

ATTACHMENT E
RFP#: R-89-09-0001
Technical Proposal Score Sheet

PHASE I: Initial Qualifying Criteria

The proposal must meet all of the following Phase I proposal acceptance criteria in order to be considered for further evaluation. Any proposal receiving a “no” response to any of the following qualifying criteria **shall be disqualified from consideration.**

ITEM	PROPOSAL ACCEPTANCE CRITERIA	RFP Section Reference	YES	NO
1	Was the vendor’s proposal received by the deadline as specified in the RFP?	1.5/5.1		
2	Did the vendor submit one (1) signed original and seven (7) paper copies and one (1) electronic copy of their Technical Proposal, as well as their Cost Proposal (in a separate sealed envelope labeled: “NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR CHILD SUPPORT COLLECTION SERVICES, RFP#: R-89-09-0001 SUBMITTED BY [VENDOR’S NAME HERE].”)?	5.1		
3	Does the vendor’s proposal include all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in Attachment A , and Attachment C ?	5.2 B. 1		
4	Included in those certifications, the vendor states that it is not excluded from entering into a contract with ODJFS, due to restrictions related to the federal debarment list, unfair labor findings, or R.C. § 9.24.	4.19 4.20		
5	ODJFS’ review of the Auditor of State website verifies that the vendor is not excluded from contracting with ODJFS by R.C. § 9.24 for an unresolved finding for recovery.	4.18		
6	Does the vendor have a minimum of three (3) years of experience in the field of professional debt collection services on cases owing past due child support?	2.1, 1.		
7	Has the vendor had continuous membership in at least one national accreditation agency for professional debt collectors for the past three (3) years by providing a certificate copy or printout from the respective national accreditation agency’s website, or other independently verifiable evidence which proves membership?	2.1, 2.		
8	Did the vendor provide a statement that, if awarded the resulting contract, they and any subcontractor(s), will certify compliance with any court order for the withholding of child support which is issued pursuant to ORC Section 3113.217 as well as agree to cooperate with ODJFS and any Ohio CSEA in ensuring that the selected vendor or employees of the selected vendor meet child support obligations established under state law?	3.1, H., 1.		

PHASE II A: Criteria for Scoring of Technical Proposal

Qualifying technical proposals will be collectively scored by a Proposal Review Team (PRT) appointed by ODJFS, Office of Child Support. For each of the evaluation criteria given in the following score sheet, reviewers will collectively judge whether the technical proposal exceeds, meets, partially meets or does not meet the requirements expressed in the RFP, and assign the appropriate point value, as follows:

0	4	8	10
Does Not Meet Requirement	Partially Meets Requirement	Meets Requirement	Exceeds Requirements

A technical proposal’s total PHASE II score will be the sum of the point value for all the evaluation criteria. The review team will collectively score each individual qualifying proposal. Technical proposals which do not meet or exceed a total score of at least **456 points** (a score which represents that the vendor can successfully perform the resulting contractual duties) out of a maximum of **598 points**, will be disqualified from further consideration, and its cost proposal will neither be opened nor considered. Only those vendors whose Technical Proposals meet or exceed the minimum required technical points will advance to PHASE III of the technical proposal score sheet.

ITEM #	EVALUATION CRITERIA	RFP SEC. REF.	Weight	Doesn’t Meet 0	Partially Meets 4	Meets 8	Exceeds 10
REQ. VENDOR INFO. & CERTIFICATIONS							
1	The vendor has included, properly completed and signed, the Req. Vendor Info. & Certifications as specified in the RFP.	5.2, B., 1. Attach. A	1				
VENDOR QUALIFICATIONS							
MANDATORY VENDOR QUALIFICATIONS							
2	The vendor has demonstrated a minimum of three (3) years of experience in the field of professional debt collection services on cases owing past due child support.	2.1, 1.	2				
3	The vendor has demonstrated continuous membership in at least one national accreditation agency for professional debt collectors for the past three (3) years by providing a certificate copy or printout from the respective national accreditation agency’s website, or other independently verifiable evidence which proves membership.	2.1, 2.	1				

