

REQUEST FOR PROPOSALS
MEDICAID MANAGED CARE
ENROLLMENT CENTER SERVICES

RFP#: R-89-07-0004

Issued By:
The Ohio Department of Job and Family Services

(January 2007)

REQUEST FOR PROPOSALS (RFP):
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SECTION I. GENERAL PURPOSE & VENDOR INFORMATION

1.1 Purpose

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Proposals (RFP) for the purpose of obtaining proposals from qualified vendors to provide implementation and management services for the Medicaid Managed Care Enrollment Center (MCEC). Interested vendors must demonstrate: experience with federal Medicaid and Medicare programs in general; experience with programs similar to Ohio's programs; and having at least five (5) years experience in the development, implementation, and management of managed health care programs and/or health care industry related programs.

The selected vendor will inform eligible Aged, Blind or Disabled (ABD) as well as Covered Families and Children (CFC) and other populations throughout the State of Ohio as identified by ODJFS throughout the life of the resulting contract, about their managed care options and assist them in selecting a health care services option. The selected vendor's responsibilities shall also include outreach activities to encourage understanding of managed care and to promote managed care plan (MCP) selection through county and region specific activities; health needs assessment and reporting; processing of consumer initiated Children in Custody (CIC), Bureau for Children with Medical Handicaps (BCMh), Supplemental Security Income (SSI) exemption requests; enrollee inquiries regarding Transition of Membership; Just Cause requests; data entry of initial selections, changes, and assignments in the Ohio Client Registry Information System-Enhanced (CRIS-E); provision of consumer contact records (CCR) in an ODJFS-specified electronic format to participating MCPs; and reporting of selection services activity data in electronic and narrative format.

The term of the proposed contract is two years beginning approximately July 1, 2007, and expiring June 30, 2009 [State Fiscal Year (SFY) 08 through SFY 09]. ODJFS may, at its option, extend the contract for one two-year renewal from July 1, 2009 through June 30, 2011 [State Fiscal Year (SFY) 10 through SFY 11] and two additional one-year renewals from July 1, 2011 through June 30, 2012 [SFY 12]; and July 1, 2012 through June 30, 2013 [SFY 13].

REFERENCE NOTE: **Appendix A** to this RFP is a list of abbreviations, acronyms and their corresponding definitions used throughout this document.

1.2 Issuing Office

This RFP is released by and the subsequent contract(s) will be with ODJFS. The Office of Ohio Health Plans (OHP), which will administer the contract, is responsible for state level supervision of all activities of the selected vendor. The mission of the OHP is to support the quality of life of Ohioans through coverage of high quality, cost-effective, accessible health care and related services.

If interested vendors have a need to communicate regarding this RFP, they must contact **ODJFS** using one of the mechanisms provided for in **Sections 1.7, Internet Question and Answer Period/RFP Clarification Opportunity, or 1.9, Communication Prohibitions**, of this RFP. Vendors are cautioned that communication attempts which do not comply with these instructions will not be answered, and that ODJFS will not consider any proposals submitted to any address other than the one provided in Section 5.1 of this RFP. Vendor proposals must be submitted to ODJFS in strict accordance with proposal submission instructions provided in **Section 5.1, Proposal Submission Information**.

1.3 Background

ODJFS is the single state agency responsible for the implementation and administration of the Ohio Medical Assistance (Medicaid) program authorized under Title XIX of the Social Security Act. Medicaid is a federal and state funded assistance program that provides health care coverage to certain low-income and medically vulnerable individuals of all ages. ODJFS is also responsible for administering Title XXI of the Social Security Act, the State Children's Health Insurance Program (SCHIP), implemented in Ohio as a Medicaid expansion. Within ODJFS, OHP oversees Medicaid, SCHIP, and other publicly funded health coverage programs.

Ohio Medicaid eligibility can be categorized into two general groups: Covered Families and Children (CFC) [also referred to as Healthy Start/Healthy Families—which includes federal categories of Temporary Assistance to Needy Families (TANF) and SCHIP]; and coverage for individuals who are Aged, Blind or Disabled (ABD).

To enhance the level of access, quality, and continuity of care, as well as to increase the predictability of Medicaid cost, ODJFS has contracted since 1978 with MCPs for the provision of health care services to eligible low income families and children. Participating MCPs must be licensed as Health Insuring Corporations (HICs) through the Ohio Department of Insurance.

Beginning July 1, 2005, the Centers for Medicare and Medicaid Services (CMS) gave Ohio the authority to operate the Ohio managed care program under the authority of a State Plan Amendment. Effective July 1, 2006, CMS approved Ohio's request to implement statewide full-risk managed care for the CFC population and a subset of the ABD population.

Today's health care environment is generating an unprecedented demand for health care delivery approaches that result in more cost effective management of the use of health care services while improving access, quality, and accountability. As a means of addressing the State's fiscal constraints, improving cost predictability and administrative simplicity, assuring the appropriate use of services, establishing accountability for both access to care and quality of care and minimizing preventable or unnecessary use of emergency care and inpatient services, the Ohio legislature through Am. Sub. House Bill 66 mandated statewide managed care expansion for the CFC population and a portion of the ABD Medicaid consumers. As a result, Ohio began managed care expansion efforts by moving from a county-based managed care approach in 16 counties to a regional approach—now placing Ohio's 88 counties into eight regions.

1.4 Overview of the Managed Care Program

As of December 2006, 1,195,028 individuals in the State of Ohio were eligible for CFC MCP membership. December 2006 CFC MCP membership was 968,738. As of December 1, 2006, MCP membership was approximately 81.6% of the total CFC (including Ohio Works First [TANF] and Healthy Start) population statewide. As of December 1, 2006, 123,472 individuals in the State of Ohio were eligible for ABD MCP

membership. December 2006 ABD MCP membership was 1,383; representing 1.1% of the total ABD eligible population statewide.

All Ohio Medicaid managed care regions are mandatory, meaning managed care enrollment is required for the eligible ABD and CFC population. The eight regions consist of:

Central Region: Crawford, Delaware, Fairfield, Fayette, Franklin, Hocking, Knox, Licking, Logan, Madison, Marion, Morrow, Perry, Pickaway, Pike, Ross, Scioto, and Union Counties;

East Central Region: Ashland, Carroll, Holmes, Portage, Richland, Stark, Summit, Tuscarawas, and Wayne Counties;

Northeast Central Region: Columbiana, Mahoning, and Trumbull Counties;

Northeast Region: Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, and Medina Counties;

Northwest Region: Allen, Auglaize, Defiance, Fulton, Hancock, Hardin, Henry, Lucas, Mercer, Ottawa, Paulding, Putnam, Sandusky, Seneca, Van Wert, Williams, Wood, and Wyandot Counties;

Southeast Region: Athens, Belmont, Coshocton, Gallia, Guernsey, Harrison, Jackson, Jefferson, Lawrence, Meigs, Monroe, Morgan, Muskingum, Noble, Vinton, and Washington Counties;

Southwest Region: Adams, Brown, Butler, Clermont, Clinton, Hamilton, Highland, and Warren Counties; and,

West Central: Champaign, Clark, Darke, Greene, Miami, Montgomery, Preble, and Shelby Counties.

The number of participating counties and their MCP selection status (mandatory or voluntary) may change at any time during the course of the contract resulting from this RFP process.

Information regarding managed care is provided to potential MCP members through: ODJFS-generated materials and notifications; access to the ODJFS Consumer Hotline; the Managed Care Enrollment Center (MCEC); general marketing by MCPs (e.g., billboards and radio spots); events such as health fairs in which MCPs may participate; county departments of job and family services (CDJFS); and other local social service agencies.

MCP selection services, including consumer education and community outreach services are provided in all counties through an independent contractor, referred to as the Managed Care Enrollment Center (MCEC) contractor. Consumers access impartial information about managed care and participating MCPs and receive assistance in selecting a plan and a primary care physician (PCP) directly from the contractor. Selection services are provided primarily over the phone and selection by mail packets are available by request. Opportunities for face-to-face education or selection assistance are currently provided through the contractor's outreach specialists on a limited basis. Consumers may also access selection information and select an MCP via the MCEC's website.

Eligibles are encouraged to actively select an MCP. Eligibles who do not contact the MCEC to select an MCP within thirty days of notification by ODJFS are assigned to an MCP by the MCEC. CFC consumers are assigned at the assistance group (AG) level, and ABD consumers are assigned at the individual level. In order

to ensure market and program stability, ODJFS will limit an MCP's auto-assignments if they meet any of the following enrollment thresholds:

ABD

- 40% of the **statewide** ABD eligible population; and/or
- 60% of the ABD eligibles **in any region with two MCPs**; and/or
- 40% of the ABD **in any region with three MCPs**.

CFC

- 40% of the **statewide** CFC eligible population; and/or
- 60% of the CFC eligibles **in any region with two MCPs**; and/or
- 40% of the CFC eligibles **in any region with three MCPs**.

Once an MCP meets one of these enrollment thresholds, the MCP will only be permitted to receive additional new membership (in the region or statewide, as applicable) through: (1) consumer-initiated enrollment; and (2) auto-assignments which are based on previous enrollment in that MCP or an historical provider relationship with a provider who is not on the panel of any other MCP in that region. In the event that all MCPs in a region meet one or more of these enrollment thresholds, ODJFS reserves the right to not impose the auto-assignment limitation and to auto-assign members to the MCPs in that region as ODJFS deems appropriate (See **Appendix B**).

There are certain conditions under which the consumer can request a Transition of Membership. Transition of Membership requires MCPs to allow their new members or pending members that are transitioning from Medicaid fee-for-service (FFS) to receive services from out-of-panel providers if certain conditions are met. Such conditions include pre-scheduled surgeries and prenatal care when a mother is in her third trimester. Consumers can call their MCP to request a Transition of Membership during the first month of MCP membership (See MCP provider agreement and **Appendix C**).

At all other times, members may request termination of MCP membership for specific reasons (i.e., CIC, BCMH, SSI, Just Cause) as outlined in Ohio Administrative Code (OAC) Rule 5101:3-26-02.1(D)(9) and in the Selection Limitations documents to this RFP (See **Appendix C and Appendix D**). MCP members may also change MCPs without cause during the initial three months of MCP membership, or during a region's annual opportunity for change month (see **Appendix E**).

MCP members may also be involuntarily removed from MCP membership for documented fraudulent behavior by the member or for uncooperative or disruptive behavior by the member or someone acting on their behalf to the extent that such behavior seriously impairs the MCP's ability to provide services to either the member or other MCP members [OAC Rule 5101:3-26-02.1(E)(1)]. Such actions are not processed through the MCEC.

For a complete description of MCP selection provisions and requirements, potential vendors should refer to the remainder of this RFP, websites for OAC Chapter 5101:3-26 and MCP ABD and CFC Requests for Applications (RFAs) delineated in Section 1.8, Vendor's Library.

Future Initiatives

As described above, the current managed care program is limited to the delivery of health care services to ABD and CFC eligible consumers through full-risk based provider agreements with MCPs. Throughout the life of the resulting contract, ODJFS may increase membership opportunities to other Medicaid eligible categories,

reduce MCP membership opportunities in the current or future eligible categories, or reduce the number of counties/regions served. Selection services for new populations would remain the responsibility of the MCEC.

Future MCEC activities will include using the Benefit Eligibility Network (BEN) which will replace CRIS-E and/or the Medicaid Information Technology System (MITS) which will replace Medicaid Management Information System (MMIS), and daily CCR transactions to MCPs. In addition, ODJFS may expand the MCP ABD program to include dual-eligible consumers (Medicaid/Medicare eligible).

