



**Ohio Department of Job and Family Services
Request for Letterhead Bids (RLB)
RLB#: R-89-07-0735**

I. Purpose

The Ohio Department of Job and Family Services (ODJFS) is soliciting bids to obtain a qualified vendor who will perform cost avoidance activities for the Medicaid Third Party Liability/Cost Avoidance (TPL/CA) Project (the "Project"). The selected vendor will be responsible for actively pursuing, receiving and updating third party insurance coverage information from insurance carriers so that ODJFS will be able to *electronically* determine if a Medicaid recipient has insurance coverage from another carrier and, if applicable, deny the claim prior to payment by Medicaid. This Request for Letterhead Bids (RLB) document is released by ODJFS, and the subsequent contract expected to result from this RLB process will be a contract between the selected vendor and ODJFS. The resulting contract will be limited to cost avoidance activities and will not involve "pay and chase" recoveries.

The contract resulting from this RLB process is intended to serve as an interim solution until Medicaid Information Technology Systems (MITS) has been implemented. MITS is a replacement system for the Medicaid Management Information System (MMIS), the claims payment system for ODJFS.

The ODJFS Office of Ohio Health Plans (OHP) will designate a staff member as the ODJFS Contract Manager to provide on-going supervision of the contractor selected through this RLB process. The contract period for this project is expected to run from approximately January 28, 2008 to June 30, 2009. No extensions or renewals are planned for the contract expected to result from this RLB process.

ODJFS will only accept proposals from vendors that demonstrate their capability of providing services as described in this RLB. OHP will be responsible for on-going supervision of the selected vendor's services, activities, and performance. For the purpose of this RLB, the term "vendor" shall be defined as an (organization/individual) interested in this opportunity. The term "contractor" is used in reference to the successful vendor selected through this RLB.

ODJFS is under no obligation to enter into a contract with any vendor as a result of this solicitation, if, in the opinion of ODJFS, 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 RLB of a material nature will be provided on the agency website. All vendors are responsible for obtaining any such changes without further notice by ODJFS.

II. Background

ODJFS is the state agency responsible for the administration of a number of assistance programs, including the Medicaid program, a medical assistance program established by Title XIX of the Social Security Amendments Act of 1965. The Ohio Medicaid population in State Fiscal Year (SFY) 2006 was approximately 1.7 million individuals. Total federal and state dollars spent for Ohio Medicaid for services delivered in SFY 2006 (July 1, 2005 - June 30, 2006) exceeded \$12 billion. Medical services are paid by a fee-for-service (FFS) arrangement with providers or by capitation payments to Medicaid-contracting Managed Care Plans (MCP).

Pursuant to federal mandate set forth in 42 Code of Federal Regulations (CFR) 433.135 through 433.154, ODJFS established a third-party recovery function to identify and pursue for recovery any individual, entity, or public or private program that is or may be liable to pay all or part of the medical cost of injury, disease, or disability of an applicant or recipient.

Pursuant to Ohio Administrative Code (OAC) § 5101:3-1-08, the Medicaid program reimburses for covered services only after all available third-party benefits are exhausted. Payments made under the Medicaid program must be reduced to the extent that they are offset by an insurance policy, workers' compensation or other third-party resource.

Glossary of Terms.

BENDEX	Beneficiary Data Exchange
Carrier Text File	Alphabetical listing of the insurance carriers and addresses
Carrier Code	Internal numeric code assigned to each carrier listed within the TPL Master
CRIS-E	Client Registry Information System-Enhanced [Eligibility Determination System]
DEERS	Defense Enrollment Eligibility Reporting System
EDB	Enrollment Database
EDI	Electronic Data Interchange
FACSIS	Family and Children Services Information System
MITIS	Medicaid Information Technology System
MMIS	Medicaid Management Information System
NAIC	National Association of Insurance Commissioners
NPI	National Provider Identifier
RMF	Recipient Master File
SACWIS	Statewide Automated Child Welfare Information System
SETS	Support Enforcement Tracking System
SSA	Social Security Administration
TPL	Third Party Liability
TPL Master File	TPL records housed within the MMIS including policyholder information and specific coverages and dates of entitlement.

III. Time and Date of Submission

Organizations, companies, firms, or individuals who are interested in submitting letterhead bids must make their submission not later than **3:00 p.m. Eastern (local) Time on Wednesday, November 14, 2007**. Faxes will not be accepted. Bids must be addressed to:

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

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

All submissions must be received, complete, by mail or hand delivery by the above date and time. Materials received after the submission deadline will not be added to previous submissions, nor be considered. No confirmations of mailed bids received can be provided. Submission of a bid indicates acceptance by the vendor of the conditions contained in this RLB, unless clearly and specifically noted in the bid submitted and confirmed in the contract between ODJFS and the vendor selected.