ITEM #	EVALUATION CRITERIA	RFP SEC. REF.	Weight	Doesn't Meet 0	Partially Meets 4	Meets 8	Exceeds 10
ORG. EXPERIENCE & CAPABILITIES							
4	The vendor has included narrative summaries of two to four projects (each with volume potentials of approximately 130,000 cases at any given time) completed in the past three years that demonstrate expertise in professional debt collection and case management and include details such as the client organization's volume of cases assigned, rates of return, average time frame for collections, etc.	2.2, 1.	2				
5	The vendor has provided names and contact information for at least two entities for which they have performed similar large scale projects in the past three (3) years.	2.2, 2.	1				
6	The vendor has provided an assessment of the number of debt collectors the vendor will make available to adequately cover the approximate 130,000 caseload.	2.2, 3.	1				
STAFF EXPERIENCE & CAPABILITIES							
7	The vendor has identified, by position and by name, those staff the vendor considers key to the project's success (at minimum, key staff identified include a project manager and two management level staff persons) and has included those resumes.	2.3, 1.	1				
8	The vendor has assigned a Project Manager who has at least a Bachelors Degree and at least three (3) years experience working in child support at the local or state level or in collecting child support as a private vendor and shall be at least 50 percent dedicated to performing work in the resulting contract.	2.3, 2.	2				
9	The vendor has assigned at least two (2) other management level staff who have at least a Bachelors Degree and at least three (3) years experience working in child support at the local or state level or in collecting child support as a private vendor, and has described their responsibilities in this project for those staff.	2.3, 3.	1				
10	The vendor has provided a description of the debt collection personnel experience typical to the vendor organization, and which would be assigned to this project.	2.3, 4.	1				
SCOPE OF WORK							
Project Administrative Activities							
11	The vendor has provided an affirmation that the Project Manager shall be responsible for the overall management of the project and will attend all project meetings, quarterly telephone conferences or visits with ODJFS for purposes of monitoring the selected vendor's performance.	3.1, A., 1.	1				
12	The vendor has provided a plan to accept and support case activity for as many as 130,000 cases at any given time.	3.1, A., 2.	1				
13	The vendor has provided a plan to record all casework activity within SETS within two (2) business days after a case activity has occurred.	3.1, A., 3.	1				
14	The vendor has provided a plan to utilize SETS as the exclusive computer system for all child support operations, and to use such system as directed by ODJFS, issue forms and notices through SETS and process Alerts within (5) business days.	3.1, A., 4.	1				
15	The vendor has provided a plan to update case notes within (2) business days after a case activity has occurred in a manner that is understandable to both CSEA and OCS staff using OCS approved acronyms.	3.1, A., 5.	1				
16	The vendor has provided a plan for reviewing the QTO925RA report on a regular basis to determine which cases held by the selected vendor may qualify for seizure of payments under FIDM (financial institution data match).	3.1, A., 8.	1				
17	The vendor has provided a plan to permit access to their operations to individuals designated by ODJFS which may include individuals such as, but are not limited to, federal program officials, federal auditors, State and local officials or employees, and visitors approved by the ODJFS.	3.1, A., 9.	1				
18	The vendor has provided a plan to maintain a national toll-free telephone number during the entire term of the contract to allow obligors, obligees and CSEAs to call the selected vendor's office which will remain operable on business days from 8:00 a.m. to 5:00 p.m. EST.	3.1, A., 10	1				
19	The vendor has provided a plan to provide ODJFS with at least a 30-day period for review and comment prior to the selected vendor's finalization of any and all reports.	3.1, A., 11	1				
20	The vendor has provided a plan to notify the CSEA with administrative responsibility for the case when an administrative review and adjustment, administrative hearing, or tax offset review is requested by one of the parties to the case.	3.1, A., 12	1				
21	The vendor has provided a plan to work with the current child support collections contractor, as well as working with any future contractors in the seamless transition of information, work, and cases at no additional cost.	3.1, A., 13	1				
22	The vendor has provided a statement agreeing not to solicit any cases from the CSEAs or take on any new cases after May 1st of the year the contract is scheduled to end or to be renewed.	3.1, A., 14	1				
23	The vendor has provided a plan to utilize an income withholding oversight procedure in which the selected vendor, selected vendor's Project Manager, or designee must review and give signed supervisory approval before any income withholding is created in SETS.	3.1, A., 15	1				