Throughout the life of the resulting contract, any state and/or federally mandated changes to rules, regulations, policies and procedures, such as found in the Ohio Revised Code (ORC) and OAC, Balanced Budget Act of 1997, Health Insurance Portability and Accountability Act of 1996 (HIPAA), etc., or managed care program changes or care management initiatives that become effective during the contract, would be within the scope of work for the MCEC contractor.

1.5 Objectives of the Project

This section delineates the ten primary objectives of the Medicaid Managed Care Enrollment Center. Each objective, as well as development and implementation tasks associated with it, are described in the sections identified:

OBJECTIVE 1: MCEC as developed by the successful vendor will have received ODJFS approval prior to, and be fully operational no later than, July 1, 2007* for all aspects of the project. Development tasks are described in Sections 1.10, 3.1, 3.2, 4.3 and 4.21;

***Important Note– Full operational capability includes, if necessary, all activities required for a transition from the current MCEC contractor to a different vendor. In case of award of this contract to a different vendor, such transition activities must be performed under a no-cost contract between the vendor and ODJFS, to be in effect from approximately May 15, 2007 through June 30, 2007, in order to assure new vendor’s readiness to undertake full contract responsibilities as of July 1, 2007.**

OBJECTIVE 2: Implement and maintain a management information system (MIS) capable of accepting electronic eligibility data files from ODJFS, receiving provider panel information from ODJFS and/or MCPs, receiving requests from Public Children Service Agencies (PCSAs) to prevent enrollments of children in custody (CIC), storing MCP selection data and transmitting data to ODJFS and participating MCPs. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.A;

OBJECTIVE 3: Implement and maintain a telephone services system solely dedicated to the project that provides statewide toll-free access to eligible consumers. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.B;

OBJECTIVE 4: Provision of health care selection and assignment services to all eligible ABD and CFC consumers and other eligible populations as enumerated in Section 3.1. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.C;

OBJECTIVE 5: Provision of consumer education and community outreach services throughout Ohio. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.D;

OBJECTIVE 6: Implement and maintain procedures for accessing and entering consumer MCP membership information on the ODJFS Client Registry Information System-Enhanced (CRIS-E), or any other system designated by ODJFS, for data entry of health care selection and assignment data. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.E;

OBJECTIVE 7: Accepting, verifying and forwarding exemptions related to CIC, BCMH, SSI as applicable. Completing, recording, and forwarding to ODJFS, Transition of Membership issues and Just Cause change requests received through the contractor. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.F and 3.3.G;

OBJECTIVE 8: Identifying, recording, and resolving complaints received against the vendor and forwarding complaints/resolutions to ODJFS. Identifying and forwarding to ODJFS a record of all complaints received about the ODJFS Consumer Hotline, the participating MCPs, or individual providers. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.H;

OBJECTIVE 9: Measurement and evaluation of consumer satisfaction with the MCEC, and the utilization of this information to improve selection services and continuous staff development. Development tasks are described in Sections 1.10 and 3.2. Operational tasks are described in Section 3.3.I; and,

OBJECTIVE 10: Generating and forwarding of reports on selection services data, consumer education and community outreach activities to ODJFS on a monthly and ad hoc basis. The tasks under this objective are described in Section 3.3.J.

1.6 Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
January 30, 2007	ODJFS Releases RFP to Vendors on ODJFS Web Site; Q&A Period Opens - RFP becomes active - Vendors may submit inquiries for RFP clarification
February 12, 2007	Vendor Q&A Period Closes, 10 a.m. (for inquiries for RFP Clarification) - No further inquiries for RFP clarification will be accepted
February 16, 2007	ODJFS provides Final Vendor Question & Answer Document
March 1, 2007	Deadline for Vendors to Submit Proposals to ODJFS (3 p.m.)
March 20, 2007	ODJFS Issues Contract Award Notification Letters (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
May 7, 2007	Controlling Board Review of Contract (estimated)
May 15-June 30, 2007	Transition contract period*, if needed (start date estimated, end date firm).

July 1, 2007	Implementation** (estimated—following notification of all contractual and funding approvals) ODJFS contracts are not valid until the Office of Budget Management approves the purchase order.
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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.

* In case of award of this contract to a different vendor, such transition activities must be performed under a no-cost contract between the vendor and ODJFS, to be in effect from approximately May 15, 2007 through June 30, 2007, in order to assure new vendor's readiness to undertake full contract responsibilities as of July 1, 2007.

** According to requirements of Ohio Revised Code (ORC) 126.07, ODJFS contracts are not valid and enforceable until the Office of Budget and Management (OBM) certifies the availability of appropriate funding, as 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 P.O. approval date. The ODJFS Contract Manager will notify the selected vendor when the requirements of ORC Section 126.07 have been met.

Subject to approval by the Controlling Board, the contract period is expected to run from July 1, 2007 through June 30, 2009 (SFYs 2008-2009), with the first renewal contract to be in effect from July 1, 2009 through June 30, 2011 (SFY 2010-2011), and two one-year renewal contracts to be in effect for July 1, 2011 through June 30, 2012 (SFY 2012) and July 1, 2012 through June 30, 2013 (SFY 2013). Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (*e.g.*, 7/01/07 through 6/30/09), the contract with the selected vendor will be subject to renewal prior to SFYs 2010, 2012, and 2013.

Potential vendors are to be aware that ODJFS may, at its sole discretion, negotiate with all technically qualifying vendors for a revised cost proposal if the cost proposals of all technically qualifying vendors are in excess of the available funding for this project. Section 6.1 C. (Phase III – Criteria for Considering the Cost Proposal) of this RFP establishes further information on ODJFS procedures to be implemented if this occurs.

1.7 Internet Question & Answer Period; RFP Clarification Opportunity

Potential vendors may ask clarifying questions regarding this RFP via the Internet during the Q&A Period as outlined in Section 1.6, 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 Us” on the front page;**
- * **Select “Doing Business with ODJFS;”**
- * **Select “Requests for Proposals, Letterhead Solicitations, and Other Invitations;”**
- * **RFP Number [R89070004](#);**
- * **Select “Ask a Question about this RFP” function; and**
- * **Follow the instructions to send an e-mail question.**

Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number of the RFP where the provision can be found. The potential vendor must also include the name of a representative of the potential vendor, the company name and business phone number. ODJFS may, at its option, disregard any questions which do not appropriately reference an RFP 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 the Q&A period closes.

ODJFS responses to all questions asked via the Internet will be posted on the Internet website dedicated to this RFP, 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 Q&A Document” for this RFP. If possible, ODJFS will post an interim Q&A Document, without identifying the vendors asking questions, as well as the final version (in which all vendors that posed questions will be identified). ODJFS strongly encourages vendors to ask questions as early as possible in the Q&A period so that interim answers can be posted with sufficient time for the possibility of vendors’ follow-up questions.

Vendor proposals in response to this RFP are to take into account any information communicated by ODJFS in the Final Q&A Document for the RFP. **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 this RFP.**

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

IMPORTANT: Requests from potential vendors for copies of previous RFPs, 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 RFP. PRRs submitted in accordance with directions provided in Section 1.9, Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet questions for RFP clarification do not apply to PRRs.

Vendors are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, NOT on details of any current or past related contract. 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 RFP. 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. Interested vendors should also refer to RFP Section 1.10, Time Frames, Transition Potential, and Funding Availability, for related information.

There is an established time period for the Vendor Q&A process (see Section 1.6, Anticipated Procurement Timetable, above). ODJFS will only answer those questions submitted within the stated time frame for submission of vendor questions, and which pertain to issues of RFP clarity, and which are not requests for public information. ODJFS is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.

*Should vendors experience technical difficulties accessing either the ODJFS website where the RFP and its related documents are published, they may contact the ODJFS Office of Contracts and Acquisitions, RFP/RLB Unit, at (614) 728-5693 for guidance.

1.8 Vendors’ Library

ODJFS recognizes that the vendors may not be familiar with some of the documents or program history referenced in this RFP. To address this issue, ODJFS has created a Vendor’s Library, most of which may be reviewed on the ODJFS website. Vendors may access most documents on ODJFS’ website at <http://www.state.oh.us/ODJFS>. Information on many of these cites are constantly updated, specifically the

monthly enrollment reports. It is the vendors responsibility to check these cites for updates. The following documents are available online:

- Reports, Information & Publications from the office of Ohio Health Plans (<http://jfs.ohio.gov/OHP/infodata.stm>);
- Bureau of Managed Health Care Information, Reports, and Program Requirements (<http://jfs.ohio.gov/OHP/bmhc/mhcri.stm>);
- Examples of current contractor-generated reports (described within the RFP and/or are included in the Appendices to the RFP);
- OAC Rules 5101:3-26 (<http://jfs.ohio.gov/OHP/bmhc/mhcri.stm>);
- Bureau of Managed Health Care Enrollment Reports (<http://jfs.ohio.gov/ohp/bmhc/con-man-care-reports.stm>);
- The Medicaid Managed Care Monthly Enrollment Reports (<http://jfs.ohio.gov/ohp/reports/mcpRpts.stm>)
- Provider Verification System (PVS) File Layout for Monthly ODJFS Files (**Appendix F**);
- Consumer Contact Record (CCR) Data Fields (**Appendix G**);
- HIPAA Guidelines (<http://hipaa.ohio.gov/>);
- The Most Recent ODJFS Issued Generic MCP Provider Agreements for the ABD and CFC Populations (<http://www.jfs.ohio.gov/OHP/bmhc/mhcri.stm>);
- MCP Request for Application (CFC and ABD) (<http://www.jfs.ohio.gov/OHP/bmhc/pro-man-care.stm>)
- Previous (SFY 03) Selection Services RFP (R03070288) (<http://jfs.ohio.gov/rfp/ohp.stm>);
- Selection Services Center (<http://ohiossc.com>);
- Managed Care Plan websites:

www.anthem.com;

www.amerigroupcorp.com;

www.bchpohio.com;

www.care-source.com;

www.gatewayhealthplan.com;

www.molinahealthcare.com;

www.paramounthealthcare.com;

www.unisonhealthplan.com;

www.wellcare.com.

NOTE: All communications regarding this RFP are to take place as provided for in Section 1.7, Internet Question and Answer (Q&A) Period; RFP Clarification Opportunity.

1.9 Communication Prohibitions

From the issuance date of this RFP until an actual contract is awarded to a vendor, there may be no communications concerning the RFP between any vendor that expects to submit a proposal 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 RFP or the selection of the contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.7, Internet Q&A Period;

2. As necessary in any pre-existing or on-going business relationship between ODJFS and any vendor that could submit a proposal in response to this RFP;
3. As part of any vendor interview process or proposal clarification process initiated by ODJFS, which ODJFS deems necessary in order to make a final selection;
4. If it becomes necessary to revise any part of this RFP, ODJFS will post those revisions, amendments, etc., to the website dedicated to this RFP;* and
5. Any Public Records Request (PRR) made through the ODJFS Office of Legal Services.

* **Important Note:** Amendments to the RFP or to any documents related to it will be accessible to interested vendors through the original web page established for the RFP. All interested vendors must refer to that web page regularly for amendments or other announcements. ODJFS may not specifically notify any vendor of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested vendors to be aware of and to fully respond to all updated information posted on this web page.

ODJFS is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source other than the Q&A process described in this RFP. Any attempts at prohibited communications by vendors may result in the disqualification of those vendors' proposals.