IV. Anticipated Procurement and Project Timetable

October 4, 2007	ODJFS Releases RLB to Potential Vendors on the ODJFS Website; Q & A Period Opens - Vendors may submit inquiries for RLB clarification
October 18, 2007	Vendor Q & A Period closes, 10 a.m. for inquiries for RLB clarification - No further inquiries for RLB clarification will be accepted
October 25, 2007	ODJFS posts Final Vendor Question & Answer Document on ODJFS website
November 14, 2007	Deadline for Vendors to Submit Proposals to ODJFS (3:00 P.M., local time)
November 30, 2007	ODJFS Issues Vendor Selection Notification Letter (estimated)
(Mid January 2008)	Controlling Board Review of Contract (estimated—if applicable). -Contract with the selected vendor requires review and approval
*January 28, 2008	Purchase Order approval – work may not begin until a state Purchase Order has been fully approved by OBM. (ESTIMATED DATE)

**June 30, 2009	All project work must be completed.
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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. * According to requirements of Ohio Revised Code (ORC) 126.07, contracts with ODJFS are not valid and enforceable, and work may not begin, until all required contractual and funding approvals are obtained. No work may be performed until the Office of Budget and Management (OBM) certifies the availability of appropriate funding, which is indicated by the approval of the Purchase Order (P.O.) The selected vendor may neither perform work nor submit an invoice for payment for work performed for this project for any time period prior to the ODJFS Contract Manager notifying the vendor that the requirements of Section 126.07 of the Ohio Revised Code have been met.

** Subject to all necessary approvals, the resulting contract is expected to be in effect from approximately January 28, 2008 to June 30, 2009, with no renewal contract to be in effect.

V. Internet Question & Answer Period; RLB Clarification Opportunity

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

- * Access the ODJFS Web Page at <http://ifs.ohio.gov>;
- * Select "About ODJFS" on the front page;
- * Select "Doing Business with ODJFS" listed on the left column of the page;
- * Select "Requests for Proposals, Letterhead Solicitations, and Other Invitations;"
- * Select RLB Number **R89070735**;
- * Select the R89070735@odjfs.state.oh.us link; and
- * Follow the instructions and guidelines as follows to send an e-mail question.

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

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

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

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

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

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

VI. Communications Prohibitions

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

The only exceptions to this prohibition are as follows:

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

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

* Important Note: Amendments to the RLB or to any documents related to it will be accessible to interested vendors through the original ODJFS website established for the RLB. All interested vendors are strongly encouraged to refer to the appropriate website regularly for amendments or other announcements. Failure on the part of ODJFS to notify any vendors of any possible changes or announcements related to this RLB does not absolve the vendors from their responsibility to look for updated information through the web page.

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

VII. Qualifications

ODJFS requires that interested vendors must address all the following minimum qualifications as well as organizational and staff experience and capabilities as described in this Section.

In order to be considered for the project described in this RLB, ODJFS requires that interested vendors **must** meet, at minimum, **all** the following qualification requirements:

A. Mandatory Vendor Qualifications

1. A minimum of three (3) years experience performing third-party liability activities including cost avoidance for local, state or federal entities that administer a public healthcare program;
2. A minimum of three (3) years experience in determining private and commercial insurance policy plans, types of coverage and benefit verifications; and,
3. A minimum of three (3) years experience in securing agreements and performing data exchanges of eligibility or claim information with government or private companies.

B. Qualifications References. The vendor must provide the following information for each respective mandatory qualification as listed in Section VII. A:

1. Contact Information. The vendor must provide a client contact name, title, phone number, email address, company name, and mailing address. The vendor also must include the same information for an alternate client contact, in the event ODJFS can not reach the primary contact. Failure to provide this information or providing information that is inaccurate may result in ODJFS not including the reference in the evaluation process or rejecting the vendor's proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the vendor's organization, subsidiaries, partnerships, etc.;
2. Project Name. The vendor must provide the name of the project where it obtained the mandatory experience;
3. Dates of Experience. The vendor must include each project's beginning month and year and an ending month and year to show the length of time the vendor performed the work, not just the length of time the vendor was engaged by the reference;

4. Description of the Related Service Performed. ODJFS will not assume that, since the experience requirement is provided at the top of the page, all descriptions on that page relate to that requirement. The vendor must reiterate the experience being described, including the capacity in which the work was performed and the role of the vendor on the project. It is the vendor's responsibility to customize the description to clearly substantiate the qualification; and,
5. Experience Description. The vendor must provide a description of how the related service shows the vendor's experience, capability, and capacity to develop the deliverables and to achieve this project's milestones.

