **Attachment D.**, for calculation of the winning score.

ODJFS may, at its sole discretion, waive minor errors or omissions in vendors' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content. ODJFS reserves the right to request clarifications from vendors of any information in their Technical and/or Cost proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process.

XI. RLB Process Information and Other Contractual Requirements:

A. State Contracts

Responses must list any current contracts the vendor has with State of Ohio agencies. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percent of the project completed. Vendors must complete a copy of the Required Vendor Information and Certifications Document (provided as **Attachment A**) to report this information, and include the completed document in the vendor's proposal as specified in **Section IX, Instructions for Format of Submissions**, of this RLB.

B. Interview

Vendors submitting proposals may be requested to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include participants from ODJFS and any representatives it may appoint. ODJFS reserves the right to select from responding vendors for interviews and may not interview all vendors submitting proposals. The vendor shall bear all costs of any scheduled interview.

C. Start Work Date

The selected vendor must be able to begin work no later than seven (7) working days after the time funds are encumbered and approved by the Office of Budget & Management. The selected vendor will be notified by the ODJFS contract manager when work may begin. **Any work begun by a contractor prior to this notification will NOT be reimbursable by ODJFS.**

D. Proposal Costs

Costs incurred in the preparation of this proposal are to be borne by the vendor, and ODJFS will not contribute in any way to the costs of the preparation. Any costs associated with interviews will be borne by the vendor and will not be ODJFS' responsibility (see Section XI, B.).

E. Trade Secrets Prohibition; Public Information Disclaimer

Vendors are prohibited from including any trade secret information as defined in Ohio Revised Code (ORC) 1333.61 in their proposals in response to any ODJFS RFP, Requests for Letterhead Bids (RLB) or other procurement efforts. ODJFS shall consider all proposals or similar responses voluntarily submitted in response to any ODJFS RFP, RFA, RLB, or other procurement document, to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record.

All proposals and any other documents submitted to ODJFS in response to any RFP, RLB, etc., shall become the property of ODJFS. This RLB and, after the selection of a vendor for award, any proposals submitted in response to an RFP/RLB are deemed to be public records pursuant to R.C. 149.43. For purposes of this section, the term "proposal" shall mean both the technical proposal (or application or other response documentation) and the cost proposal, if opened, submitted by the selected vendor/applicant, and any attachments, addenda, appendices, or sample products.

Any proposals submitted in response to any ODJFS RFP, RLB, etc. which make claims of trade secret information shall be disqualified from consideration immediately upon the discovery of such unallowable claim.

F. Contractual Requirements

Any purchase resulting from the issuance of this solicitation is subject to the terms and conditions as provided in the ODJFS model contract, provided as Attachment F. Vendors are strongly encouraged to review that document prior to submission of their proposals, and if any alterations in contract language may be requested, to include those with their proposal. All requested changes are subject to ODJFS approval.

G. Travel and Parking Expense Reimbursement

No travel or parking expenses, nor any other expenses, will be covered.

H. Public Release of Records

Public release of any evaluation or monitoring reports funded under this agreement will be made only by ODJFS. Prior to public release of such reports, ODJFS must have at least a 30-day period for review and comment.

I. Confidentiality

All contracts or other business agreements will require that the contractor maintain the confidentiality of information and records which state and federal laws, rules, and regulations require to be kept confidential.

J. Ethical & Conflict of Interest Requirements

- 1) No contractor or individual, company or organization seeking a contract or other business agreement shall promise or give to any ODJFS employee anything of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties;
- 2) No contractor or individual, company or organization seeking a contract or other business agreement shall solicit any ODJFS employee to violate any of the conduct requirements for employees;
- 3) Any contractor acting on behalf of ODJFS shall refrain from activities which could result in violations of ethics and/or in conflicts of interest. Any contractor or potential contractor who violates the requirements and prohibitions defined here or of Section 102.04 of the ORC is subject to termination of the agreement or refusal by ODJFS to enter into a one; and
- 4) ODJFS employees and contractors who violate Sections 102.03, 102.04 2921.42 or 2921.43 of the ORC may be prosecuted for criminal violations.

K. Unresolved Findings for Recovery (R.C. 9.24)

Ohio Revised Code Section 9.24 prohibits ODJFS from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery if the finding for recovery is “unresolved” at the time of award. By submitting a proposal, the vendor warrants that it is not now, and will not become, subject to an “unresolved” finding for recovery under R.C. 9.24 prior to the award of any contract or business agreement arising out of this RLB, without notifying ODJFS of such finding. ODJFS will review the Auditor of State’s website prior to the evaluations of any proposal submitted pursuant to this RLB. ODJFS will not evaluate a proposal from any vendor whose name, or the name of any of the subcontractors proposed by the vendor, appears on the website of the Auditor of the State of Ohio as having an “unresolved” finding for recovery.

L. Mandatory Contract Performance Disclosure

Each proposal must disclose whether the vendor’s performance, or the performance of any of the proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those described in this RLB, has resulted in any “formal claims” for breach of those contracts. For purposes of this disclosure, “formal claims” means any claims for breach that have been filed

as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), or assigned to mediation. If any such claims are disclosed, vendor shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. While disclosure of any formal claims in response to this section will not automatically disqualify a vendor from consideration, at the sole discretion of ODJFS, such claims and a review of the background details may result in a rejection of the vendor's proposal. ODJFS will make this decision based on its determination of the seriousness of the claims, the potential that the behavior that led to the claims could negatively impact vendor's performance of the work, and the best interests of ODJFS.