1.10 Time Frames, Transition Potential, and Funding Availability

ODJFS is seeking to contract with a vendor to provide implementation and management services for the MCEC.

Subject to approval by the Controlling Board, the contract period is expected to run July 1, 2007 through June 30, 2009 (SFYs 2008-2009), with the first renewal contract to be in effect from July 1, 2009 through June 30, 2011 (SFY 2010-2011), and two one-year renewal contracts to be in effect for SFY 12 (July 1, 2011 through June 30, 2012) and SFY 13 (July 1, 2012 through June 30, 2013). Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (*e.g.*, 7/01/07 through 6/30/09), the contract with the selected vendor will be subject to renewal prior to SFYs 10, 12, and 13.

Renewal is contingent upon the availability of funds and satisfactory performance by the vendor, and is subject to approval by the Controlling Board (CB). If the CB does not approve the contract and funding, the contract shall not be executed. Should funding by the federal government become unavailable at any time during the effective term of the contract, the contract shall be canceled in accordance with the RFP and standard contract provisions. **Contracts with ODJFS are not valid and enforceable, and work may not begin, until all required contract and funding approvals are obtained, in accordance with ORC Section 126.07.** Any work performed prior to notification of the vendor by ODJFS that all necessary approvals have been obtained shall not be payable by ODJFS.

In the event the contract resulting from this RFP process is awarded to a vendor other than the current contractor, that new vendor will be required to perform all readiness activities under a no-cost contract, to be in effect approximately May 15, 2007 through June 30, 2007, in order to ensure full operational capability, complete functional transition, and assumption of all contract responsibilities on July 1, 2007.

Potential vendors are to be aware that ODJFS may, at its sole discretion, negotiate with all technically qualifying vendors for a revised cost proposal if the cost proposals of all technically qualifying vendors are in excess of the available funding for this project. Section 6.1 C. of this RFP establishes further information on ODJFS procedures to be implemented if this occurs.

SECTION II. VENDOR EXPERIENCE AND QUALIFICATIONS

Vendors' proposals must address all the following minimum qualifications as well as organizational and staff experience and capabilities:

2.1 Mandatory Vendor Qualifications

In order to be considered for the contract expected to result from this RFP, ODJFS requires that interested vendors **must** meet, at minimum, **all** the following qualification requirements (Sections 2.1 A. and B.):

A. ODJFS will only consider proposals from vendors who have at least:

1. Five (5) years experience with public assistance programs which are affected by the managed care program;
2. Five (5) years general management experience, including operational, administrative, and budget/management;
3. Five (5) years experience in the managed health care and/or health care industry;
4. Five (5) years experience in operating a multi-county or statewide health care selection services contract; and,
5. Five (5) years experience in database analysis and electronic submission.

B. ODJFS will only consider proposals from vendors who have assigned a Project Manger who:

1. Is or shall be Ohio-based (See Sec. 4.24);
2. Shall be solely dedicated (100%) to the Medicaid MCEC Services contract;
3. Has at least one (1) year of continuous employment or partnership with the vendor prior to the vendor's proposal submission and is not a subcontractor; and,
4. Has at least a baccalaureate degree.

Vendors which do not meet all the above experience and qualifications will be disqualified from further consideration for contract award.

2.2 Organizational Experience and Capabilities

In order to be considered for the contract expected to result from this RFP, ODJFS requires that interested vendors provide the following:

- A. Information on the background of the firm, including any subcontractors, any prior experience relevant to this RFP; historical and current data regarding the vendor's size, organizational structure, and whether the vendor is local, regional, or national in scope;
- B. Samples of at least two (2), but no more than four (4), similar-sized projects completed in the past five (5) years that demonstrate expertise in or knowledge of the Ohio or other state Medicaid programs or other public payer programs and their service delivery systems;
- C. A vendor profile summary, in narrative format, which includes the vendor's experience in:
 1. Project design, development, and implementation;
 2. Management of a Medicaid managed care consumer education and community outreach and selection services program, including procedures and protocol development;
 3. Development and maintenance of databases, electronic data submission, and the preparation of statistical reports, including electronic communications.
- D. One (1) letter of reference from each of three (3) different entities (excluding ODJFS) regarding work successfully performed and completed by the vendor within the past five (5) years on health care selection projects, which are reasonably similar in size and scope to the work specified in this RFP. Each reference must at minimum, include:
 1. Company name and address;
 2. Contact person and phone number;
 3. Project name, dates of employment/engagement; and,
 4. Descriptions of the services provided by the vendor that relates to the work described in this RFP.

Note: Multiple contacts for services performed by the vendor for the same health care selection services project(s) dates shall not be considered as separate references. **THE PROPOSAL SHALL LIST THE SPECIFIC QUALIFICATIONS WHICH EACH REFERENCE CAN CONFIRM.**

NOTE: VERIFICATION OF REFERENCES/EXPERIENCE

Part of the proposal evaluation process includes verification of vendor references and experience. If ODJFS determines that any of the references/experience provided cannot be verified, or if information obtained during the course of that verification process negates the responsiveness of a vendor's proposal, ODJFS may disqualify a vendor's proposal and the PRT recommend the contract be awarded to the proposal with the next lowest cost-per-quality point.

2.3 Staff Experience and Capabilities

The vendor must demonstrate significant expertise by assigning staff to key leadership rolls for this project. Key positions will require profiles and curriculum vitae. **Proposals failing to demonstrate the appropriate education and experience of key staff shall be disqualified from consideration.** The vendor must, at minimum:

- A. Identify, by position and by name, those staff the vendor considers key to the project's success (at minimum, key staff identified must include a project manager). The identified Project Manager must not be a subcontractor. Vendors which assign a subcontractor Project Manager shall be disqualified; and,
- B. Include resume(s), education, experience and list of related published works of the project manager and all key personnel for this project (including any subcontractors), and specifically list their qualifications and experience in the areas described in Section III (Scope of Work and Specifications of Deliverables) of this RFP.
- C. Assign a Project Manager to the MCEC Services project who has:
1. At least three (3) years experience with state-level public health care assistance programs particularly in the area of managed care;
 2. At least five (5) years general management experience, including operational, administrative, and budget/management experience; and,
 3. At least five (5) years experience in managed care and/or health care-related industries in the areas of enrollment/selection services.
- D. Provide a Project Manager Profile Summary which includes, at minimum, a statement that the assigned project manager is currently based (see Section 4.24) or will be based in Ohio if awarded the resulting contract and shall dedicate 100% of the project manager's time to the MCEC Services contract.
- Note:** The identification of a corporate principal as the interim project manager during the development phase of the contract is acceptable if that person demonstrates the mandatory project manager experience criteria as outlined in the requirements of this RFP (with the exception of the requirement of one year experience with the vendor). To gain ODJFS approval, the permanent project manager must meet all the criteria as delineated in this RFP including having been employed with the vendor for at least one year.
- E. Provide three (3) letters of reference (from sources other than ODJFS) that document the proposed project manager has successfully performed project management services, including planning and implementation, or that support the proposed PM's skills, training, and abilities to perform such work. **THE PROPOSAL SHALL LIST THE SPECIFIC QUALIFICATIONS WHICH EACH REFERENCE CAN CONFIRM.**

Each letter of reference/experience must contain the following information:

1. Company name and address;
2. Contact person and phone number;
3. Project name, dates of employment; and,
4. Detailed descriptions of the proposed PM's skills and qualifications that relate to the work described in this RFP.

NOTE: VERIFICATION OF REFERENCES/EXPERIENCE

Part of the proposal evaluation process includes verification of the references and experience provided for the project manager. If ODJFS determines that any of the references provided cannot be verified, or if information obtained during the course of that verification process negates the responsiveness of a vendor's proposal, ODJFS may disqualify a vendor's proposal and the PRT recommend the contract be awarded to the proposal with the next lowest cost-per-quality point.

SECTION III. SCOPE OF WORK & SPECIFICATIONS OF DELIVERABLES

3.1 Number of Participants

The MCEC Services contractor shall be responsible for the provision of selection services to ABD and CFC eligibles statewide (see Section 1.4).

Current eligibles under this contract number approximately 1,318,500. Although the number of ABD and CFC eligibles may decrease with positive changes in the state's economy, additional populations participating in managed care programs as a result of cost containment should keep the overall number of eligibles served under this contract at or above current numbers.

The potential vendor should construct Technical and Cost Proposals based on providing selection services to between 1,225,000 and 1,400,000 eligibles. In the event the number of eligibles rises above 1,400,000 or drops below 1,225,000 within the life of the contract, ODJFS may enter into negotiations for an increase or decrease in the contractor's compensation. ODJFS would only consider requests for additional compensation which are commensurate with, and appropriate for, the degree of increase in eligibles. Any such compensation increase or decrease would require a formal amendment to the contract, and would be subject to all contractual and funding approvals, including Controlling Board (CB) review.

3.2 Scope of Work

The purpose of this section of the RFP is to establish mandatory vendor qualifications and experience, and the primary expectations for the functions and performance of the vendor that is selected as a result of this RFP process. Proposed projects submitted in response to this RFP must fully and clearly address all requirements and expectations expressed in Section III, and must also clearly address the objectives established in Section 1.5, Objectives of the Project, of this RFP. Interested vendors are to view the RFP's specifications for the deliverables which will be required of the selected vendor as the underlying frame work for vendors' proposals. Proposed projects will be evaluated by ODJFS not merely on whether a qualified vendor agrees to the required deliverables, but on how well and how fully they will perform those deliverables, and on how effectively and efficiently the proposed project will meet the project's objectives and serve the needs of Ohio's Medicaid consumers.

As stated in Section 1.5, Objective 1 of the RFP, the successful vendor must be fully operational no later than July 1, 2007. This means that the vendor has successfully developed and received ODJFS approval for all policies and procedures, hiring of employees, worksite, forms, etc., necessary to provide all mandated services. The selected vendor will be responsible for the deliverables as described in Section 3.3, including all preparatory and intervening steps, whether or not ODJFS has explicitly specified or delineated them within the RFP. In developing their proposals, all vendors must fully and appropriately plan and cost out their proposed projects, including all necessary preparatory and intervening steps, whether specified in the RFP or not.

Following are the major preparatory activities and ongoing responsibilities of ODJFS and the major preparatory activities and ongoing responsibilities of the selected vendor.

A. ODJFS shall provide the following to facilitate the contractor's ability to complete the work as described in Sections 1.5, 3.2, and 3.3.A through 3.3.J:

1. Assistance in assuring cooperation of the current vendor in the transfer of responsibilities to the new vendor (in the event of a transition);
2. Time Sharing Option (TSO) line for electronic access to the ODJFS CRIS-E system via the contractor's information system located at the vendor's Columbus, Ohio location, to accommodate the data entry of selection data and assistance in obtaining contractor employee user access to CRIS-E;
3. Transmit to the selected vendor the daily eligibility file containing consumer data for consumers who are eligible for managed care membership (refer to **Appendix I**);
4. PCSA contact information in order to process lists from PCSAs regarding children in custody (CIC) who should not be enrolled in managed care;
5. Transmit to the selected vendor the assignment utilization file (AUF) containing information regarding assignments for consumers who fail to voluntarily enroll (refer to **Appendix I**);
6. Transmit to the selected vendor MCP provider panel data from ODJFS and/or directly from MCPs (refer to **Appendix F**); and,
7. Ongoing staff development and technical assistance for all aspects of the project.

