

REQUEST FOR PROPOSALS
CHILD SUPPORT COLLECTION SERVICES

RFP#: R-89-09-0001

Issued By:
The Ohio Department of Job and Family Services

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CHILD SUPPORT COLLECTION SERVICES RFP

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

1.1 Purpose

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Proposals (RFP) for the purpose of obtaining a qualified vendor to provide collection services on Ohio child support cases for all 88 Ohio counties. ODJFS is seeking proposals from qualified vendors who have the capability of processing up to 130,000 cases at any given time throughout the contract term by providing professional debt collection services and case management services on Child Support Enforcement Agency (CSEA) cases. The vendor selected as a result of this RFP will work on Arrears Only cases.

Interested vendors must also provide proof that they have maintained membership with at least one national accreditation agency for professional debt collection for the last three (3) years, and its membership is current. A significant function that will be required of the selected vendor will be to record all activities performed on each case within two (2) business days into ODJFS' Support Enforcement Tracking System (SETS). SETS is Ohio's automated statewide system of support enforcement, case management and disbursement.

1.2 Issuing Office

This RFP is released by and the subsequent contract(s) will be with ODJFS. The ODJFS Office of Child Support (OCS), which will administer the contract, will be responsible for state level supervision of all activities of the selected vendor. OCS provides leadership, structure, and resources to advance the child support program in Ohio.

If interested vendors have a need to communicate regarding this RFP, they must contact ODJFS using one of the mechanisms provided for in **Sections 1.6, Internet Question and Answer Period/RFP Clarification Opportunity, or 1.8, Communication Prohibitions**, of this RFP. Vendors are cautioned that communication attempts which do not comply with these instructions will not be answered, and that ODJFS will not consider any proposals submitted to any address other than the one provided in Section 5.1 of this RFP. Vendor proposals must be submitted to ODJFS in strict accordance with proposal submission instructions provided in **Section 5.1, Proposal Submission Information**.

1.3 Background

ODJFS is the single state agency responsible for the administration of Title IV-D of the Social Security Act, which requires the enforcement of administrative and court-ordered child support. Ohio's current IV-D caseload is approximately 1,000,000; 74 percent of which have support orders. Privatization has proven successful for child support in the areas of locating obligors and debt collection. Statistics in many other states as well as Ohio's current collection contracts have shown that a number of collection agencies possess the knowledge, personnel and data resources to make a significant contribution to increasing child support collections.

Ohio's system of human service delivery is state supervised and county administered. ODJFS is responsible for promulgating policies, developing procedures and for monitoring county and contractor performance. The OCS

Bureau of Fiscal Administration is responsible for overseeing the selected vendor's services and performance in order to achieve child support program goals and objectives.

1.4 Overview of the Project

This section provides interested vendors with a summary of the contractual responsibilities as a result of this RFP. The scope of the work is provided in Section 3.1 of this RFP for greater detail. If there is any inconsistency between this summary and Section 3.1, Scope of Work, Section 3.1 will govern. A CSEA may refer any Arrears Only case as long as there has not been a payment for four (4) months. However the decision on what cases to send will vary from county to county, and such decisions are at the sole discretion of the county. For any cases assigned to the selected vendor by a county, the selected vendor must direct all payments made by a non-custodial parent to the State of Ohio, State Disbursement Unit (Child Support Payment Central--CSPC). The selected vendor will obtain the collection totals for each county by utilizing the Privatization Collections Report (QFR065RA) in Control-D after the end of the month.

- A. The selected vendor must be able to accept and support case activity for as many as 130,000 cases at any given time throughout the term of the contract. The current Ohio caseload for Arrears Only is 125,880 cases. The selected vendor is not guaranteed any minimum number of cases. Some cases may also require location activity prior to the selected vendor making contact with the obligor. No additional compensation is available for location activity.

Note: An obligor is any person owing a duty of support or against whom proceedings for enforcement of a duty of support or a registration of support orders is commenced. An obligor will also be referred to as the non-custodial parent or non-residential;

- B. The selected vendor must work within SETS and Control-D from their business location. Any costs related to the selected vendor making changes to their system to utilize SETS and/or Control-D will be the responsibility of the selected vendor. Currently requirements for accessing SETS and Control-D are as follows:

1. Accessing SETS:

- a. Vendor needs to fill out JFS07078 form - Code Of Responsibility Form;
- b. Fax or mail JFS07078 to ODJFS/BISS/Information Security Unit;
- c. Contact SETS Help Desk to add vendor caseload/workers;
- d. Each county can add workers to vendor's caseload;
- e. Vendor obtaining a secure VPN address and meeting the requirements set forth by BNS, which will allow them to print forms and Control-D reports from a remote location (vendor); and,
- f. Notify BNS which reports the vendor has limited accessed to Control-D.

2. Accessing Control-D:

- a. Vendor needs to obtain SecurID tokens;
- b. Fill out JFS07078 form with ODJFS/VPN; and,
- c. Sign ODJFS Security Agreements before being able to access the Information Technology Service Delivery (ITSD) banner screen (RUMBA).

