



**Ohio Department of Job and Family Services
Request for Letterhead Bids (RLB)
Money Follows the Person Quality of Life Survey
RLB#: R-89-07-0924**

I. Purpose

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Letterhead Bids (RLB) for the purpose of obtaining a qualified vendor to perform Quality of Life (QoL) Surveys of seniors and persons with disabilities transitioning from institutions to home and community-based settings under Ohio's Money Follows the Person (MFP) Demonstration Project. The selected vendor will be responsible for administering the required survey (up to two times per program participant over a period of thirteen (13) month intervals during the five year period of the demonstration project) to up to 2231 individuals, and submitting the completed surveys quarterly to ODJFS for review and approval. Interested vendors are advised to refer to **Appendix A** for estimated participant enrollment per State Fiscal Year (SFY). Once the selected vendor's completed surveys have been submitted in the required format and approved by the ODJFS Contract Manager, ODJFS will forward the surveys to Mathematica Policy Research, Inc. (MPRI) and the Centers for Medicare and Medicaid Services (CMS).

The ODJFS Office of Ohio Health Plans (OHP), Bureau of Community Access, will designate a staff member as the ODJFS Contract Manager to provide on-going supervision of the contractor selected through this RLB process. The initial contract period for this project is expected to run from approximately July 1, 2009 to June 30, 2011 [SFY 10 through 11]. ODJFS anticipates three (3) one-year renewal contracts to be in effect, contingent upon satisfactory performance, continued availability of funding, and all required approvals, from July 1, 2011 through June 30, 2014 (SFYs 12, 13 and 14). Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (e.g., 7/01/11 through 6/30/13), the contract with the selected vendor will be subject to renewal for the final 12-month period of the project. Renewal may be subject to approval by the Controlling Board.

ODJFS will only consider proposals from vendors that demonstrate their capability of providing services as described in this RLB. This RLB document is released by ODJFS, and the subsequent contract expected to result from this RLB process will be a contract between the vendor and ODJFS. 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

In January 2007, Ohio was awarded funding for the MFP Demonstration Project enacted by Congress as part of the Federal Deficit Reduction Act of 2005. Ohio was one of 17 states to receive enhanced federal matching funds over five years to relocate approximately 2,231 seniors and persons with disabilities from institutions to home and community-based settings in an effort to balance Ohio's long term service and support structure and provide options to recipients to live and receive services in settings that meet their preferences. As part of this initiative under the grant terms and conditions, each state must conduct a Quality of Life Survey for each participant.

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, April 8, 2009**. Faxes will not be accepted. Bids must be addressed to:

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

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

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

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

IV. Anticipated Procurement and Project Timetable

DATE	EVENT/ACTIVITY
February 27, 2009	ODJFS Releases RLB to Potential Vendors on ODJFS Web Site; Q&A Period Opens - RLB becomes active - Vendors may submit inquiries for RLB clarification

March 13, 2009	Vendor Q&A Period Closes, 10 a.m. (for RLB Clarification inquiries) - No further inquiries for RLB clarification will be accepted
March 23, 2009	ODJFS provides Final Vendor Question & Answer Document (estimated)
April 8, 2009	Deadline for Vendors to Submit Proposals to ODJFS (3 p.m.) - This is the proposal opening date, beginning the ODJFS process of proposal review
April 28, 2009	ODJFS Issues Contract Award Notification Letter (estimated) - Vendors that submitted proposals in response to this RLB will be sent letters stating whether their proposal was accepted for award of the contract
June 1, 2009	Controlling Board Review of Contract (estimated—if applicable). -Contract with the selected vendor requires review and approval
July 1, 2009	Implementation* (estimated—following notification of all contractual and funding approvals) - ODJFS contracts are not valid and effective until the state Office of Budget Management approves the purchase order.
June 30, 2011	Project Completion** - All work must be completed and approved by ODJFS Contract Manager
7/1/11 through 6/30/12 (SFY 12) 7/1/12 through 6/30/13 (SFY 13) 7/1/13 through 6/30/14 (SFY 14)	Anticipated renewal periods