B. The selected vendor shall be responsible for the following to facilitate the delivery of tasks as described in Section 3.3:

1. Locate and lease space for the selection services telephone center, which must be located in the Columbus metropolitan area. ODJFS shall retain the right to approve the location;
2. Provide office furnishings and equipment including, but not limited to: telephone systems, word processors, personal computers, laptops, including necessary support systems both hardware and software, and fax and copying equipment necessary for the successful completion of work as specified in the RFP;
3. Hire qualified personnel as specified in Section 2.3 of this RFP;
4. Design a training curriculum to address key concepts of managed care and the Ohio Medicaid managed care program, industry trends, laws, as well as impart effective customer relations skills, cultural sensitivity, and all contractor's policy and procedures developed to implement Objectives 1-10 as outlined in Section 1.5;
5. Purchase of SecurID tokens for applicable employees (usually outreach staff) for the purpose of accessing CRIS-E (see **Appendix J**);

6. Vendors are encouraged to hire current or previous Medicaid program consumers;
7. Vendors are encouraged to extend no less than basic health care coverage to all its employees; and,
8. Assure that all outreach staff wear identification at all times.

The successful vendor must assure that the MCEC Program has received ODJFS approval for all aspects of the project design and is fully operational no later than July 1, 2007. In the event of a transition from the current contractor to a new vendor (see Sections 1.5, Objectives of the Project and 1.10, Time Frame, Transition Potential, and Funding Availability for explanation of transition potential and transition requirements) the successful new contractor will begin development work on the project approximately six (6) weeks prior to the July 1, 2007 estimated implementation date, under a no-cost contract which will govern transition and readiness activities.

The vendor's proposed timeline (as specified in Section 3.4 B.) shall include at least two on-site inspections by ODJFS; a preliminary walk through June 15, 2007, and the final inspection of staff and equipment [including telephone and Management Information System (MIS)] on June 27, 2007.

3.3 Specifications of Deliverables

This section sets forth the activities and deliverables which will be required of the selected vendor under the contract expected to result from this RFP. These categories of deliverables will be described in ten (10) sections (Deliverables A through J): The contracted services will include, but may not be limited to, the following areas:

A. Management Information System (MIS) Deliverable

1. Implement and maintain an ODJFS-approved MCEC Contract management information system (MIS) to accept eligible individual information provided by ODJFS. Assure MIS capability of:
 - a. Communicating with ODJFS and MCPs electronically, including, but not limited to, sending and receiving secure e-mail, receiving files in the software package compatible with ODJFS throughout the contract period. In the event a software package changes, or in the event federal or state regulations governing the managed care program or the transmission of information change, the contractor must maintain compliance;
 - b. Accepting on a daily basis, through a Time Sharing Option (TSO) line or other electronic means as specified by ODJFS, consumer eligibility files at the individual and assistance group (AG) level in a file format delineated in **Appendix I**;
 - c. Retrieving and displaying eligibility file data by CRIS-E case number/category/sequence, CRIS-E individual identification number, Medicaid Management Information System (MMIS) billing number, name/date of birth, or social security number in a manner easily understood by selection services staff;
 - d. Accepting, at a minimum, bi-monthly MCP provider panel information from ODJFS and/or directly from MCPs (see **Appendix F**);

- e. Retrieving and displaying MCP provider panel information on the MCEC website as well as for MCEC staff when assisting eligible consumers in the MCP selection process;
 - f. Accepting the ODJFS-produced Assignment Utilization File (AUF) on a monthly basis or as defined by ODJFS. Accepting ODJFS defined parameters for assignments and using those parameters for generating assignments not listed on the AUF. Both of the above are utilized in the assignment of eligibles in mandatory counties in a format as specified by ODJFS (see **Appendix B**); and ,
 - g. Retrieving and displaying assignment file data in a manner easily understood by selection services staff.
2. Utilize the MIS to enter and maintain consumer contact, initial selection, selection change, assignment, CIC/BCMH/SSI, Exemptions, Transition of Membership, and Just Cause request data (see **Appendix D** and **Appendix C**). Assure MIS capability of:
- a. Accepting, displaying, and maintaining information received during all consumer contacts, including changes as specified above;
 - b. Retrieving, identifying, displaying, and notifying consumers in mandatory counties who have failed to voluntarily select an MCP and accepting and maintaining MCP assignment data when using the ODJFS-specified assignment process;
 - c. Producing hard copies of individual consumer contact data as requested by ODJFS;
 - d. Producing and forwarding to MCPs, MCP-specific selection, selection change, and assignment transaction data in text delimited American Standard Code for Information Interchange (ASCII) file format or as designated by ODJFS (see **Appendix G**). Frequency of transmission to the MCPs shall be no less than weekly, and the day following state cut-off; and ,
 - e. Producing and forwarding to ODJFS no less than weekly, or more often if requested, and the day following state cut-off, all MCP health care selection data in text delimited ASCII file format or as designated by ODJFS (see **Appendix G**).
3. Utilize the MIS to generate selection data on a monthly and ad hoc basis. Assure MIS capability to:
- a. Generate initial selection, selection change, assignment, CIC/BCMH/SSI Exemptions, Transition of Membership and Just Cause request data in monthly and year-to-date format;
 - b. Store and generate monthly and year-to-date statistics, as well as identify selection trends; and,
 - c. Submit data to the MCPs and ODJFS in text delimited ASCII file format or as designated by ODJFS.
4. Immediately resolve failures and report those failures to ODJFS.

B. MCEC Telephone System Deliverable

1. Implement and maintain the consumer selection telephone center with a toll-free telephone system solely dedicated to the MCEC Services contract that is capable of accepting all telephone calls from eligible consumers. Assure that:
 - a. The telephone system center is staffed and fully operational and capable of accepting calls 8 a.m. to 8 p.m., Monday through Friday. The project manager or other supervisory personnel shall be present at the MCEC during business hours. The center and contractor staff may observe all holidays recognized by the State, but must be operational on all state work days. Closing of the center during the above hours for any reason without ODJFS approval shall be considered breach of contract;
 - b. The ODJFS-approved voice message system provides information in English and Spanish and any additional languages specified by ODJFS as prevalent;
 - c. The message system used during regular business hours for consumer calls in queue informs the caller that calls are answered in the order in which they are received, provides for options such as leaving a number for a return call or an address for a selection-by-mail packet (SMP), and provides information about the MCEC website, selection process, the benefits of MCP selection, differences between Medicaid Fee-for-Service (FFS) and managed care, etc.;
 - d. Calls are returned and selection-by-mail requests are filled no later than the end of the next business day;
 - e. During regular business hours the contractor telephone system(s) has the capability to accommodate vision-, speech- and hearing-impaired and Limited-English Proficient (LEP) individuals. Information and selection services must be provided on tapes or CDs for the vision impaired. Information and selection services for the speech- and hearing-impaired must be provided through TDD/TTY assistance, Ohio Relay Services, or comparable service. Information and selection services for LEP individuals must be provided through contractor personnel fluent in one or more non-English languages, AT&T's language line services, through a comparable service, or a combination of the above; and
 - f. After regular business hours, including weekends and holidays, the phone message system provides the caller with the contractor's normal business hours, MCEC website, options for requesting a return call or requesting an SMP, and provides information about the selection process and the benefits of selecting an MCP.
2. Maintain phone system capability to refer or warm (person-to-person) transfer callers to MCP member services, ODJFS or the local CDJFS, as appropriate. Refer or warm transfer to the:
 - a. MCPs, those callers with additional questions about specific MCP member-related issues, such as provider network questions or extra services offered and consumers required to contact MCPs before proceeding with Transition of Membership or Just Cause requests. Provide MCP member services telephone numbers as requested;
 - b. ODJFS Premium Administration and Membership Services Section (PAMSS), following

completion of selection services, callers identified by the contractor as having urgent applicable Transition of Membership or Just Cause change requests; and,

- c. CDJFS, callers with questions or problems related to establishing eligibility or demographic changes such as change of address.
3. Maintain the following standards in the operation of the MCEC telephone system and center (refer to **Appendix K**) :
 - a. Telephone System:
 - 1). Calls must be picked up by the end of the fifth ring;
 - 2). Queue time shall never average more than 180 seconds per reporting period (state cutoff to state cutoff); and,
 - 3). Call abandonment rate must be less than 5%.
 - b. The contractor must assure that access to information by the vision-, speech-, and hearing-impaired consumer(s) and by LEP consumer(s) needs is immediately available;
- Note: ODJFS reserves the right to audit telephone system compliance for any time period.
4. Immediately resolve failures and reports those failures to ODJFS.

C. Health Care Selection Deliverable

1. Implement and provide health care selection and assignment services as appropriate to all Aged, Blind or Disabled (ABD) and Covered Families and Children (CFC) eligibles in the Ohio Medicaid managed care program:
 - a. Assure that all selection services, including notices, informational materials and instructional materials relating to eligible consumers and MCP members, and selection services by phone, MCEC website selections and face-to-face interviews are provided in a manner and format that may be easily understood:
 - 1). Contractor-developed and/or produced written materials must be made available in the language(s) determined as prevalent by ODJFS; and,
 - 2). Translation services must be made available during the provision of selection services [as referenced in 3.3.B.1.e].
2. Inform and assist eligibles who contact the MCEC about selecting a health care option for themselves and other members of their AG:
 - a. Health care selection interviews must include, at a minimum, the opportunity for eligibles to ask questions or seek clarification about managed care concepts. The key points discussed or reviewed are those found in the ODJFS-approved key points outline, including:

- 1). The differences between Medicaid FFS and managed care;
 - 2). The concept of a medical home and having a primary care physician;
 - 3). Accessing care through the MCP's provider panel;
 - 4). Answers to eligibles' most frequently asked questions (FAQs);
 - 5). Information regarding Transition of Membership and exemptions (i.e. CIC/BCM/SSI) as delineated in **Appendix B** and **Appendix C**; and,
 - 6). The ability to change MCPs during their initial three months, open selection month and for Just Cause.
- b. Assist eligibles in choosing the MCP that best meets the eligibles' needs whether over-the-phone, face-to-face, through the mail or utilizing the MCEC website. Discussion points are those found in the ODJFS-approved, contractor developed Health Care Needs Assessment, and include:
- 1). Identification of existing health care provider relationships;
 - 2). Eligibles' special health care needs;
 - 3). Eligibles' geographic location in relation to an MCP provider network;
 - 4). Scheduled surgeries, treatments, or pregnancies; and,
 - 5). Additional benefits that an MCP might provide, such as transportation, annual eye exams for adults, gift certificates for obtaining prenatal care, etc.
3. Implement and maintain health care selection procedures in accordance with HIPAA and ODJFS policy:
- a. Assure that all health care selections are completed in accordance with OAC Rules 5101:3-26-02 and 5101:3-26-02.1 (see Section 1.8), and the CCR record file format referred to in **Appendix G**;
 - b. Maintain the confidentiality of eligible information and guard against fraud in the completion of selections and changes. Maintain confidentiality for individuals making selections by phone, in person or through the MCEC website and adequately screen them in accordance with ODJFS policy to maintain the integrity of the selection (see Section 4.11);
 - c. Produce all vendor originating notices, correspondence, forms, and selection confirmation notices that will be mailed to consumers. All materials must be prior approved by ODJFS;
 - d. Be responsible for all postage including, but not limited to, SMPs and reminder notices; and,
 - e. Mail addressed to eligibles must be placed in sealed envelopes to assure confidentiality.