Details such as the size of the organizations, duration of involvement, level of responsibility, significant accomplishments, as well as a thorough description of the nature of the experience will be required for ODJFS to determine that the organization and its experience indicate the likelihood of success if the vendor were awarded the ODJFS TPL/CA services contract.

INTERESTED VENDORS MAY NOT USE THE EXPERIENCE OR QUALIFICATIONS OF A SUBCONTRACTOR TO MEET ANY OF THE ABOVE MANDATORY QUALIFICATIONS OR EXPERIENCE. THESE MUST BE FULFILLED EXCLUSIVELY THROUGH THE QUALIFICATIONS AND EXPERIENCE OF THE VENDOR.

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

C. Organizational Experience and Capabilities

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

1. At least two, but not more than four, projects of similar size and scope that demonstrates their expertise in providing third-party cost avoidance solutions in the past five (5) years from proposal submission date; and,
2. Provide at least two, but not more than four, projects of similar size and scope that demonstrates their expertise in providing private and commercial insurance solutions in the past one (1) year from proposal submission date.

D. Staff Experience and Capabilities

The vendor must demonstrate significant expertise by assigning staff to key leadership roles. The vendor must, at minimum:

1. Identify and assign a Project Manager (a designated key staff person) in a position as liaison between the vendor's home base of operations and ODJFS. The project manager must present a resume with evidence of the following minimum qualifications:
 - a. A minimum of two (2) successful TPL/CA project implementations in the last five (5) years;

- b. Experience as a Project Manager where Medicaid and Medicare policies and procedures were utilized in at least one (1) project in the past five (5) years;
 - c. A minimum of three (3) years technical experience and knowledge utilizing system solutions and software where data entry, data exchange, database creation/update, claims processing, professional productivity tools, project reporting, determination of private and commercial insurance company policies and validation of benefits activities were involved; and,
 - d. A minimum of three (3) years experience in determining private and commercial insurance company policies and verifying benefits.
2. Identify, by position and by name, those additional staff they consider key to the project's success; and,
 3. 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 Sec. VIII., Scope of Work and Sec. X., Specifications of Deliverables of this RLB) of key staff expected to work on the project.

ODJFS will not consider a key staff person's overlapping months of experience toward meeting the experience requirements in this RLB. Therefore, for each requirement for a key position, the vendor must demonstrate that the key staff person meets the requirement through work experience that does not overlap in time with any other work experience used to meet the same requirement for the position.

VIII. Scope of Work

ODJFS is seeking to contract with a vendor with practical experience and success in cost avoidance methods and operations; who are conversant in federal and state regulations; and who possess the technological skills to build and maintain an information database compatible with ODJFS' Medicaid Management Information System (MMIS). Vendors may access Medicaid-related information on the Internet at <http://jfs.ohio.gov/OHP/index.stm>. The vendor selected through this RLB process shall be responsible for identifying primary coverage and providing the valid, verifiable eligibility information to the ODJFS CA unit by assuring that third-party payers do not shift costs of their programs to Medicaid.

TPL data is provided by county agencies, providers, consumers, employers, insurance companies, courts and attorneys. The primary source of Medicaid TPL/CA health insurance data is submitted to ODJFS by county agencies via the ODJFS 6612-Health Insurance Information Form. ODJFS receives an average of 1,000 ODJFS 6612 forms per week. The data is transferred electronically in a nightly interface to the MMIS TPL Master File for claims cost avoidance. Medicaid claims submitted through MMIS are matched against the TPL Master File. When a TPL record is found on file, the claim is denied. The provider receives a remittance advice with the primary insurance data and instructions to bill the appropriate carrier. The TPL Master File currently contains approximately 500,000 health insurance records.

Address information for insurance carriers is also maintained in MMIS and referred to as the MMIS Carrier Text File. The Carrier Text File has approximately 7,000 addresses for health insurance companies.

The following information is a summary of the duties and responsibilities of the contractor. In order to be considered for contract award, all aspects of the project work described must be adequately addressed in the vendor's technical proposal. Vendor proposals submitted in response to this RLB must reflect the vendor's understanding of, and commitment to perform, this Scope of Work fully. The selected vendor will be responsible for the deliverables as described in Section X., including all preparatory and intervening steps, whether or not ODJFS has explicitly specified or delineated them within the RLB. In developing their proposals, all vendors must fully and appropriately plan and cost out their proposed projects, including all necessary preparatory and intervening steps.