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, 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 approximately July 1, 2009 through June 30, 2011, with three (3) one-year renewal contracts to be in effect, contingent upon satisfactory performance, continued availability of funding, and all required approvals, from July 1, 2011 through June 30, 2014 (SFYs 12, 13 and 14). Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (e.g., 7/01/11 through 6/30/13), the contract with the selected vendor will be subject to renewal for the final 12-month period of the project. Renewal may be subject to approval by the Controlling Board.

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://jfs.ohio.gov>;
- * Select "About ODJFS" on the front page;
- * Select "Doing Business with ODJFS" listed on the left column of the page;
- * Select "Requests for Proposals, Letterhead Solicitations, and Other Invitations;"
- * Select RLB Number **R89070924**;
- * Select the R89070924@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 XVI. 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 and Project 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. Qualifications

In order to be considered for the resulting contract, 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:

A. Mandatory Vendor Qualifications

In order to be considered for the project described in this RLB, ODJFS requires that interested vendors **must** meet, at minimum, **all** of the following mandatory qualification requirements. ODJFS will **only** consider proposals from vendors who have, at minimum:

1. Submitted their proposal to ODJFS by the deadline and location as specified in Section III. of this RLB;
2. Submitted **one original and five (5) paper copies** and **one electronic copy** of their Technical Proposal labeled: **“TECHNICAL PROPOSAL ENCLOSED FOR MFP QUALITY OF LIFE SURVEY SERVICES PROJECT, RLB#: R-89-07-0924 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION)”**;
3. Submitted **three** (one signed original and two copies) copies of the Cost Proposal in a separate, sealed envelope, and labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR MFP QUALITY OF LIFE SURVEY SERVICES PROJECT, RLB#: R-89-07-0924 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION).”**;
4. Included all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in **Attachments A., and C.** to the RLB;
5. According to those certifications, the vendor has affirmatively indicated 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;

6. Been verified by ODJFS' review of the Auditor of State website 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.);
7. Demonstrated at least five (5) years experience in performing survey development, analysis and reporting. Vendors must submit a detailed written cover letter of the vendor's experience during the last five (5) years which includes, but not limited to, historical and current data regarding the vendor's size, organizational structure, and whether the vendor is local, regional, or national organization;
8. Demonstrated at least five (5) years experience with data collection, storage and disposition;
9. Demonstrated at least three (3) years experience in working with consumer and advocacy groups and other alliance building activities; and,
10. Assigned a Project Manager (PM) to the project who meets the qualification standards established by the Project Management Institute (PMI) to be a certified project manager; and who has had at least three (3) years experience on projects of similar size and scope. Vendors must supply documentation of project management certification and date when assigned PM achieved his or her PMI certification;

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

B. Organizational Experience and Capabilities

In order to be considered for the contract expected to result from this RLB, ODJFS requires that interested vendors have, at minimum:

1. Provided documentation of the vendor's experience in the design, implementation and evaluation of similar types of projects. Vendors must include descriptions of at least two, but no more than four, similar-sized projects completed in the past five (5) years that demonstrate expertise in performing survey development, analysis and reporting;
2. Demonstrated understanding of the Ohio Medicaid program;
3. Demonstrated an understanding of HIPAA regulations as they relate to participants in the Ohio Medicaid program regarding record retention and destruction as well as having appropriate safeguards in place to assure the security and confidentiality of survey subjects; and,
4. Provided names and contact information for at least three entities, other than ODJFS, for which the vendor has performed similar scale projects for in the past five (5) years. The vendor must provide the following information about each project:
 - a. Company name and address;

- b. Contact person and phone number;
- c. Project name and time span; and,
- d. A detailed description of the scope of services provided that relate to the requirements of this RLB.