M. Mandatory Disclosures of Governmental Investigations

Each proposal must indicate whether the vendor and any of the proposed subcontractor(s) has been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to vendor's performance of services similar to those described in this RLB. If any such instances are disclosed, vendor must fully explain, in detail, the nature of the governmental action, the allegations that led to the governmental action, and the results of the governmental action including any legal action that was taken against vendor by the governmental agency. While disclosure of any governmental action in response to this section will not automatically disqualify a vendor from consideration, such governmental action and a review of the background details may result in a rejection of the vendor's proposal at the sole discretion of ODJFS. The decision by ODJFS on this issue will be based on a determination of the seriousness of the matter, the matter's potential impact on the vendor's performance of the work, and the best interests of ODJFS.

N. Vendor Selection Restriction

Any vendor deemed not responsible, or submitting a proposal deemed not to be responsive to the terms of this RLB, shall not be selected for this project.

O. Waiver of Minor Proposal Errors

ODJFS may, at its sole discretion, waive minor errors or omissions in proposals, bids, and/or forms when those errors do not unreasonably obscure the meaning of the content. Additionally, ODJFS reserves the right to request clarifications or completions from vendors to any information in their proposals, bids, and/or forms, and may request such clarification as it deems necessary at any point in the proposal/bid review process.

XII. Health Insurance Portability & Accessibility Act (HIPAA) Requirements

As a condition of doing business with ODJFS, the contractor, and any subcontractor(s), will be required to comply with 42 U.S.C. Sections 1320d through 1320d-8, and to implement regulations at 45 C.F.R. Section 164.502 (e) and Sections 164.504 (e) regarding disclosure of protected health information under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Protected Health Information (PHI) is information received by the contractor from or on behalf of ODJFS that meets the definition of PHI as defined by HIPAA and the regulations promulgated by the United States Department of Health & Human Services, specifically 45 CFR 164.501 and any amendments thereto.

In the event of a material breach of vendor obligations under this section, ODJFS may at its option terminate the agreement.

XIII. State Contracts

Proposals must list any current contracts the vendor has with State of Ohio agencies and universities/colleges. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percent of the project completed. Vendors must complete the **“Required Vendor Information and Certifications”** (provided as **Attachment A**) and include the completed document in the vendor’s proposal as specified in Section IX, Format of Submissions.

XIV. Caveat

ODJFS is under no obligation to select a vendor as a result of this solicitation if, in the opinion of ODJFS and the proposal review team, none of the proposals are responsive to the objectives and needs of the Department. ODJFS reserves the right to not select any vendor should ODJFS decide not to proceed with the project.

XV. Communications Prohibitions

From the issuance date of the RLB, until an agreement is in effect, there may be no communications concerning the RLB between any interested potential vendor and any employee of ODJFS in the issuing office, or any other ODJFS employee, or any other individual regardless of their employment status, who is in any way involved in the development of the RLB or the decision with a formal procurement.

The only exceptions to this prohibition are as follows:

- A. As necessary in the case of any pre-existing business relationship between ODJFS and a vendor which could potentially respond to this RLB, in order to conduct that business;
- B. As part of an interview necessary for ODJFS to make a vendor selection decision;
- C. If it becomes necessary to revise any part of this RLB, revisions will be posted on the ODJFS web page established for this RLB; and
- D. If it becomes necessary to revise any part of this RLB, revisions will be posted on the ODJFS web page: <http://www.state.oh.us/odjfs> and notices of such will be sent to vendors on the original mailing list and to anyone participating in the clarification process conducted pursuant to Section IV. above; and
- E. Any Public Records Request (PRR) made through the ODJFS Office of Legal Services:

Requests from potential vendors or contractors for copies of previous RLBs, past vendor proposals, score sheets or contracts for this or similar past projects, are Public Information Requests (PRRs), and are not clarification questions regarding the present RLB. PRRs, submitted in accordance with directions provided in this Section XV, Communications Prohibited, will be honored. The posted time frames for ODJFS responses to Internet questions for RLB clarification do not apply to PRRs.

* Important Note: Amendments to the RLB or to any documents related to it will be accessible to interested vendors through the original ODJFS website established for the RLB. All interested vendors are strongly encouraged to refer to the appropriate website regularly for amendments or other announcements. Failure on the part of ODJFS to notify any vendors of any possible changes or

announcements related to this RLB does not absolve the vendors from their responsibility to look for updated information through the web page.

Proposals submitted by a vendor who attempts any communications prohibited by this Section may be disqualified by ODJFS from consideration for this project. ODJFS is not responsible for the accuracy of any information regarding this RLB that was obtained or gathered through a source other than the Question and Answer process described in this RLB.

XVI. Protests

Any potential, or actual, vendor objecting to the award of a contract or a vendor selection resulting from the issuance of this solicitation may file a protest of the award or selection, or of any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

- A. A protest may be filed by a prospective or actual bidder objecting to the award of a contract resulting from this solicitation. The protest shall be in writing and shall contain the following information:
 - 1. The name, address, and telephone number of the protestor;
 - 2. The name and number of the solicitation being protested;
 - 3. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - 4. A request for a ruling by ODJFS;
 - 5. A statement as to the form of relief requested from ODJFS; and
 - 6. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.

- B. A timely protest shall be considered by ODJFS, if it is received by ODJFS' Office of Legal Services, within the following periods:
 - 1. A protest based on alleged improprieties in the issuance of the RLB or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 3:00 p.m. of the closing date for receipt of proposals as specified in Section II., Time and Date of Submission.
 - 2. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 3:00 p.m. of the **seventh (7th) calendar day** after the issuance of the Letter of Intent to Award the contract.

- C. An untimely protest may be considered by ODJFS if ODJFS determines that the protest raises issues significant to the department's procurement system. An untimely protest is one received by ODJFS' Office of Legal Services after the time periods set forth in Item #2 of this section.

- D. All protests must be filed at the following location:

Chief Legal Counsel, Office of Legal Services
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414