The selected vendor for this project will be required to, at minimum:

- A. Retrieve and validate all existing data in the TPL Master File and provide weekly to ODJFS (in an electronic database format) a listing of all needed updates, additions or terminations [The data will then be verified and added to the TPL Master File by ODJFS TPL cost avoidance staff.];
- B. Locate and validate new third party insurance coverage and provide a listing of all new records to ODJFS weekly in an electronic database format [The updates will then be verified and added to the TPL Master File by ODJFS' TPL CA staff.];
- C. Develop a solution with features and functionality that provides the ability for county caseworkers to query a database in real-time in order to obtain other insurance information for new Medicaid enrollees. The database environment and product deployed in support of the solution must be Health Insurance Portability and Accountability Act (HIPAA) compliant. This system could be a web-based or other interactive system or process developed by the vendor;
- D. Maintain a file of all insurance carriers licensed to do business in the State of Ohio. This file will compliment the existing file housed in MMIS;
- E. Either develop or utilize a current self-supported system to store third party information gathered from data exchanges and provide appropriate access to ODJFS;
- F. Interested vendors must recognize that this contingency fee contract is offered only for the identification of third-party resources. For payment purposes, identification of third-party resources will **not** include recovery of third-party resources and should specifically exclude data matches and recovery records already identified by the third party recovery vendor. Invoicing for these records will be excluded from payment. ODJFS will only compensate the selected vendor per new verified cost (See Sec. XV., C. for more cost information.);
- G. Maintain a reasonable accuracy rate for all eligibility file data added to MMIS and ensure, at minimum, that:
 - a. Records will be sent weekly to the designated ODJFS Contract Manager;
 - b. A random sampling verification of all identified records will be done by ODJFS staff to ensure accuracy. Verification of newly identified records will be done within 10 business days of receipt;
 - c. The last week of the month will be designated as systems wrap-up week. This will allow for final verification prior to invoicing for the previous month's identified records;
 - d. Records will continue to be sent;

- e. Validation of records sent during the last week of each month will take place the first week of the following month; and,
 - f. Upon conclusion of validation, the selected vendor may then bill for verified records that were previously mutually agreed upon.
- H. The selected vendor will be held to specific performance review criteria over the life of the contract to ensure that Work Deliverables, as outlined in the RLB and attested to in the vendor's Technical Proposal and Cost Proposal Form, are being met. Review of Work Deliverables as identified in the Project Plan will occur at intervals agreed upon by both the Contract Manager and the selected vendor. The QA review criteria will be based on the following factors:
- a. Validation of provided eligibility records; and,
 - b. Ease of tracking documents.
- I. Incomplete or inaccurate Work Deliverables as specified in the Proposal and illustrated in the Project Plan without prior notification to and agreement by the Contract Manager will result in remedial action that may include but is not limited to:
- a. Adjustment of overall Work cost basis; and,
 - b. Re-engineering of solution to correct inconsistencies by the selected vendor at the selected vendor's cost.

IX. 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. Provide a technical approach and work plan to be implemented;
- B. Provide a status reporting procedure for reporting work completed, and resolution of unanticipated problems;
- C. Provide a timeline for each component of the scope of work and the overall project and including the staff hours for personnel involved; and,
- D. Include a Table of Organization (including any subcontractors) which 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.

X. Specifications of Deliverables

ODJFS has the following objectives that it wants this project to fulfill, and it will be the contractor's obligation to ensure that the project meets these objectives.

The contracted services shall include, but may not be limited to, the following areas:

- A. Secure new agreements and sustain existing agreements with government agencies and private companies for the execution of exchanges of data to determine the legal liability of third parties as required in the CFR Title 42 Volume 3. This data is to be gathered on a daily basis from insurance carriers and shared with ODJFS;

- B. Obtain and verify data for an effective and valid cost avoidance process as required in the CFR, Title 42 Volume 3;
- C. Check availability of third party insurance coverage prior to payment of the claim by Medicaid and update coverage information on the TPL Master File;
- D. Provide weekly verified TPL Cost avoidance data, including Medicare data, for submission to ODJFS contracting Medicaid MCPs;
- E. Retrieve and validate all existing data in the TPL Master File and provide weekly to ODJFS in an electronic database format, a listing of all needed updates, additions or terminations;
- F. Locate and validate new third party insurance coverage and provide weekly to ODJFS a listing of all new records in an electronic database format;
- G. Submit valid cost avoidance records in an electronic format at minimum on a weekly basis to ODJFS. Updates to the TPL Master File must contain the following information at a minimum:
 - 1. Policy Holder name;
 - 2. Policy Holder social security number;
 - 3. Policy and Group numbers;
 - 4. Insurance carrier code that corresponds to MMIS carrier file;
 - 5. Begin and end date(s) of coverage; and,
 - 6. Service Type codes of coverage that will correspond to MMIS codes to be able cost avoid against proper claims, e.g., Dental, Rx, Vision, Inpatient, etc.
- H. Provide detailed reports monthly in an electronic format of all TPL activities to ODJFS;
- I. Develop a solution with features and functionality that provides the ability for county caseworkers to query a database real-time to obtain other insurance information for new Medicaid enrollees. The database environment and product deployed in support of the solution must be HIPAA compliant;
- J. Maintain a file of all insurance carriers licensed to do business in the State of Ohio. The vendor must provide, in an electronic format, new and updated carrier information upon receipt. The update should include the following:
 - 1. Carrier name and identifier [National Association of Insurance Commissioners (NAIC) and/or National Provider Identifier (NPI)];
 - 2. Technical entity contact information, including phone number;
 - 3. Corporate contact name, address, and telephone number;
 - 4. Claims submission address and phone number;