C. Staff Experience and Capabilities

Interested vendors must demonstrate significant expertise by assigning staff to key leadership roles for this project. Key positions will require profiles and curriculum vitae.

The vendor must, at minimum:

1. Identify by position and by name, those staff the vendor considers to be key to the project's success and who will be assigned to this project;
2. Identify and assign an individual as the Project Manager (PM) for the duration of this project;
 - Demonstrate that the PM possesses, at minimum, a graduate degree in statistics, public health, economics, political science, sociology, computer science, or other quantitatively oriented discipline, and at least three (3) years experience performing survey research and who meets the qualification standards established by the Project Management Institute (PMI) to be a certified project manager for the previous three (3) years; and who has had at least three years experience on projects of similar size and scope; and at least three (3) years experience with social marketing and communications methods such as newsletters, public service announcements, community forums, etc.;
3. Include a resume or curriculum vitae for the assigned PM as well as any key staff expected to work on the project;
4. Identify and assign staff member(s) who will be responsible for training survey administrators and who will complete formal training administered by ODJFS or their designee. If contracted translation services are required for completion of any surveys, ODJFS will be responsible for arrangement and costs of contracted translation services;
5. Identify and assign staff member(s) who will be responsible for administering the surveys (surveyor);
 - Demonstrate that the surveyor(s) possesses, at minimum, previous experience communicating and interacting with seniors and persons with disabilities; and,
6. Identify protocols in place to protect the confidentiality, health and safety of the survey subjects, including procedures for completion of BCII criminal background checks of all interviewers/key staff and appropriate confidentiality agreements as required by ODJFS.

VII. Scope of Work

The selected vendor for this project will be required to perform QoL Surveys of seniors and persons with disabilities transitioning from institutions to home and community-based settings under Ohio's MFP Demonstration Project. The selected vendor will be required, at minimum, to:

A. Survey Training

Ensure that the vendor's assigned trainees/key staff attend and complete formal training and any additional training, as needed, administered by ODJFS or their designee prior to performing survey services. The following topics will provide the selected vendor's survey administrators with a better understanding of each during data collection:

- Overview of the purpose of the study;
- Discussion of the elements of a successful training;
- Basic standardized interviewing techniques and refusal avoidance;
- Data collection modes and procedures;
- Respondent characteristics including assisted and proxy interviewing; and,
- Monitoring production.

These topics will also be covered in a Quality of Life Electronic Survey Manual (Provided in **Appendix B**) and associated materials including a question-by-question overview of the questionnaire (Provided in **Appendix C**).

B. Survey Implementation

After the individual has been accepted into the MFP program and about two weeks prior to the individual's discharge from the institution to the community, ODJFS staff will conduct the initial Baseline Interview. Baseline interviews will be administered by ODJFS staff to all MFP participants in each target population who enter the program during the first three years of operation. Follow-up interviews will be completed by the selected vendor for each participant initially enrolled in the MFP demonstration, as requested by ODJFS. ODJFS will notify the selected vendor of an MFP participant's continued eligibility in a community setting.

The selected vendor will be required to, at minimum:

1. Administer the required survey, up to two (2) times per program participant over thirteen (13) month intervals during the five year period of the demonstration, to up to 2231 program participants, and submitting the completed surveys to ODJFS for review and approval in the required format as determined by ODJFS.
 - a. The selected vendor will be required to make contact with the participant to arrange the first of two follow-up interviews. The selected vendor will be required to conduct the interviews using the following schedule:
 - 1). "First follow-up": About 11 months after the participant is discharged to the community, which for most enrollees will be shortly before their 365-day MFP participation period ends; and,

- 2). "Second follow-up": About 24 months after the participant is discharged to the community.

The timing of the follow-up surveys will not depend on where the participant resides at the time the follow-up interview is scheduled or whether he or she is still enrolled in MFP program. These interviews should take place whether the participant is living in the community or an institution. However, if the participant is in the hospital for acute care at the time a follow-up interview is scheduled, the interview shall be conducted immediately after discharge.