ITEM #	EVALUATION CRITERIA	RFP SEC. REF.	Weight	Doesn't Meet 0	Partially Meets 4	Meets 8	Exceeds 10
24	The vendor has provided a plan to adhere to set standards and rules, required by its national accreditation agency for professional debt collectors which includes providing the name and contact information of their accreditation agency upon implementation of the resulting contract.	3.1, A., 16	1				
25	The vendor has provided a plan to adhere to all HIPAA standards.	3.1, A., 17	1				
Location, Skip Tracing and Contact							
26	The vendor has provided a plan to provide basic location services by utilizing appropriate resources, including but not limited to, resources available through SETS and updating locate information in SETS within two (2) business days of performing the activity on the case.	3.1, B., 1.	2				
27	The vendor has provided a plan to perform skip tracing as specified in the RFP.	3.1, B., 2.	1				
28	The vendor has provided a plan to attempt to initiate contact with the non-residential parent within 60 days of case transfer from an existing contractor, or within 30 days of a new case being transferred by a county CSEA and receive prior approval from ODJFS on any letters used to initiate contact with the nonresidential parent.	3.1, B., 3.	1				
Staff Training							
29	The vendor has provided a plan to ensure that, at a minimum, the Project Manager and key staff shall: attend trainings; be responsible for training its entire staff assigned to this project; and obtaining prior approval from ODJFS before implementing any or all curriculums.	3.1, C., 1.	1				
30	The vendor has provided an affirmation that its Project Manager and key staff will travel to OCS for trainings at the vendor's expense.	3.1, C., 2.	1				
Debt Collection							
31	The vendor has provided a plan to maintain direct and repeated contact with delinquent non-residential parents for whom collection cannot be accomplished through the use of income withholding by use of demand letters and, if possible, telephone contacts and record all contact activity to the running record comments section in SETS within two (2) business days of performing the activity on the case.	3.1, D., 1.	1				
Case Return							
32	The vendor has provided a plan to return cases to the CSEAs prior to the end of the 12-month period when the following occurs: bankruptcy filed by non-custodial parent or the non-custodial parent's spouse, death of the non-custodial parent, arrears balance paid off, court settlement, family violence indicator has been added to the case, case becomes non child support or by request of OCS.	3.1, E., 2.	1				
33	The vendor has provided a plan to notify ODJFS if the vendor disputes whether a case can be pulled back prior to the end of the 12-month period by the CSEA.	3.1, E., 3.	1				
34	The vendor has provided a plan to update SETS within two (2) business days and send the case back to the CSEA within 30 calendar days if the selected vendor determines that the non-residential parent is deceased which includes obtaining a copy of death certificate or other verification of death and forwarding it to the appropriate CSEA.	3.1, E., 4.	1				
Record Management, and SETS Update							
35	The vendor has provided a plan to utilize SETS to update case activity within two (2) business days of performing the activity on the case; updating the SETS case record if the selected vendor establishes location, or other vital information concerning the non-residential parent (e.g. death, disability or incarceration of nonresidential parent), including any income withholding orders that are established by the vendor shall be issued via the SETS system.	3.1, F., 1.	2				
36	The vendor has provided a plan to process designated Alerts for referred cases keeping Alerts current within five (5) business days of the date the Alert was received.	3.1, F., 2.	1				
Project Reports							
37	The vendor has provided a plan to provide the Monthly Activity Report (MAR) to ODJFS within ten (10) business days of the end of the month for which activity is reported for each county in which the vendor is delivering services including the county-specific information as specified in the RFP.	3.1, G.	1				
Compliance with Ohio Child Support Enforcement Obligations							
38	The vendor has provided a plan to provide "ad hoc" reports to ODJFS, when requested by ODJFS.	3.1, H., 2.	1				
Security and Safeguards							
39	The vendor has provided a plan to submit to ODJFS for prior approval, a safeguarding plan which ensures the protection of all client information and any data used from access by any and all unauthorized individuals.	3.1, I., 1.	1				
40	The vendor has provided a plan to have all staff that performs work in the resulting contract to: a. Attend Federal Tax Information (FTI) training provided by ODJFS; b. Conform with Federal Tax Information (FTI) safeguarding requirements included in Appendix A--IRS Publication 1075 ; c. Sign the JFS 7014 Form ; d. Complete and sign the JFS 7078 Form prior to work on the resulting contract; and, e. Sign the JFS 7016 Form .	3.1, I., 2.	2				