5. Indicators of participation in insurance disclosure, billing media (e.g., clearinghouses, trading partners, etc.) effective and end dates of activity;
 6. Active/inactive status; and,
 7. Group and policy numbers and benefit packages supported by individual insurance carriers.
- K. Develop or utilize a current self-supported system to store third party information gathered from data exchanges and provide appropriate access to ODJFS. The system must support the following:
1. The ability to accept eligibility files from various insurance carriers and other entities and match to Recipient Master File (RMF) to find Medicaid recipients that have other insurance coverage primary to Medicaid;
 2. The current MMIS solution deployed at ODJFS;
 3. Must be able to use HIPAA 270/271 and HIPAA 834 transactions to update the TPL Master File;
 4. Must be able to receive, store, and process TPL information from various eligibility system sources (at a minimum CRIS-E, SETS, and SACWIS);
 5. Must be able to accept input from the following sources or systems:
 - a. Manually entered TPL information by individual counties;
 - b. The Beneficiary Data Exchange (BENDEX) and Enrollment Database (EDB) file (Medicare);
 - c. TPL information from providers;
 - d. Insurance disclosure files;
 - e. Post pay recovery Contractor TPL eligibility information;
 - f. NAIC insurance carrier list;
 - g. Social Security Administration (SSA)/ Centers for Medicaid/Medicare Services (CMS) query responses; and,
 - h. Defense Enrollment Eligibility Reporting System (DEERS).
 6. Must be able to send validated policy information, in an electronic data file format (see **Attachment G., Cost Avoidance File Layout** compatible with ODJFS requirements, on a daily basis to ODJFS;
 7. Must provide a Query feature of an ODJFS-defined list of insurance carriers (including the top ten) within one business day of eligibility to determine whether new or re-determined Medicaid consumers have other healthcare benefits;
 8. Must provide a Query feature for Federal BENDEX and/or EDB information within one business day of eligibility to determine whether new or re-determined consumers have other healthcare benefits;
 9. The solution must provide access to the MMIS TPL Master File on MMIS that enables a user with the ability to easily update appropriate data and information that is used to cost avoid claims;

10. The solution must maintain all third party resource data at the consumer specific level, consistent with ASC X12N 270/271, the National Electronic Data Interchange (EDI) Transaction Set Implementation Benefit Eligibility Inquiry/Response and/or 834 transactions, including:
- Insurance Carrier name and ODJFS-defined identifier (NAIC and/or NPI);
 - Policy number and group number;
 - Effective date and end date of coverage, if applicable;
 - Add date, change date and verification date of insurance;
 - Type of Insurance (e.g., MCP, Preferred Provider Organizations (PPO), Indemnity plan, etc.);
 - Source and type of insurance information identifier;
 - Policy holder name, address, SSN, date of birth, relationship to insured, employer name and address;
 - Coverage types (e.g., hospital, surgical, vision/dental plan, pharmacy, etc.) included in a TPL matrix to be used in claims adjudication;
 - Medicare Parts A, B, C, D; and,
 - Supplemental (Medi-Gap policy).
11. The solution must maintain audit trails for all changes / updates to consumer insurance data including those that were unable to be applied;
12. Integrate functions within an existing TPL contract, an EDI exchange contract, and a child support contract, as needed;
13. Provide statistical and/or ad hoc reports from the TPL Interface Tracking File, the TPL Master File, and the 270/271 exchange and HIPAA 834;
14. The solution must maintain all third party coverage information and benefit package information, including multiple TPL sources, for Medicaid consumers for all periods of eligibility; and,
15. Expand the Claim Type matrix on the TPL Master File to 142 Service Type Code fields. Each field should be a 2 digit alpha/numeric field. The correlating TPL Master File claim type Service codes to HIPAA compliant service codes will be as follows:

TPL Master File Claim Type Service Code		HIPAA Compliant Service Codes
A	=	30
B	=	47, 48, 49, 50, 51, 52, 53, 86
C	=	1, 2, 81, 96, 98, 99, A0, BA
D	=	55
E	=	43, 88, 89, 91, 92
F	=	54, A1, A2, AG, AH
G	=	65, 68, 80