Participants will *not be required* to complete the survey. However, the selected vendor will be expected to complete interviews with a high proportion of participants. As a guideline, ODJFS would expect baselines to be completed with over 90 percent of participants. First follow-ups should be completed with at least 85 percent of those who completed the baseline interview, and second follow-ups with at least 75 percent of those completing the baseline. Interviewers should approach participants with the attitude that the participant is expected to complete the survey, in order for ODJFS to assess and monitor their well-being and for CMS and to identify ways to better serve participants. In the training materials, selected vendor will be provided an introductory script, possible answers for common concerns, and motivational techniques for interviewers to use.

Participants who have returned to an institution and no longer reside in the community will be interviewed on the same schedule as those who remain in the community. Their inclusion will allow assessment of changes in quality of life over the MFP participants' first and second year, not just for those who were successfully maintained in the community.

- b. There are three situations that arise in determining whether a proxy interview should be allowed:
 - 1). a participant may want to complete the interview, but the interviewer is certain that the participant is not capable of understanding the questions;
 - 2). the participant insists that a proxy complete the interview for them even though the interviewer suspects the participant is capable of completing it him or herself; and,
 - 3). a family member insists that the participant cannot do the interview or would be adversely affected by it.

Guidelines will be provided in the survey training materials on how to deal with each situation. However, the guiding principle is that participants are the best judge of their own experiences and whenever possible their responses should be solicited. However, a proxy response is better than no response, thus, requests by participants to have a family member complete the interview may be honored, but only after gentle encouragement of the participant to attempt the interview fails. In this situation, interviewers should first offer the option of assisted interviews, in which a family member helps the participant to understand the question or to attempt to accommodate the participants concerns. If accommodation or an assisted interview is not possible, interviewers may interview a

proxy respondent on the participant's behalf. Whenever conducting an assisted or proxy interview, the objective is still to obtain the participant's point-of-view as much as possible, even if the assister believes otherwise. Question wording will be modified for proxy respondents and a few questions will be excluded. Proxy interviews will not be conducted for participants who have died.

The Information To Be Collected

The data to be collected will reflect the participants' quality of life, including their freedom of choice and control over their lives; satisfaction with their housing, care, and life in general; their access to care and unmet needs; feelings about whether they are treated with adequate respect and dignity; their ability to engage in and enjoy community activities; and their health status. The same questions will be asked at both the first follow-up and 2nd follow-up interviews with slight differences in wording in those few instances where it is necessary to reflect the different settings in which respondents are interviewed. The same instrument will be used for all target populations.

The instrument was based heavily on the Participant Experience Survey (PES) that is widely used for assessing quality of life for recipients of Home and Community Based Services (HCBS). The MFP Quality of Life instrument, however, incorporates several modifications to the PES to reflect the need for greater gradation of answers in some cases and to capture some additional information that CMS believes is important for the MFP evaluation, but is not included in the PES. While other instruments that measure quality of life are available, the familiarity of the PES to most states makes it the logical choice on which to base the quality of life survey. This approach also provides a basis for comparison of some findings to those for HCBS recipients. Acknowledging that the National Core Indicators (NCI) consumer survey is used more frequently for individuals with MR/DD, attempts have been made to address states' concerns about its use with this population, especially in keeping the question wording and response categories as simple as possible. Some probes have been included for questions that may be confusing, to help the respondent better understand the intent of the question.

Where The Surveys Will Be Conducted

The baseline interview will be conducted by ODJFS staff while the survey subject is in the institution. The follow-up surveys conducted by the selected vendor will typically be collected in the participants' places of residence, but alternative locations are acceptable if they are more convenient for the participant.