4. Utilize ODJFS-approved procedures to guide eligibles through the health care selection process:
 - a. Selection by phone, MCEC website or face-to-face interview:
 - 1). Screen consumers to minimize the opportunity for fraud;
 - 2). Verify that consumers are eligible to make a health care selection;
 - 3). Verify and explain that consumers requesting a change without cause are either within their initial three months of MCP membership or calling during the annual opportunity month for the consumers' region of residence; or in instances as designated by ODJFS (i.e., loss of large provider group or hospital system);
 - 4). Provide basic information regarding managed care and the selection process for eligibles who lack understanding of managed care concepts;
 - 5). Determine and record the eligible's health care needs, including special health care needs, chronic conditions, upcoming surgeries, on-going treatment and pregnancies;
 - 6). Utilize the Provider Verification System (PVS) database, provided at a minimum on a bi-weekly basis in ASCII delimited text (see **Appendix F**);
 - 7). Obtain all information needed to complete the CCR by utilizing an ODJFS-approved script based on the CCR file format located in **Appendix H**; and,
 - 8). Advise eligibles of the approximate effective date of their selection; MCP member services toll-free phone number and website; receipt of MCP identification card and new member packet prior to their MCP effective date; and opportunities to make selection changes.
 - b. Selection through the MCEC Website:
 - 1). Provide managed care and selection process basic information including available MCPs, information on who is eligible to select an MCP and that MCP members can only change MCPs without cause during their initial three months of MCP membership or during their annual opportunity month;
 - 2). Provide consumer access to all currently available MCP providers in a searchable format. Searching must minimally be available by provider name, provider type, provider group, provider address, zip code, county and MCP. Providers must contain at a minimum: name, specialty, address, phone number, and MCP affiliation;
 - 3). Provide to consumers the ability to electronically select a managed care plan using criteria in 3.3.C.4.a;
 - 4). Confirms selection via an email response or a phone call to the consumer; and,
 - 5). Obtain all information necessary to complete the CCR (refer to **Appendix G**).

- c. Selection by mail:
 - 1). Provide SMPs to eligibles who request them;
 - 2). SMPs must contain, at a minimum, the following information:
 - a). A cover letter explaining the selection by mail process that emphasizes they can receive additional assistance in completing the form by calling the MCEC or accessing the MCEC website;
 - b). A contractor-developed Health Care Needs Assessment and ODJFS-developed region-specific consumer guide;
 - c). MCP-provided solicitation brochures and provider directories;
 - d). A CCR form with instructions; and,
 - e). A postage-paid return envelope.
 - 3). The contractor must mail an SMP or any other requested information (e.g., provider directory) within one working day of the consumer's request (see **Appendix L**).
5. Assign to an MCP those eligibles in mandatory selection counties or regions who fail to voluntarily choose an MCP. Make assignments as described in **Appendix B**. Assure that:
 - a. In the event that the ODJFS-generated CRIS-E notice of mandatory selection (NMS) is returned to the MCEC as undeliverable, the MCEC will attempt to obtain current address information. The MCEC must not assign consumers to an MCP who have not received a CRIS-E notice;
 - b. The MCEC mails a reminder/confirmation letter to consumers indicating that an assignment will occur if an MCP is not chosen. The reminder/confirmation letter shall contain, at a minimum:
 - 1). The name of the MCP;
 - 2). The toll-free phone number to call to change the MCP; and,
 - 3) Information on MCP exceptions and transition of membership.
 - c. Returned NMS or reminder letters are verified on CRIS-E and an attempt to call the consumer to obtain current address information is made; and,
 - d. Assignments are made in accordance with the assignment utilization file (AUF) described in **Appendix B**;
 - e. The consumer is not MCP enrolled until a current address can be verified and a notice successfully mailed to the consumer.

D. Consumer Education and Community Outreach Deliverable

1. Implement and provide consumer education and community outreach services as appropriate to all participating eligible populations and interested community stakeholders:
 - a. Assure that all informational materials and instructional materials distributed, presentations, and opportunities for face to face selection services are provided in a manner and format that may be easily understood:
 - 1). Written materials must be made available in the language(s) determined as prevalent by the ODJFS; and,
 - 2). Translation services must be made available during presentations and face to face selection services (as referenced in Section 3.3.B.1.e);
2. Implement and provide ODJFS-approved consumer education as appropriate to all participating eligible populations:
 - a. Educate eligibles by introducing the concepts of managed care which include:
 - 1). The difference between Medicaid FFS and managed care;
 - 2). The concept of a medical home and having a primary care physician;
 - 3). Accessing care through the MCP's provider panel;
 - 4). The ability to select or change over the phone, face-to-face, on the MCEC website, or through the mail;
 - 5). The MCP and selection change options available according to region of residence; and,
 - 6). Answers to eligibles' most FAQs;
 - b. Utilize ODJFS-produced educational materials. These materials may include, but may not be limited to, educational brochures and consumer guides that compare benefits and limitations of the available MCPs;
 - c. Utilize MCP-produced materials, such as solicitation brochures and provider directories;
 - d. Utilize vendor-produced materials, such as the Health Care Needs Assessment, pamphlets, posters, signs, etc., to educate eligible consumers about managed care; and,
 - e. Utilize ODJFS-approved educational displays at CDJFS', health fairs, or other community organized consumer events to inform consumers about managed care, the selection process, and services available through the contractor.
3. Implement and provide community outreach services, as appropriate, to community stakeholders:

- a. Report all upcoming outreach activities to ODJFS no later than the tenth of the month prior to the activity;
- b. Inform ODJFS', community agencies, interested stakeholders, and providers about the Ohio Medicaid managed care program, the selection process, and services available through the MCEC contractor;
- c. Assure attendance by contractor staff at community organized outreach meetings when appropriate. Contractor must be prepared to report on outreach and selection activities as requested;
- d. Seek MCP and community input for any public information campaigns;
- e. Revise the outreach component as needed to meet changing community needs. Changes may be at the request of the ODJFS or may arise from community or MCP input or contractor observation, but in all instances must be ODJFS prior-approved; and,
- f. Contact each county MCP coordinator at least once a month to assess county education and outreach needs.

E. Client Registry Information System-Enhanced (CRIS-E) Data Entry Deliverable

1. Implement and maintain procedures for the daily electronic data entry of initial selection, change, and assignment transactions in ODJFS' CRIS-E. Initial selection requests, assignments and change requests of MCP membership are electronically submitted to ODJFS on a nightly batch file by file transfer protocol (FTP) or other electronic means defined by ODJFS according to specifications defined in **Appendix M**;
2. The MCEC shall receive a daily error report listing all data entries CRIS-E would not accept. Assure that:
 - a. All errors are corrected or reconciled and forwarded to ODJFS by FTP or other electronic means defined by ODJFS;
 - b. All corrected errors are resubmitted on the next batch file; and,
 - c. The error report is forwarded to ODJFS in a readable format using fields from the CRIS-E Batch Process Design Document (refer to **Appendix M**).
3. The contractor maintains a 90% accuracy rate of applicable selection information and CRIS-E data entry. Accuracy is defined as all applicable information fields for transactions are completed correctly and that all persons eligible at the time of CRIS-E data entry were entered in a timely and accurate manner.
4. Once CRIS-E data entry is completed, MCPs must be provided all applicable selection confirmations, containing all information fields on the CCR file format in text delimited ASCII file format. Transactions are forwarded to MCPs on no less than a weekly basis. Transactions entered in CRIS-E the day of state cut-off must be received by the MCP no later than two business days following state cut-off.

F. CIC, BCMH, or SSI Exemption Requests Deliverable

1. Implement and maintain procedures to process Children in Custody (CIC), Bureau of Children with Medical Handicaps (BCMh), or Social Security Income (SSI) exemption requests (refer to **Appendix D**).
 - a. Accept and verify CIC status, receipt of BCMH services, or receipt of SSI benefits as specified in **Appendix D**. The selected vendor shall be responsible for:
 - 1). Processing consumer initiated CIC, BCMH, and SSI exemption requests. CIC status and BCMH or SSI benefits are verified for consumers electing not to select an MCP because of CIC or approved BCMH/SSI benefits;
 - 2). Notifying consumers of the approval or denial of an exemption for BCMH or SSI, or if CIC cannot be confirmed;
 - 3). Accepting and processing electronic lists from Public Children's Services Agencies (PCSAs) intended to prevent children in custody (CIC) from being MCP enrolled;
 - 4). Communicating the results to the PCSAs (in a format or manner as specified by ODJFS) upon completion of processing the electronic lists;
 - 5). Forwarding those currently enrolled consumers who qualify for a BCMH or SSI exemption and have scheduled medical appointments prior to the disenrollment effective date to PAMSS for MMIS adjustment no later than 9:00 a.m. the next business day utilizing FTP, fax or as designated by ODJFS; and,
 - 6). Maintaining a record of the request and outcome for reporting purposes in the contractor's MIS. The record shall be maintained by case name, case number, consumer name, billing number, county, region, MCP, reason for request, and date received.

G. Transition of Membership Issues and Just Cause Deliverable

1. Implement and maintain ODJFS-developed procedures related to Transition of Membership issues and Just Cause requests.
 - a. Refer Transition of Membership issues to the MCP for assistance or to ODJFS once the consumer has contacted the MCP and is not satisfied with the outcome. The selected vendor will be responsible for:
 - 1). Confirming that the consumer has contacted the MCP to request assistance with Transition of Membership; if not, the consumer is advised that he/she must contact the MCP for assistance;
 - 2). Submitting a dissatisfied consumer's concern to ODJFS, once the consumer has contacted the MCP in an unsuccessful attempt to resolve his/her Transition of Membership issue;

- 3). Completing, logging and forwarding these concerns to ODJFS utilizing ODJFS-approved formats and procedures;
 - 4). Ensuring that all forwarded requests are received by ODJFS no later than 9:00 a.m. the next business day utilizing FTP, fax, or as designated by ODJFS. In urgent situations, the call is immediately warm (person-to-person) transferred to ODJFS; and,
 - 5). Maintaining a record of the request for reporting purposes in the contractor's MIS. The record shall be maintained by case name, case number, consumer name, billing number, county, region, MCP, reason for request, and date received.
- b. Complete and forward to ODJFS all Just Cause change requests discussed with callers (except as described in 3.3.G.1.b.) as part of the selection process or Just Cause change requests as described in **Appendix C**. The selected vendor will be responsible for:
- 1). Confirming that the consumer has contacted the MCP about the reason for the Just Cause request; if not the consumer must be advised they have three business days to contact the MCP;
 - 2). Completing, logging and forwarding to ODJFS all requests not resolved by the MCEC utilizing the ODJFS-approved format and procedures (refer to **Appendix C**);
 - 3). Forwarding applicable requests to ODJFS no later than 9:00 a.m. the next business day utilizing FTP, fax or as designated by ODJFS; and,
 - 4). Maintaining a record of the request for reporting purposes in the contractor's MIS. The record shall be maintained by case name, case number, consumer name, billing number, county, MCP, reason for request, and date received.
- c. Resolve all Just Cause requests involving PCPs not contracted with the consumer's MCP provider panel. The selected vendor will be responsible for:
- 1). Complying with all procedures in 3.3.G.2 are followed when processing the request;
 - 2). Contacting the MCP to confirm resolution or lack of resolution of the request within the required timeframes; and,
 - 3). Sending a letter to the consumer explaining the consumer's obligation to select an MCP or be assigned if an MCP resolution has not been accomplished or if the consumer has not contacted the MCP within the required timeframes.