ITEM #	EVALUATION CRITERIA	RFP SEC. REF.	Weight	Doesn't Meet 0	Partially Meets 4	Meets 8	Exceeds 10
SPECIFICATIONS OF DELIVERABLES							
41	The vendor has provided a plan to provide professional debt collection and case management on up to 130,000 delinquent child support cases.	3.4, A.	1				
42	The vendor has provided a plan to maintain sufficient resources to actively work all cases assigned to the selected vendor within 30 calendar days of the assignment.	3.4, B.	1				
43	The vendor has provided a plan to attempt to initiate contact with the non-residential parent within 30 days of a new case assigned from a county CSEA or within 60 days of case transfer, if applicable, from an existing child support collections contractor.	3.4, C.	1				
44	The vendor has provided a plan to update SETS within two (2) business days and send the case back to the CSEA within 30 calendar days if the contractor determines that the non-residential parent is deceased, including obtaining a copy of death certificate or other verification of death and forwarding it to the appropriate CSEA.	3.4, D.	1				
45	The vendor has provided a plan to update case notes within two (2) business days after a case activity has occurred and updating SETS in a manner that is understandable to both CSEA and OCS staff using OCS approved acronyms.	3.4, E.	1				
46	The vendor has provided a plan to ensure that Alerts are worked within five business days.	3.4, F.	1				
47	The vendor has provided a plan to turn over all case records to ODJFS within 30 calendar days of the end of the contract which includes all hard and soft copy information that is a result of the case activity from all Ohio CSEAs.	3.4, I.	1				
ADMIN. STRUCTURES-PROP. WORK PLAN							
48	The vendor has provided a technical approach and work plan to be implemented which includes a narrative discussion of how the vendor plans to address each category of project activities as described in Section 3.1 Scope of Work, categories A through I, being sure to address all items in each category.	3.3, A.	2				
49	The vendor has provided a status reporting procedure for reporting work completed, and resolution of unanticipated problems.	3.3, B.	1				
50	The vendor has provided a current organizational chart (including any subcontractors) and has specified the key management and administrative personnel who will be assigned to this project and has described the duties to be assigned to each.	3.3, C.	1				
51	The vendor has provided: a timeline for each component of the scope of work and the project overall including the staff hours for personnel involved; a Table of Organization (including any subcontractors) and 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.	3.3, D.	2				
52	The vendor has provided at least three examples of written communication sent out to non-custodial parents.	3.3, E.	1				
Column Subtotal of "Partially Meets" points							
Column Subtotal of "Meets" points							
Column Subtotal of "Exceeds" points							
GRAND TOTAL SCORE:							

Based upon the Grand Total Technical Score earned, does the vendor's proposal proceed to the Phase III evaluation of its Cost Proposal? (Vendor's Grand Total Technical Score must be at least 456 points.)

Yes _____ No _____ (If "No," Vendor's Cost Proposal will not be opened.)

If yes, has the vendor provided evidence of having an Ohio presence? If there is no demonstrated Ohio presence, the vendor's proposal advances to Phase III review but the final technical score remains unchanged. If there is a demonstrated Ohio presence, the vendor's technical score is increased by ten (10) points for the Phase III review.

PHASE II B.— Additional Consideration for an Ohio Presence	4.24 & 6.1, B.	NO – Phase II A technical score unchanged	YES - Phase II A technical score plus 10 pts.
Has the vendor provided evidence of having an Ohio presence?			
GRAND TOTAL SCORE [Phase II A. + Phase II B. score]:			