TPL Master File Claim Type Service Code		HIPAA Compliant Service Codes
H	=	42, 44, 46, 74
I	=	4, 5, 62, 66, 73
J	=	11, 12, 16, 18
K	=	13
L	=	7, 97
M	=	56, 57, 59
N	=	A4, A5, A7, A8, BB, BC
O	=	A9, AA, AB, AC
P	=	6, 76, 78, 87
Q	=	A6, AD, AE, AF, BG
R	=	69, 82
S	=	93, 94
T	=	AL, AN
U	=	AM, AO
V	=	25, 27, 37, 38, 39, 40
W	=	24, 26, 36, 41
X	=	33, 34
Y	=	45, 85
Z	=	BH, BI, BK, BL, BN, BP, BQ, BR

XI. Vendor Compensation

On the Cost Proposal Form (provided as **Attachment F** to this RLB), vendors are to propose their firm, fixed, all-inclusive cost per new verified record. The proposed all-inclusive cost shall represent the entire cost the vendor offers for the full and successful completion of all tasks and deliverables. The vendor's proposed cost per new verified record (per SFY) shall be compensation for all deliverables to be performed under the resulting contract for successful completion of the work described in this RLB.

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

Each Proposal must include sufficient data to allow ODJFS to verify the total cost for the Project and all of the vendor's claims of meeting the requirements.

XII. RLB Process Information and Other Contractual Requirements:

A. State Contracts

Responses must list any current contracts the vendor has with State of Ohio agencies. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percent of

the project completed. Vendors must complete a copy of the Required Vendor Information and Certifications Document (provided as **Attachment A**) to report this information, and include the completed document in the vendor's proposal as specified in **Section XV B.1.**, of this RLB.

B. Interview

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

C. Start Work Date

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

D. Proposal Costs

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

E. Trade Secrets Prohibition; Public Information Disclaimer

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

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

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

F. Contractual Requirements

Any 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 RLB. Potential vendors are strongly encouraged to read the model contract to be fully aware of all ODJFS contractual requirements.

G. Travel and Parking Expense Reimbursement

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

H. Public Release of Records

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

I. Confidentiality

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

J. Ethical & Conflict of Interest Requirements

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

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

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

L. Mandatory Contract Performance Disclosure

Each proposal must disclose whether the vendor’s performance, or the performance of any of the proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those described in this RLB, has resulted in any “formal claims” for breach of those contracts. For purposes of this disclosure, “formal claims” means any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), or assigned to mediation. If any such claims are disclosed, vendor shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration

or mediation regarding those claims, including terms of any settlement. While disclosure of any formal claims in response to this section will not automatically disqualify a vendor from consideration, at the sole discretion of ODJFS, such claims and a review of the background details may result in a rejection of the vendor's proposal. ODJFS will make this decision based on its determination of the seriousness of the claims, the potential that the behavior that led to the claims could negatively impact vendor's performance of the work, and the best interests of ODJFS.

M. Mandatory Disclosures of Governmental Investigations

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

N. Vendor Selection Restriction

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

O. Waiver of Minor Proposal Errors

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

P. Subcontractor Identification and Participation Information

Any vendors proposing to use a subcontractor for any part of the work described in this RLB 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 RLB, the nature of the work, and the requirements of the RLB.

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.

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

As a condition of doing business with ODJFS, the contractor, and any subcontractor(s), will be required to comply with 42 U.S.C. Sections 1320d through 1320d-8, and to implement regulations at 45 C.F.R. Section 164.502 (e) and Sections 164.504 (e) regarding disclosure of protected health information under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Protected Health Information (PHI) is information received by the contractor from or on behalf of ODJFS that meets the definition of PHI as defined by HIPAA and the regulations promulgated by the United States Department of Health & Human Services, specifically 45 CFR164.501 and any amendments thereto. The selected vendor can reasonably anticipate HIPAA language in the contract that results from this RLB. 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.

R. Caveat

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

S. Ohio Presence Consideration

The vendor that is awarded the contract resulting from this RLB 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 RLB, Section XV., 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.

XIII. Selection Process

All proposals will be reviewed and scored by a Proposal Review Team (PRT) comprised of ODJFS staff. Vendors should not assume that the review team members are familiar with any current or past work activities with ODJFS. Proposals containing assumptions, lack of sufficient detail, poor organization, lack of proofreading, and unnecessary self-promotional claims will be evaluated accordingly. PRT members are required to sign disclosure forms to establish that they have no personal or financial interest in the outcome of the proposal review and contractor selection process. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The PRT may waive minor defects that are not material when no prejudice will result to the rights of any vendor or to the public.