H. Complaint Resolution Deliverable

1. Implement and maintain procedures to receive and act upon contractor complaints or forward non-contractor complaints to the correct party. The selected vendor will be responsible for:
 - a. Identifying, receiving, and resolving all complaints against the MCEC and staff. The selected vendor must:

- 1). Provide to ODJFS a record of each complaint received which includes, the following information: case name, case number, county, region, MCP, reason for complaint, and resolution;
 - 2). Provide to ODJFS a record of each complaint received by close of business on the day of receipt; and,
 - 3). Resolve all complaints and a written report forwarded to ODJFS within two business days of receipt of the complaint. The report must include, in addition to the identifying information in section 3.3.H.1.a.1., above, the findings of the investigation, the resolution of the problem, and the steps taken to prevent the problem from recurring.
2. Record and forward to ODJFS, complaints made against the MCPs and/or their providers. The selected vendor will be responsible for:
- a. Forwarding to the ODJFS Bureau of Managed Health Care (BMHC) either electronically or by phone all complaints received by the contractor over the phone, face-to-face, through the MCEC website and/or by mail; and,
 - b. Forwarding a record of each complaint received to ODJFS within one business day.
3. Maintain a record of all complaints received. The selected vendor will be responsible for:
- a. Maintaining a record of each complaint against the MCEC which contains the information listed in 3.3.H.1.a.1). and 3.3.H.1.c.3). above; and
 - b. Maintaining a record of all complaints against the MCP and/or their providers which contain case name, case number, county, region, MCP, and reason for complaint.

I. Consumer Satisfaction Deliverable

1. Implement and maintain procedures to measure consumer satisfaction: The selected vendor will be responsible for:
 - a. Measuring consumer satisfaction with each selection and assignment transaction by providing consumers with the opportunity to comment on contractor selection and customer services;
 - b. Assuring that consumers who want to further discuss satisfaction issues may indicate a request for a call back by contractor supervisory personnel;
 - c. Providing assigned consumers the opportunity to comment on contractor assignment services; and,
 - d. Maintaining statistical data and trends analysis information for reporting purposes.
2. Evaluate consumer satisfaction data and utilize information to improve enrollment center and continuous staff development: The selected vendor will be responsible for:

- a. Incorporating aggregate consumer satisfaction data in staff training opportunities and on an individual employee basis to encourage continuous staff development; and,
- b. Maintaining a record of program/procedural modifications and personnel actions resulting from this information for reporting to ODJFS.

J. Reports Deliverable

1. Transmit MCP health care selection data to ODJFS electronically as directed by ODJFS: The selected vendor will be responsible for:
 - a. Following the CCR file format delineated in **Appendix G**; and,
 - b. Producing and forwarding to ODJFS no less than weekly, and the day following state cut-off, data in text delimited ASCII file format utilizing FTP or as designated by ODJFS.
2. Generate and provide to ODJFS statistical and analytical reports in electronic format on a monthly and ad hoc basis: The selected vendor will be responsible for:
 - a. Transmitting by the fifth of every month:
 - 1). Selection reports as delineated in Section 3.3.A.3;
 - 2). Initial selection, change, and assignment data at the individual and AG level by delivery type (phone, face-to-face, website or mail), by county/regional-specific, and statewide aggregate totals;
 - 3). MCEC call volume, average length of call, queue time, and abandonment rate as delineated in Section 3.3.B.3;
 - 4). The number and type of after hour consumer calls;
 - 5). Transition of Membership, CIC, SSI, BCMH and Just Cause change reports as delineated in Section 3.3.F.1.a.6)., 3.3.G.1.a.5)., and 3.3.G.1.b.4);
 - 6). Consumer complaint reports that log, track, and record the reason(s) for each complaint received, resolutions or referrals to other areas as delineated in Section 3.3.H.3.;
 - 7). Consumer satisfaction survey outcome reports as delineated in Section 3.3.I.1.d. and 3.3.I.2.b.;
 - 8). The names, positions, employment and severance dates, if applicable, of each employee;
 - 9). A table of organization (TO) showing the name and position of each employee;
 - 10). An activity report that includes consumer education and outreach activities, standards deviation, and significant utilization/selection trends, including, but not limited to MCP freezes, MCP primary care provider or hospital terminations, and managed plan contract additions or terminations; and,

11).The reasons consumers contact the MCEC phone center (e.g. CRIS-E notice, reminder letter, county worker, outreach staff, etc.).

b. Ad hoc reports as requested by ODJFS.

3.4 Administrative Structures—Proposed Work Plan

Vendors are to include, at a minimum, the following administrative structures and technical approach for the proposed work plan. The vendor shall:

- A. State the key objectives of the proposed project. [NOTE: Vendors are advised to refrain from simply restating the objectives as identified in Section 1.5 of this RFP.];
- B. Provide a technical approach and work plan to be implemented;
- C. Provide a status reporting procedure for reporting work completed, and resolution of unanticipated problems;
- D. Provide a current organizational chart (including any subcontractors) and specify the key management and administrative personnel who will be assigned to this project;
- E. Provide a timeline for each component of the scope of work and the overall project which includes at least two on-site inspections by ODJFS; a preliminary walk through June 15, 2007, and the final inspection of staff and equipment [including telephone and Management Information System (MIS)] on June 27, 2007 and including the staff hours for personnel involved; and,
- F. Include a Table of Organization (including any consultants/subcontractors) which:
 1. Delineates for each position (including consultants/sub-contractors) the number of full time employees (FTEs), and the position and FTE for any vendor executive personnel affiliated with the ongoing maintenance of the project;
 2. Includes a chart showing the number of hours devoted to the project by vendor or sub-contractor staff and the percentage of time each key management person will devote to the project; and,
 3. Includes a position description for each position on the TO that demonstrates qualifications and experience necessary (specified in Section II.) to successfully complete the work as delineated in Section III.

3.5 Compliance Assessment

ODJFS shall evaluate, throughout the life of the resulting contract and at the discretion of ODJFS, various components of Section 3.3, Deliverables A through J, to determine the level of compliance as well as the selected vendor's timely implementation of those deliverables.

The selected vendor will be accountable for being in compliance with performance standards when providing services (see **Appendix K**). Upon evidence that the selected vendor has not met one or more of the standards, ODJFS will work with the selected vendor to meet the standard(s).

- A. Repeated failure to meet the standards shall result in one or more of the following actions by ODJFS:
 - 1. Requiring the selected vendor to submit a corrective action plan (CAP); and/or,
 - 2. Withholding of any monthly reimbursement until compliance is achieved.
- B. The MCEC Services contract shall be reviewed at least semi-annually to assure compliance with all deliverables.

3.6 Selected Vendor Compensation Structure

The selected vendor shall submit monthly invoices which is to follow the proposed per month cost for work completed during the previous month minus a 5% performance and continuity holdback. An invoice for the 5% performance and continuity holdback may be submitted following the twelfth invoice providing all deliverables have been satisfactorily performed.

SECTION IV. CONDITIONS AND OTHER REQUIREMENTS

Through this section of the RFP, ODJFS notifies vendors seeking award of a contract of certain conditions and requirements which may affect their eligibility or willingness to participate in any procurement (RFP, RLB, etc.) process; or their eligibility to be awarded a contract; and of requirements that would be in effect should they be awarded a contract.

4.1 State Contracts

Proposals 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 percentage 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 5.2 B., 1** of this RFP.

4.2 Interview

Vendors submitting proposals may be required to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include participants from ODJFS and/or other state or county agency staff or other representatives it may appoint, as appropriate. 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.

4.3 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 project manager when work may begin. **Any work begun by the vendor prior to this notification will NOT be reimbursable by ODJFS.**

4.4 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 4.2, above).

4.5 Trade Secrets Prohibition; Public Information Disclaimer

Vendors are prohibited from including any trade secret information as defined in ORC 1333.61 in their proposals in response to any ODJFS RFP, RLB or other procurement efforts. ODJFS shall consider all proposals voluntarily submitted in response to any ODJFS RFP (or etc.) 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 this RFP shall become the property of ODJFS. This RFP and, after formal announcement by ODJFS of the results of this RFP project (e.g., notices provided to responding vendors regarding vendor selection, notice of project cancellation, etc.), any proposals submitted in response to the RFP are deemed to be public records pursuant to R.C. 149.43. For purposes of this section, "proposal" shall mean both the technical and the cost proposals (if opened by ODJFS) submitted by the vendor, any attachments, addenda, appendices, or sample products.

Any proposals submitted in response to this or any ODJFS RFP which make claims of trade secret information shall be disqualified from consideration immediately upon determination that such unallowable claim has been made.

4.6 Contractual Requirements

- A. Any contract resulting from the issuance of this RFP is subject to the terms and conditions as provided in the model contract, which is included as **Attachment D.** of this RFP;
- B. Many of the terms and conditions contained in the model contract (See **Attachment D.**) are required by state and federal law; however, the vendor may propose changes to the model contract by annotating the model, and returning it with the vendor's proposal submission. Any changes are subject to ODJFS review and approval;
- C. Payments for any and all services provided pursuant to the contract are contingent upon the availability of state and federal funds;
- D. All aspects of the contract apply equally to work performed by any and all subcontractors;
- E. The contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality that apply to the employees of ODJFS and the State of Ohio. Any violation of confidentiality will result in an immediate termination of the contract, and may result in legal action;

- F. As a condition of receiving a contract from ODJFS, the contractor, and any subcontractor(s), shall certify compliance with any court order for the withholding of child support which is issued pursuant to Section 3113.217 of the ORC. The contractor, and any subcontractor(s), must also agree to cooperate with ODJFS and any Ohio Child Support Enforcement Agency in ensuring that the contractor or employees of the contractor meet child support obligations established under state law;
- G. By signing a contract with ODJFS, a vendor agrees that all necessary insurance is in effect; and
- H. The selected contractor shall be required to comply with prevailing wage standards, as established in ORC 4115.03 to 4115.16.

4.7 Travel Reimbursement

Travel should be folded into the overhead, per diem, or the hourly rates which are built into the cost of the deliverables. Travel is not to be listed separately unless otherwise specified in Section 5.2 C. (Proposal Format and Submission – Cost Proposal) of this RFP.

4.8 Minority Business Enterprise

ODJFS is required by Section 125.081(B) and 123.151 of the ORC to award fifteen percent (15%) of its total procurements to vendors certified as Minority Business Enterprises (MBE). Ohio certified MBE is defined in ORC Section 122.71. If the proposal is not submitted by a certified MBE, the vendor is strongly encouraged to subcontract a minimum of fifteen percent (15%) of the total contract price to an Ohio certified MBE.

The proposal must clearly indicate the name of the proposed Ohio MBE vendor and the exact nature of the work to be performed under the proposed subcontract. The proposal must include a letter from the proposed MBE, signed by a person authorized to legally bind the subcontractor, indicating the following:

- A. The subcontractor's legal status, federal tax ID number, and principle business address;
- B. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
- C. A complete description of the work the subcontractor will do;
- D. A commitment to do the work, if the vendor is selected;
- E. A statement that the subcontractor has and understands the RFP, the nature of the work, and the requirements of the RFP; and
- F. A copy of the Ohio MBE certificate.

There may be no dollar amounts of any kind included with the MBE information; inclusion of dollar amounts will result in the disqualification of the primary vendor's entire proposal.

A listing of Ohio certified MBEs can be accessed through the Ohio Department of Administrative Services (DAS) Web Site at: <http://das.ohio.gov/Eod/MBESearch/index.asp>.

While ODJFS strongly encourages the use of MBE subcontractors, the vendor's use of an MBE subcontractor will have no effect on vendors' technical scores or on final contractor selection for this RFP, **unless** Section VI, Criteria for Proposal Evaluation and Selection of this RFP (and/or the Technical Proposal Score Sheet for this RFP) affirmatively establish an MBE participation criterion.