In order to provide Ohio's Medicaid program participants with assurance that the selected vendor is Ohio Medicaid's representative, the vendor or contractor, prior to receipt of the program participant's information, will sign an initial "Attestation Statement" from ODJFS (see **Appendix D**) which affirms that the vendor's representative agrees to safeguard the participant's information, ensures that the vendor representative has undergone HIPAA training and provides evidence that their background check has been satisfactorily completed. Upon receipt of this documentation, ODJFS will provide clearance for the vendor representative to communicate with the program participant.

How The Surveys Will Be Conducted

This is perhaps the most complicated aspect of the procedures, and encompasses the following issues:

1. Use of mail or telephone;
2. Translation of the survey instrument into other languages; and,
3. When and in what format the data are to be supplied to CMS.

These and other issues will be addressed in depth in a training manual and training sessions provided by ODJFS. The following is a brief overview of each issue.

The selected vendor should attempt to conduct all surveys in person. However, telephone surveys, with in-person follow-up of non-respondents, would work for many participants for the two interviews. (If in-person interviewing is used in general, ODJFS may allow the use of telephone interviews for participants who live in remote areas. ODJFS will track the percentage of interviews completed by phone and may at its discretion set a maximum limit on the allowable percentage of total completed interviews via telephone.) If ODJFS authorizes the limited use of telephone surveys, two conditions must be met. First, for those who do not respond by telephone, attempts must be made to interview them in person. Second, the selected vendor must provide a written description of their proposed procedures for collecting the data for ODJFS review and approval. This latter approach would require a description of whether the participant would receive an advance letter informing the beneficiary about the survey, who would conduct the telephone interviews, how the data will be converted to an electronic file for submission to CMS, and other details of the proposed procedures for collecting the data. ***Mail surveys will not be allowed***—it is too difficult to control the process and response rates will be far worse than with the other approaches.

As needed, the instrument may be translated into Spanish and supplied to the selected vendor by ODJFS and into other languages for which ODJFS can present evidence to CMS indicating that at least 3 percent of the eligible participant population use it as their native tongue and do not speak English. The selected vendor may hire interviewers who speak these languages, or make arrangements to find family members who can assist with the interview, or use translation services. ODJFS will be responsible for arrangement and costs of contracted translation services.

Finally, the survey data can either be collected electronically on a laptop (using software ODJFS will supply) or by hand, using hard copy. If hard copy is used, the selected vendor shall enter the data into the ODJFS provided software in the format required for ODJFS' submission to CMS. Data files should be submitted quarterly and should contain all data not previously submitted. These files should be named as follows, to ensure against files being confused or lost: *State name.year.qtr*, where *state name* is the full name of the state, and *year* and *qtr* are the year and calendar quarter during which the surveys included took place (for example, **ohio.09.3** for Ohio's data for the July to September period of 2009). Individual records will include a field indicating whether the record is for a baseline, first follow-up, or second follow-up survey. More information will be provided in the survey training materials to follow. As required in the terms and conditions of the grant, all source

files, written surveys, survey subject lists and completed surveys must be submitted in their entirety to ODJFS at the completion of the project.

C. Survey Reporting Requirements

The selected vendor will be required to submit completed surveys to ODJFS in the format as specified by ODJFS. Once completed surveys have been approved by the Department, ODJFS will be responsible for submitting the surveys to MPRI and to CMS.