In scoring the proposals, ODJFS will score in three phases: Phase I—Initial Qualifying Criteria, Phase II—Scoring of the Technical Proposal, and Phase III—Consideration of Proposed Cost. In addition, the PRT may, at

its option, elect to conduct interviews as part of the process. All score criteria are presented in the Technical Proposal Score Sheet, which is provided as **Attachment E** to this RLB.

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 Section III. and IV. of the RLB?
2. Did the vendor submit seven (7) copies of their Technical Proposal along with their Cost Proposal (in a separate sealed envelope) labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR MEDICAID TPL/CA SERVICES, RLB#: R-89-07-0735 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 **Attachments A** and **C** to the RLB?
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 R.C. 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 R.C. 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. Did the vendor demonstrate:
 - a. A minimum of three (3) years experience performing third-party liability activities including cost avoidance for local, state or federal entities that administer a public healthcare program?
 - b. A minimum of three (3) years experience in determining private and commercial insurance policy plans, types of coverage and benefit verifications?
 - c. A minimum of three (3) years experience in securing agreements and performing data exchanges of eligibility or claim information with government or private companies?
7. Has the vendor:
 - a. Provided a client contact name, title, phone number, email address, company name, and mailing address and has included the same information for an alternate client contact, in the event ODJFS can not reach the primary contact?
 - b. Provided the name of the project where it obtained the mandatory experience?
 - c. Included each project’s beginning month and year and an ending month and year to show the length of time the vendor performed the work, not just the length of time the vendor was engaged by the reference?

- d. Provided a description of the related service performed and reiterated the experience being described, including the capacity in which the work was performed and the role of the vendor on the project?
- e. Provided a description of how the related service shows the vendor's experience, capability, and capacity to develop the deliverables and to achieve this project's milestones?

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 VII, VIII, IX, and X of this RLB. Using the score sheet for Phase II scoring (see **Attachment E**) of this RLB 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 technical quality points that could be earned for the Technical Proposal is established on the Technical Proposal Score Sheet, which is provided as **Attachment E** to this RLB. A technical proposal must achieve a total score of at least **500 points** out of a maximum of **636 possible points** (as designated on **Attachment E**), 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	6	8	10
Does Not Meet Requirement	Partially Meets	Meets Requirement	Exceeds Requirement

Technical Performance Scoring Definitions:

“Does Not Meet Requirement”-a particular RLB requirement was not addressed in the vendor's proposal, **Score: 0**

“Partially Meets Requirement”-vendor proposal demonstrates some attempt at meeting a particular RLB requirement, but that attempt falls below acceptable level, **Score: 6**

“Meets Requirement”-Vendor proposal fulfills a particular RLB requirement in all material respects, potentially with only minor, non-substantial deviation, **Score: 8**

“Exceeds Requirement”-Vendor proposal fulfills a particular RLB requirement in all material respects, and offers some additional level of quality in excess of ODJFS expectations, **Score: 10**

IMPORTANT: Before submitting a proposal to ODJFS in response to this RLB, 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 be neither opened nor scored.

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

The Cost Proposals submitted by all vendors not previously disqualified in earlier phases of the review and scoring process will be reviewed by ODJFS. All vendors which earned at least the minimum technical score of **500** out of the maximum possible score of **636** will enter the cost proposal consideration phase. Of those qualified vendors, ODJFS will recommend for contract award the vendor that proposes as its payment rate the lowest sum total cost per new verified record for both SFYs 08 and 09. Medicaid expenditure recoveries, as described in this RLB.

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 RLB) are deemed to be excessive, 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 at least one of those is not deemed to be excessive, ODJFS will then consider those vendors' proposed costs/rates according to the standards described above in this section, and in the Technical Proposal Score Sheet, **Attachment E**.

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 RLB is released.

D. Final Selection

The PRT will recommend for selection the technically qualified vendor which offers the lowest cost-per-quality point. Results from the Interview (if appropriate) will be considered.

At its sole discretion, ODJFS may choose to conduct interviews prior to final vendor selection. Interview question responses will then be considered according to a process comparable to the Technical Proposal Scoring described in Section XIII. B, Phase II Review—Criteria for Scoring the Technical Proposal.

E. Tie Breaker

In the event that two or more vendors offer the same rate, ODJFS will recommend the vendor that earned the highest technical quality score.

XIV. Format of Submission

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:

- **Seven** paper copies (**one signed original** and **six** 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. local time on **Wednesday, November 14, 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 XV., "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 TPL/CA SERVICES, RLB#: R-89-07-0735 SUBMITTED BY [VENDOR'S NAME HERE]."**

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

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

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

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

XV. Format for Organization of the Proposal

A. Overall Proposal Organization

A sample Technical Proposal Score Sheet is provided as **Attachment E.** of this RLB. **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 RLB section number/letter must be provided as an appendix to the proposal and so marked as an additional tab. ODJFS reserves the right not to review submitted appendices which includes information/materials not required in the RLB. 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 VII. A., 1. through 3.)
Sub-Tab 2b. Qualifications References (Section VII. B., 1. through 5.)
Sub-Tab 2c. Organizational Experience & Capabilities (Section VII. C., 1. through 2.)
Sub-Tab 2d. Staff Experience and Capabilities (Section VII. D., 1. through 3.)