4.9 Subcontractor Identification and Participation Information

Any vendors proposing to use a subcontractor for any part of the work described in this RFP must clearly identify the subcontractor(s) and their tasks in their proposals. The proposal must include a letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

- A. The subcontractor's legal status, federal tax ID number, and principle business address;
- B. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
- C. A complete description of the work the subcontractor will do;
- D. A commitment to do the work, if the vendor is selected;
- E. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

There may be no dollar amounts of any kind included with sub-contractor information; inclusion of dollar amounts will result in the disqualification of the primary vendor's entire proposal.

4.10 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.

4.11 Confidentiality

All contracts 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.

4.12 Key Personnel

ODJFS will require a clause in the resulting contract regarding key personnel in that any person identified as critical to the success of the project may not be removed without reasonable notice to ODJFS, and replacements will not be made without ODJFS approval. The project manager, assistant project manager(s), and supervisory personnel are considered critical to the success of the project.

4.13 Ethical & Conflict of Interest Requirements

- A. No contractor or individual, company or organization seeking a contract 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;
- B. No contractor or individual, company or organization seeking a contract shall solicit any ODJFS employee to violate any of the conduct requirements for employees;
- C. Any contractor acting on behalf of ODJFS shall refrain from activities which could result in violations of ethics and/or 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 contract or refusal by ODJFS to enter into a contract; and
- D. 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.

4.14 Health Insurance Portability & Accessibility Act (HIPAA) Requirements

As a condition of receiving a contract from 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. The selected vendor can reasonably anticipate HIPAA language in the contract that results from this RFP.

In the event of a material breach of contractor obligations under this section, ODJFS may at its option terminate the contract according to provisions within the contract for termination.

4.15 Waiver of Minor Proposal Errors

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.

4.16 Proposal Clarifications

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.

4.17 Contractual Requirements and Prevailing Wage Requirements

Any contract resulting from the issuance of this solicitation is subject to the terms and conditions as provided in the model contract, which is provided as **Attachment D.** to this RFP. Potential vendors are strongly encouraged to read the model contract and to be fully aware of ODJFS' contractual requirements. Additionally, the selected contractor will be required to comply with prevailing wage standards, as established in ORC 4115.03-4115.16.

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

ORC 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 arising out of this RFP, without notifying ODJFS of such finding. ODJFS will review the Auditor of State’s website prior to completion of evaluations of proposals submitted pursuant to this RFP. 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.

4.19 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 to be provided for the project which is the subject of this RFP 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 impact that the behavior that led to the claims could have on the vendor’s performance of the work, and the best interests of ODJFS.

4.20 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 RFP. 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.

4.21 Mandatory Disclosures of Work Location

Proposals must explicitly state the location(s) (city, state/province, country) where work described in this RFP would be performed, whether by the vendor or by any subcontractors.

4.22 Vendor Selection Restriction

Any vendor deemed not responsible, or submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the resulting contract.

4.23 Declaration of Material Assistance Requirements

Any vendor responding to any ODJFS RFP, RLB, or any other procurement opportunity is required to provide certification that the vendor has not provided material support or resources to any organization listed on the "Terrorist Exclusion List" (TEL) maintained by the U.S. Department of State. The Declaration of Material Assistance Form, provided as **Attachment C**, to this RFP, must be printed, completed, and signed by the interested vendor's authorized representative, and returned to ODJFS as a component of the vendor technical proposal/bid. Failure to properly complete the form or to provide it as part of the proposal submitted to ODJFS may result in the disqualification of the vendor's proposal from consideration.

Vendors may access the TEL from the Ohio Homeland Security Office website, located at www.homelandsecurity.ohio.gov.dma.asp or via e-mail to dma-info@dps.state.oh.us for the current list of excluded organizations and additional information.

4.24 Ohio Presence Consideration

The vendor that is awarded the contract resulting from this RFP is required to maintain a physical presence in Ohio throughout the term of the contract, including all renewal periods. Therefore, each vendor must either demonstrate in its proposal that it currently has a physical presence in Ohio or demonstrate concrete plans for establishing a physical presence, to include the actual or proposed location of the vendor's presence. Vendor proposals must identify the work to be performed for this project at that location and identify vendor personnel, either by staff name or function, that will operate from the Ohio location. ODJFS reserves the right, at its sole discretion to reject any proposals which fail to comply with this requirement.

In order to be acknowledged as a vendor with an Ohio presence, vendors must comply with instructions provided in this RFP, Section 5.2, Format for Organization of the Proposal, and provide information on the nature of the work and the number and type of vendor personnel at the Ohio location.

SECTION V. PROPOSAL FORMAT & SUBMISSION

5.1 Proposal Submission Information

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:

- **Eight (8)** paper copies [**one signed original** and **seven (7) 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 **Thursday, March 1, 2007**. Faxes 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 Section 5.2, Format for Organization of the Proposal. All copies (both paper and CD-ROM) of the original 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 MEDICAID MANAGED CARE ENROLLMENT CENTER SERVICES, RFP#: R-89-07-0004 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 RFP 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.

5.2 Format for Organization of the Proposal

A. Overall Proposal Organization

A sample Technical Proposal Score Sheet is provided as **Attachment E** of this RFP. **Vendors are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

The vendor's Technical Proposal must contain the following components (organized in five (5) primary tabs and divided into sub-tabs) as described below. Any other information thought to be relevant, but not applicable to a specific RFP 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 includes information/materials not required in the RFP. All pages beyond Tab 1 shall be sequentially numbered.

Vendors must organize their Technical Proposals in the following order:

Tab 1 Required Vendor Information and Certifications Document

Request for Taxpayer Identification Number (W-9) Form

Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Org.

Tab 2 Vendor Experience & Qualifications

Sub-Tab 2a. Mandatory Vendor Qualifications (Section 2.1, A through B)

Sub-Tab 2b. Organizational Experience & Capabilities (Section 2.2, A through D)

Sub-Tab 2c. Staff Experience and Capabilities (Section 2.3, A through E)

Tab 3 Scope of Work and Specifications of Deliverables (Section 3)

Sub-Tab 3a. Deliverable A

Sub-Tab 3b. Deliverable B

Sub-Tab 3c. Deliverable C...etc., through Deliverable J

Tab 4 Administrative Structures—Proposed Work Plan (Section 3.4)

Tab 5 Vendor Attachments or Appendices (refer to Sections 2.2, Organizational Experience and Capabilities and 2.3, Staff Experience and Capabilities)

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

NOTE: Vendors are required to submit **one additional 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 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 Form.**

B. Technical Proposal Details

The vendor's Technical Proposal must contain the following components, at a minimum. It is mandatory that vendor proposals be organized in the following order, and that wherever

appropriate, sections/portions of the vendor proposal make reference by section number/letter to those RFP requirements to which they correspond.

IMPORTANT: Any vendor Technical Proposals found to contain any prohibited cost information shall be disqualified from consideration. Prohibited cost information is defined as any dollar amounts which ODJFS might find indicative of the relative cost or economy of the proposed project. However, 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. Any prohibited cost information must be submitted with the separate, sealed project budget/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 project budget/Cost Proposal. Should a vendor feel it is important to include any documents containing such prohibited cost information in the technical proposal, the cost information in those documents must be made unreadable by the vendor before submission of the proposal to ODJFS.

1. (Tab 1)
Required Vendor Information & Certifications
Request for Taxpayer Identification Number (W-9) Form
Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization

In this section, the vendor is required to provide required information and certifications of eligibility for state contract awards, as described in **Attachment A.** to this RFP, entitled "Required Vendor Information & Certifications Document." Vendors may, at their discretion, either print **Attachment A.**, complete and sign it (in blue ink), and return it as the content of their Proposal Tab 1; or they may provide all the required information and certifications (each fully re-stated from **Attachment A.**) on their own letterhead, properly signed (in blue ink), and use that document as the content of their Proposal Tab 1. Vendors who fail to provide all information and certifications as described in **Attachment A.** in their Proposal Tab 1 risk disqualification.

The vendor must attach the **Request for Taxpayer Identification Number (W-9) Form**, which is provided as **Attachment B.** to this RFP, completed with an original signature in blue ink.

Vendors are required to provide a declaration regarding material assistance to a terrorist organization or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List and described in **Attachment C, Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization.** Vendors MUST print **Attachment C.**, complete and sign it (in blue ink), and return it as the content of their Proposal Tab 1. 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>.

The signed originals of the above referenced forms (**Attachments A., B., and C.**) are to be provided in the vendor's original proposal; photocopies of the completed and signed forms must also be provided with each of the required copies.

In the event that the vendor proposes the use of any subcontractors, information on the subcontractor(s) and letters of commitment as required by Section 4.8, Minority Business Enterprise or 4.9, Subcontractor Identification and Participation Information should also be provided in Tab 1.

The vendor must demonstrate in this Tab 1 section of its proposal either that it currently has a physical presence in Ohio or has concrete plans for establishing a physical presence. Information to be presented includes the actual or proposed location of the vendor's presence, a description of the work to be performed at that location, and the number of its personnel to operate from the Ohio location. If the Ohio location is planned but not yet operational, an estimated implementation schedule should be provided.

**2. (Tab 2)
Vendor Experience & Qualifications**

a. Mandatory Vendor Qualifications (Sub-Tab 2 a.)

The vendor must include information on the mandatory experience of the vendor, as described in **Section 2.1**, of this RFP.

b. Organizational Experience and Capabilities (Sub-Tab 2 b.)

The vendor should include information on the relevant experience of the vendor including any subcontractors; and any prior experience relevant to this RFP, as described in **Section 2.2**, of this RFP.

c. Staff Experience and Capabilities (Sub-Tab 2 c.)

Under this section the vendor is required to include resumes, education, experience, and list of related published works of all key personnel for this project, and describe any appropriate supplemental and support staff (including any subcontractors) to be involved, as described in **Section 2.3**, of this RFP.

**3. (Tab 3)
Scope of Work & Specifications of Deliverables**

This section should describe in detail how the vendor proposes to perform each tasks of the scope of work identified in Sections 3.2, Scope of Work and in Section 3.3, Specifications of Deliverables, of this RFP. The responses must address each element separately. Vendors should place their responses for each Deliverable identified in Section 3.3 behind separate sub-tabs as described above.

**4. (Tab 4)
Administrative Structures—Proposed Work Plan**

This section should describe in detail (in the order as outlined) the vendor's administrative structures as specified in Section 3.4, Administrative Structures—Proposed Work Plan of this RFP.

**5. (Tab 5)
Vendor Attachments or Appendices**

This section should, at a minimum, include excerpts/samples of work products described in RFP Section 2.2, Organizational Experience and Capabilities and/or 2.3, Staff Experience and Capabilities.

C. Cost Proposal

Three (one signed original and two copies) copies of the Cost Proposal must be submitted in a separate, sealed envelope, and labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR MEDICAID MANAGED CARE ENROLLMENT CENTER SERVICES, RFP#: R-89-07-0004 SUBMITTED BY [VENDOR’S NAME HERE].”** This envelope/package must also contain the labeled Cost Proposal CD-ROM.