D. Administrative Requirements:

1. Following initial training by ODJFS and within 30 days of contract initiation, the selected vendor shall provide to ODJFS QoL vendor procedures consistent with grant requirements. ODJFS shall review and approve procedures before the selected vendor can initiate interviews. These procedures shall include at least the following components:
 - a.) Scheduling;
 - b.) Notification of participant/guardian;
 - c.) Interview process to include when a telephone versus in -person interview will be conducted, proxy interviews, and how the vendor will address non-response;
 - d.) Data Collection (hard copy versus electronic) and Data Security;
 - e.) Tracking of data to assure that Ohio meets response rate expectations set by the grant;
 - f.) Sharing of data and information to ODJFS;
 - g.) Interviewer training and technical assistance;
 - h.) Confidentiality and participant protection;
2. Tracking shall include at least the following:
 - a.) Attempts to schedule a 1st and 2nd follow-up interview. Tracking shall include evidence at least 15 attempts to schedule and reflect method, time period, and response (as applicable) to attempts (e.g. phone, letter);
 - b.) Reason for proxy interviews;
 - c.) Number of interviews completed by phone versus in person;
 - d.) Evidence that the participants received the following information prior to the interview:
 - *Purpose of Interview;
 - *Confidentiality; and,
 - *Maintaining confidence during the interview except when the interviewer suspects cases of abuse, neglect, misappropriation or serious health and welfare concerns.
 - e.) Number of, and reason for, referrals to appropriate reporting entities. The vendor shall follow all State incident reporting procedures and track referrals made to appropriate State agency upon noting abuse, neglect, misappropriation, and serious health and welfare concerns found during the interview process;
 - f.) Evidence, when requested, that all interviewers have met background requirements as specified in 5111.032 of the Ohio Revised Code before conducting any interviews with participants and all interviewers understand confidentiality requirements; and,

- g.) Assistance provided by case management entity in scheduling and/or in interview.

E. Compliance Requirements

1. Adhere to all General Terms and Conditions (**provided as Appendix E**) of the MFP Demonstration Grant provided to ODJFS by CMS or MPRI regarding the surveys. Vendors must provide an affirmation in their proposal that they will comply with this requirement;
2. Adhere to performance metrics and monitoring to be specified by ODJFS. Vendors must provide an affirmation in their proposal that they will comply with this requirement; and,
3. Comply with Ohio's incident reporting requirements in accordance with the applicable Ohio Administrative Code 173-39-02, 5101:3-12-29 and 5123:2-17-02 when the surveyor becomes aware of issues related to the suspected, alleged and/or actual circumstances involving the abuse, neglect and exploitation of Ohio's HOME Choice participants. Vendors must provide an affirmation in their proposal that they will comply with this requirement.

VIII. Specifications of Deliverables

The selected vendor, upon successful completion of mandatory training on the Quality of Life Questionnaire, will be reimbursed per each completed individual Quality of Life Questionnaire via invoice submitted on a quarterly basis and after approved as complete by the ODJFS Contract Manager. A determined number of designated questions must be answered by the surveyed individual or authorized individual's representative to be considered a completed survey in the event that all answers are not provided by the individual or representative.

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

- A. Upon completion of required formal training, administer the required survey, up to two (2) times per program participant over thirteen (13) month intervals during the five year period of the demonstration, to up to 2231 program participants, and submitting the completed surveys to ODJFS for review and approval in the required format as determined by ODJFS;
- B. Upon successful completion of training and receipt by ODJFS of interviewer signed "Attestation Statement", administer and submit to ODJFS Contract Manager, both electronically and original signed hard copy, completed follow-up surveys of at least 85 percent of those who completed the baseline interview. Completed surveys will be defined by a minimum number (as set by CMS) of valid completed responses;
- C. Administer and submit to ODJFS Contract Manager, both electronically and original signed hard copy, completed second follow-ups with at least 75 percent of those completing the baseline; and,
- D. Deliver in an electronic format specified by ODJFS, a summary of responses for the surveys completed in the billing periods and project to date on a quarterly basis.

IX. Vendor Compensation

On the Cost Proposal Form (provided as **Attachment E** to this RLB), vendors are to propose their firm, fixed, all-inclusive rate per completed survey for each SFY (i.e., 10, 11, 12, 13 and 14). The selected vendor will be compensated on a quarterly basis at their proposed and accepted rate (per respective SFY) which **shall not exceed \$140.00 per completed survey**. Vendors who submit cost proposals which exceed the maximum \$140.00 survey rate shall be disqualified from further consideration of any resulting contract. The proposed rates shall represent the entire cost the vendor offers for the full and successful completion of **all** deliverables for that respective SFY.