Tab 3 Scope of Work and Specifications of Deliverables
Sub-Tab 3a. Deliverable A
Sub-Tab 3b. Deliverable B
Sub-Tab 3c. Deliverable C, etc. (through Deliverable K)

Tab 4 Administrative Structures—Proposed Work Plan

Tab 5 Vendor Attachments or Appendices

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 RLB 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 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 RLB 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 RLB, 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 RLB, 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 (**RLB 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 XII.P., Subcontractor Identification and Participation Information should also be provided in Tab 1.

In order to be acknowledged as a vendor with an Ohio presence (as described in RLB Section XII.S., Ohio Presence Consideration) for additional scoring consideration, 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 VII., A.**, of this RLB.

b. Qualifications References (Sub-Tab 2 b.)

The vendor must include information on qualifications references of the vendor, as described in **Section VII., B.**, of this RLB.

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

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

d. Staff Experience and Capabilities (**Sub-Tab 2 d.**)

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 VII., D.**, of this RLB.

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 VIII., Scope of Work and in Section X., Specifications of Deliverables, of this RLB. The responses must address each element separately. Vendors should place their responses for each Deliverable identified in Section X. 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 IX., Administrative Structures—Proposed Work Plan of this RLB.

5. (Tab 5)
Vendor Attachments or Appendices

This section should, at a minimum, include excerpts/samples of work products voluntarily presented by the vendor, such as excerpts of published articles or past work projects, etc. ODJFS reserves the right not to review and consider any such documentation if not specifically required by this RLB.

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 TPL/CA SERVICES, RLB#: R-89-07-0735 SUBMITTED BY [VENDOR’S NAME HERE].”**

This envelope/package must also contain the labeled Cost Proposal CD-ROM. The Proposal must include a statement that the prices quoted are firm.

Vendors are to complete the Cost Proposal Form, provided as **Attachment F.** to this RLB according to instructions, sign it, and submit it fully completed as the separate sealed cost proposal. The prices offered in the vendor's Cost Proposal will be the prices in effect throughout the contract period (SFYs 08 and 09) as described in this RLB.

Vendors are to use the format in **Attachment F, Cost Proposal Form**, to submit their cost proposal for SFYs 08 and 09. The selected vendor shall only be compensated per new verified record. 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 dollar amounts displayed on the Cost Proposal Form.

In calculating their total proposed new verified record cost, vendors must consider cost resulting from each task and deliverable listed in Sections VIII. and X. of this RLB, as well as all program costs, primary and incidental, necessary to complete all program activities (whether explicitly identified by ODJFS in this RLB or not).

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 XII E. of this RLB) found anywhere in a vendor's proposal shall result in immediate disqualification of that vendor's proposal.

XVI. Protests

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

1. A protest may be filed by a prospective or actual bidder objecting to the award of a contract resulting from this solicitation. The protest shall be in writing and shall contain the following information:
 - a. The name, address, and telephone number of the protestor;
 - b. The name and number of the solicitation being protested;
 - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - d. A request for a ruling by ODJFS;
 - e. A statement as to the form of relief requested from ODJFS; and

- f. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
2. A timely protest shall be considered by ODJFS, if it is received by ODJFS' Office of Legal Services, within the following periods:
 - a. A protest based on alleged improprieties in the issuance of the RLB or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 3:00 p.m. of the closing date for receipt of proposals as specified in Section III., Time and Date of Submission.
 - b. 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.
 3. An untimely protest may be considered by ODJFS if ODJFS determines that the protest raises issues significant to the department's procurement system. An untimely protest is one received by ODJFS' Office of Legal Services after the time periods set forth in Item #2 of this section.
 4. All protests must be filed at the following location:

Chief Legal Counsel, Office of Legal Services
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414
 5. 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.
 6. 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.

XVII. Attachments

- A. Required Vendor Information and Certifications** (To be completed & included in proposal packet as specified in Sec. XI., B.)
- B. Request for Taxpayer Identification Number (W-9) Form** (To be completed & included in proposal packet as specified in Sec. XI., B.)
- C. Declaration of Material Assistance Form** (To be completed & included in proposal packet as specified in Sec. XI., B.)
- D. ODJFS Model Contract** (For vendor reference purposes...do not submit)
- 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. XI., C.)
- G. Cost Avoidance File Layout**