Vendors are to complete the Cost Proposal Form, provided as **Attachment F** to this RFP according to instructions, sign it, and submit it fully completed as the separate sealed cost proposal. The Cost Proposal Form requires interested vendors to provide one all-inclusive, flat monthly rate for all services defined in Section 3.3 Specifications of Deliverables. Vendors are to use their professional comprehension of the effort required to perform those services and to offer to ODJFS its flat, all-inclusive fee for performing all deliverables. The flat rate offered in the vendor's Cost Proposal will be the rate in effect throughout the contract period, including any renewal contracts, as described in Section 1.10, Time Frames, Transition Potential, and Funding Availability, of this RFP.

Vendors are to use the format in **Attachment F, Cost Proposal Form**, to submit their cost proposal for SFYs 08, 09, 10, 11, 12 and 13. At the vendor's discretion, additional documentation may also be included with the completed **Attachment F**, as explanatory information, but when making the vendor selections and when executing the contract, ODJFS will consider only the rate displayed on the Cost Proposal Form.

In calculating their total proposed cost, vendors must consider cost resulting from each deliverable listed in Section 3.3 of this RFP, as well as all program costs, primary and incidental, necessary to complete all program activities (whether explicitly identified by ODJFS in this RFP or not).

Vendors are to base their Cost Proposal on providing enrollment services to between 1,225,000 and 1,400,000 eligibles. In the event the actual number of eligibles rises above 1,400,000 or drops below 1,225,000 eligibles at any time during the life of the contract, ODJFS may enter into negotiations for an increase or decrease in the contractor's compensation. ODJFS would only consider requests for additional compensation which are commensurate with, and appropriate for, the degree of increase in eligibles. Any such compensation increase or decrease would

require a formal amendment to the contract, and would be subject to all contractual and funding approvals, including Controlling Board (CB) review.

Contractor Reimbursement:

Compensation for all deliverables will be based on the selected vendor's approved bid rate. NOTE: ODJFS may negotiate an actual payment schedule based on deliverables after selection of a vendor and prior to contracting.

ODJFS will require a performance and continuity hold-back of not more than 5% of the total contract price for completion of the program requirements. The 5% hold-back will only be for deliverable costs on services provided to ODJFS during the initial contract term (SFY 08 through 09) and any renewal periods. The selected vendor may invoice for the 5% hold-back at the end of each SFY and shall be paid after satisfactory completion (at ODJFS' discretion) of applicable deliverables.

D. IMPORTANT – VENDOR 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 4.5 of this RFP) found anywhere in a vendor's proposal shall result in immediate disqualification of that vendor's proposal.

SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION

6.1 Scoring of Proposals

ODJFS will contract with a vendor that best demonstrates the ability to meet requirements as specified in this RFP. Vendors submitting a response will be evaluated based on the capacity and experience demonstrated in their Technical and Cost Proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT), comprised of staff from ODJFS, Office of Ohio Health Plans and their designees. 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 use of self-promotional claims will be evaluated accordingly. PRT members will be 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.

Selection of the vendor will be based upon the criteria specified in Sections II., III., IV., and V. of this RFP. Any proposals not meeting the requirements contained in those sections of this RFP will not be scored or may be held pending receipt of required clarifications. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The review team 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:

A. Phase I. Review—Initial Qualifying Criteria:

In order to be fully reviewed and scored, proposals submitted must pass the following Phase I. Review. **Any “no” for the listed Phase I. criteria will eliminate a proposal from further consideration.**

1. Was the proposal received by the deadline as specified in Sections 1.6 and 5.1?
2. Did the vendor submit one (1) signed original and seven (7) paper copies and one (1) electronic copy of their Technical Proposal, as well as their Cost Proposal (in a separate sealed envelope labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR MEDICAID MANAGED CARE ENROLLMENT CENTER SERVICES FOR RFP#: R-89-07-0004 SUBMITTED BY [VENDOR’S NAME HERE].”**)?
3. Does the vendor’s proposal include all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in **Attachment A**, and **Attachment C**?
4. According to those certifications, does the vendor affirmatively indicate that it is not on the federal debarment list; that there are no unfair labor findings against it; and it is not in violation of ORC Section 9.24, and therefore may enter into a contract with ODJFS?
5. Does ODJFS’ review of the Auditor of State website verify that the vendor is not excluded from contracting with ODJFS by ORC Section 9.24 for an unresolved finding for recovery (*i.e.*, the proposal of any vendor whose name appears on the Auditor’s website as having an unresolved finding for recovery will be eliminated from further consideration.)?
6. Does the vendor have a minimum of (refer to Section 2.1, A.):
 - a. Five (5) years experience with public assistance programs which are affected by the managed care program;
 - b. Five (5) years general management experience, including operational, administrative, and budget/management;
 - c. Five (5) years experience in the managed health care and/or health care industry;

- d. Five (5) years experience in operating a multi-county or statewide health care selection services contract;
 - e. Five (5) years experience in database analysis and electronic submission?
7. Has the vendor assigned a Project Manager that (refer to section 2.1, B.):
- a. Is or shall be Ohio-based (See Sec. 4.24);
 - b. Shall be solely dedicated (100%) to the Medicaid MCEC Services contract;
 - c. Has at least one (1) year of continuous employment or partnership with the vendor prior to the vendor’s proposal submission and is not a subcontractor; and,
 - d. Has at least a baccalaureate degree?

B. Phase II. Review—Criteria for Scoring the Technical Proposal:

The PRT will then score those qualifying technical proposals, not eliminated in Phase I. Review, by assessing how well the vendor meets the requirements as specified in Sections II, III, IV, V, and VI. of this RFP. Using the score sheet for Phase II scoring (see **Attachment E.** of this RFP for specific evaluation criteria), the PRT will read, review, discuss and reach consensus on the final technical score for each qualifying technical proposal.

A maximum of **3,715** points will be awarded for the Technical Proposal. A technical proposal must achieve a total of at least **2,355** points (a score which represents that the vendor can successfully perform the resulting contractual duties) out of the possible **3,715** points to qualify for continued consideration. Any proposal which does not meet the minimum required technical proposal points will be disqualified from any further consideration and its cost proposal will neither be opened nor considered.

All Phase II technical proposal evaluation criteria will be scored according to the following scale, based on a proposed plan’s ability to meet ODJFS needs. The Technical Proposal Score Sheet (see **Attachment E.**) uses the following point values for rating each requirement.

0	5	10	15
Does Not Meet Requirement	Partially Meets	Meets	Exceeds Requirement

Technical Performance Scoring Definitions:

“Does Not Meet Requirement”- A particular RFP requirement was not addressed in the vendor’s proposal, **Score: 0**

“Partially Meets Requirement”-Vendor proposal demonstrates some attempt at meeting a particular RFP requirement, but that attempt falls below acceptable level, **Score: 5**

“Meets Requirement”-Vendor proposal fulfills a particular RFP requirement in all material respects, potentially with only minor, non-substantial deviation, **Score: 10**

“Exceeds Requirement”-Vendor proposal fulfills a particular RFP requirement in all material respects, and offers some additional level of quality in excess of ODJFS expectations, **Score: 15**

IMPORTANT: Before submitting a proposal to ODJFS in response to this RFP, vendors are strongly encouraged to use the Technical Proposal Score Sheet (**Attachment E.**) and the above technical performance scoring information to review their proposals for completeness, compliance and quality.

All the remaining qualified Technical Proposals will proceed to the next level of review, which is consideration of the Cost Proposal. Any other proposals will be disqualified from further consideration, and the corresponding Cost Proposals will neither be opened nor will be scored.

C. Phase III.—Criteria for Considering the Cost Proposal

The Cost Proposal will be reviewed by ODJFS. The grand total of each technically qualified vendor’s Cost Proposal 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 E.** 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 E.**, for calculation of the winning score.

6.2 Review Process Caveats

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 to 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. Any such requests for proposal clarification when initiated by ODJFS, and vendors’ verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.9 of this RFP. Such communications are expressly permitted when initiated by ODJFS, but are at the sole discretion of ODJFS.

Should ODJFS determine a need for interviewing vendors prior to making a final selection, results to interview questions shall be scored in a manner similar to the process described in Section 6.1, Scoring of Proposals, above. Such scored results may be either added to those vendors’ proposal scores, or will replace certain criteria scores, at the discretion of ODJFS. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all vendors participating in the interview process for that RFP.

ODJFS reserves the right to negotiate with vendors for adjustments to their proposals should ODJFS determine, for any reason, to adjust the scope of the project for which this RFP is released. Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by ODJFS, but are at the sole discretion of ODJFS.

Any vendor deemed not responsible, or any submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the contract.

6.3 Final Vendor Recommendation

The PRT will recommend to the Director of ODJFS the technically qualified vendor offering the proposal most advantageous to ODJFS, as determined by the processes and requirements established in this RFP.

6.4 Tie Breaker

In the event that two or more of the proposals have a score which is tied after final calculation of both the technical proposal and the cost proposal, the proposal with the higher score in the technical proposal will prevail.

SECTION VII. PROTEST PROCEDURE

7.1 Protests

Any potential, or actual, vendor objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or 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 RFP. 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 RFP 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 RFP 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. the closing date for receipt of proposals, *as specified in Section 1.6, Anticipated Procurement Time Table, of this RFP.*
 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 eighth (8th) 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 B. of this section.
- D. All protests must be filed at the following location:
- Chief Legal Counsel
ODJFS Office of Legal Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-0423
- E. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Director of ODJFS determines that a delay will severely disadvantage the Department. The vendor(s) who would have been awarded the contract shall be notified of the receipt of the protest.
- F. ODJFS' Office of Legal Services shall issue written decisions on all timely protests and shall notify any vendor who filed an untimely protest as to whether or not the protest will be considered.

7.2 Caveats

ODJFS is under no obligation to issue a contract 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. Changes in this RFP of a material nature will be provided via the agency website. All vendors are responsible for obtaining any such changes without further notice by ODJFS.

SECTION VIII. ATTACHMENTS AND THEIR USES

- A. **Required Vendor Information and Certifications** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.)* B.
- B. **Request for Taxpayer Identification Number (W-9) Form** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.)*

- C. **Declaration of Material Assistance Form** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- D. **ODJFS Model Contract** (*For vendor reference purposes*)
- E. **Technical Proposal Score Sheet** (*For vendor self-evaluation purposes...do not submit*)
- F. **Cost Proposal Form** (*To be completed & included in Cost Proposal packet as specified in Sec. 5.1 and 5.2, C.*)

SECTION IX. APPENDICES AND THEIR USES

- A. **Medicaid Managed Care Enrollment Center Services RFP Abbreviations**
- B. **Assignment Utilization File (AUF) Format and Process**
- C. **Procedures for Accepting and Resolving Transition of Membership Issues and Just Cause Requests**
- D. **Procedures for Accepting and Resolving MCP Termination Requests for Benefits from the Bureau for Children with Medical Handicaps (BCMh), Supplemental Security Income (SSI) and Children in Custody (CIC)**
- E. **Annual Opportunity Month Process and Schedule**
- F. **Provider Verification System (PVS) File Layout for Monthly ODJFS Files**
- G. **Consumer Contact Record (CCR) Data Fields**
- H. **Data Fields for Consumer Contact Record (CCR) Selection Form**
- I. **Daily Eligibility File**
- J. **Secure Tokens Information**
- K. **Compliance Assessment Information**
- L. **Selection by Mail Packet Information**
- M. **CRIS-E Batch Process File Format and Error Codes**
- N. **Intake Form Data Fields for Just Cause and Transition of Membership**
- O. **Enrollment Services Center Selections by Assistance Group – January 1, 2006 through December 31, 2006**
- P. **Enrollment Services Center Activity – January 1, 2006 through December 31, 2006**
- Q. **Current Contractor Staffing Levels**