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 rates 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.

X. Format of Submission

To be accepted and forwarded to the ODJFS Proposal Review Team (PRT), the vendor's proposal must include a signed original and *five* copies of the technical proposal, and a non-rewritable CD-ROM copy of the entire original technical proposal, according to the format and composition details provided below.

- Technical Proposal. One original and five (5) copies of the Technical Proposal labeled: **“TECHNICAL PROPOSAL ENCLOSED FOR MFP QUALITY OF LIFE SURVEY SERVICES PROJECT, RLB#: R-89-07-0924 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION).”**
- One non-rewritable CD-ROM containing a copy of the entire Technical Proposal labeled: **“CD-ROM FOR MFP QUALITY OF LIFE SURVEY SERVICES PROJECT, RLB#: R-89-07-0924 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION).”**The requested CD will be used by ODJFS for storage/archiving purposes and for Public Records Requests only.
- **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 MFP QUALITY OF LIFE SURVEY SERVICES PROJECT, RLB#: R-89-07-0924 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION).”** This envelope/package must also contain the labeled Cost Proposal CD-ROM. The Proposal must include a statement that the prices quoted are firm.

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

be successful. All pages in The Technical Proposal shall be sequentially numbered either per tab or for the document as a whole.

Tab 1: Forms and Certifications

Vendors submitting proposals must include a completed “Required Vendor Information and Certifications” form (provided as **Attachment A** to this RLB), a completed “Request for Taxpayer Identification Form W-9” (provided as **Attachment B** to this RLB) and the DMA form (provided as **Attachment C**). The vendor must provide originals of these three documents, signed in blue ink by a qualified vendor representative, in this part of the technical proposal packet.

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

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

- Sub-Tab 2a.** Mandatory Vendor Qualifications (Section VI., A1. through A10.)
- Sub-Tab 2b.** Organizational Experience & Capabilities (Section VI., B1. through B4.)
- Sub-Tab 2c.** Staff Experience and Capabilities (Section VI., C1. through C6.)

Tab 3: Scope of Work and Specifications of Deliverables

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

Tab 4: Vendor Attachments or Appendices

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

XI. 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 D** to this RLB.

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 X., Format of Submission**, 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 F** 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. Additionally, any vendor found to be on the federal debarment list will be disqualified from any consideration for contract award, regardless of the quality or responsiveness of that vendor's proposal. ODJFS will verify each responding vendor's status regarding federal debarment, and will retain documentation of that status. Further, should any executed contract be extended or renewed, the contractor's federal debarment status will be reviewed prior to the contract renewal or extension, and withheld if the vendor is then found to be federally debarred, and documentation of the result of that review will also be maintained.

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.

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

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

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

XIV. State Contracts

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

XV. 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.

XVI. 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://jfs.ohio.gov/rfp> 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 XVI., 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.

XVII. 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.

SECTION XVIII. ATTACHMENTS AND APPENDICES**Attachments**

- A. Required Vendor Information and Certifications** (To be completed & included in proposal packet as specified in Sec. X.)
- B. Request for Taxpayer Identification Number (W-9) Form** (To be completed & included in proposal packet as specified in Sec. X.)
- C. Declaration of Material Assistance Form** (To be completed & included in proposal packet as specified in Sec. X.)
- D. Technical Proposal Score Sheet** (For vendor self-evaluation purposes...do not submit)
- E. Cost Proposal Form** (To be completed & included in cost proposal packet as specified in Sec. X.)
- F. ODJFS Model Contract** (For vendor reference purposes)

Appendices

- A. Estimated Participant Enrollment per SFY** (For vendor reference purposes)
- B. QoL Electronic Survey Manual** (For vendor reference purposes)
- C. QoL Survey** (For vendor reference purposes)
- D. Attestation Statement** (For vendor reference purposes)
- E. General Terms and Conditions** (For vendor reference purposes)

Thank you for your interest in this project.