- C. Once a case is referred to the selected vendor, the case must remain with the selected vendor for a 12-month period. At the end of the 12-month period, the CSEA may decide to leave the case with the selected vendor for another 12-month period. The selected vendor will receive reimbursement for payments made during this period with the exception of collections from

Internal Revenue Service (IRS) offsets, Lottery Commission, Bureau of Worker's Compensation (BWC), Unemployment Compensation (UC), Ohio Department of Taxation offsets, Passport Denials or any payment determined to be unallowable by OCS;

- D. The CSEAs will only be permitted to refer Arrears Only cases. This includes cases owing arrears with payment orders and cases owing arrears with no payment orders. Arrears only cases have delinquent and/or past due support without a current support order;
- E. While the case is with the selected vendor, the CSEA may perform work on the case. The selected vendor will receive credit for all payments while the case is with them, excluding payments deemed ineligible by this RFP and 5101:12-1-87 of the Ohio Administrative Code (OAC);
- F. Cases will be returned to the CSEAs prior to the end of the 12-month period when the following occurs: bankruptcy filed by the non-custodial parent or his/her spouse, death of the non-custodial parent, arrears balance(s) have been paid off, court settlement, a family violence indicator has been added to the case, case becomes non child support or by request of OCS;
- G. If the selected vendor disputes whether a case can be pulled back prior to the end of the 12-month period by the CSEA, they must notify OCS of this dispute in writing. OCS will make the final decision whether the case shall be returned or not;
- H. The selected vendor must utilize SETS as the exclusive computer system for all child support operations, and to use such system as directed by ODJFS. The selected vendor will issue forms and notices from SETS. The Postmaster Address Verification and Request, Employment Verification and Wage Withholdings are some examples. The selected vendor must complete Alerts within (5) business days of receiving the Alerts. Alerts are system generated messages to a SETS user that a situation exists that requires attention or some sort of action within time frames required to process the case to the next progressive step. Some examples of Alerts are Address Change for Individual, Review Monthly Default List, Locate Response for Individual and Address Response for Individual;
- I. Case notes must be updated within two (2) business days after a case activity has occurred. When documenting the work, the selected vendor must update SETS in a manner that is understandable to both CSEA and OCS staff using OCS approved acronyms. ODJFS will provide the selected vendor with the approved OCS acronyms at training. Also, case notes must accurately reflect the action taken on the case;
- J. Once the selected vendor receives cases, they must attempt to make contact with the non-custodial parent. The selected vendor must submit to ODJFS for approval, examples of written communication sent out to non-custodial parents. The selected vendor will be required to obtain prior approval from ODJFS on any and all written communication before releasing to applicable parties;
- K. The selected vendor will obtain the collection totals for each CSEA by utilizing the Privatization Collections Report (QFR065RA) after the end of each month. The selected vendor will be required to upgrade their system to access the QFR065RA in Control-D. Control-D is an output management system, separate from SETS, which allows users to view and or print SETS financial and case management reports. The cost of this upgrade is the responsibility of the

selected vendor. If OCS determines a payment is not reimbursable, the selected vendor must remove it from the collection totals before submitting the invoice for reimbursement;

- L. The selected vendor will be responsible for reviewing the QTO925RA report on a regular basis in Control-D to determine which cases held by them may qualify for seizure of payments under FIDM (financial institution data match). Collection parameters for FIDM cases and allowable accounts are as follows:

Types of accounts which can be frozen and seized:

- 1) Demand Deposit Accounts;
- 2) Checking Accounts;
- 3) Negotiable Withdrawal Order Accounts;
- 4) Savings Accounts;
- 5) Time Deposit Accounts; and,
- 6) Money Market Mutual Fund Accounts

Vendor Parameters:

- 1) All accounts except IRA's may be frozen;
- 2) Savings accounts with balances of \$500 or more may be frozen;
- 3) Checking accounts with balances of \$2,500 or more may be frozen; and,
- 4) Either joint or single accounts may be frozen.

ODJFS reserves the right to revise the FIDM collection parameters at any time;

- M. The selected vendor must provide and 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. The selected vendor will provide callers with answers to their payment questions and other helpful information. The estimated and/or historical call volume is approximately 5,600 per month. The toll-free line must remain operable on business days from 8:00 a.m. to 5:00 p.m. EST. The selected vendor will not be required to answer calls on state holidays;
- N. The selected vendor will be required to implement and maintain procedures to ensure that all its staff will protect all client information from access by any and all unauthorized individuals. Any data used must be safeguarded; and,
- O. The selected vendor must 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. The selected vendor must not conduct modification reviews or mistake of fact hearings.

1.5 Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
March 22, 2007	ODJFS Releases RFP to Potential Vendors on ODJFS Web Site; Q&A Period Opens - RFP becomes active - Vendors may submit inquiries for RFP clarification
April 5, 2007	Vendor Q&A Period Closes, 10 a.m. (for inquiries for RFP Clarification) - No further inquiries for RFP clarification will be accepted

April 12, 2007	ODJFS provides Final Vendor Question & Answer Document (estimated)
April 23, 2007	Deadline for Vendors to Submit Proposals to ODJFS (3 p.m.) - This is the proposal opening date, beginning the ODJFS process of proposal review
May 9, 2007	ODJFS Issues Contract Award Notification Letter (estimated) - Vendors that submitted proposals in response to this RFP will be sent letters stating whether their proposal was accepted for award of the contract
June 18, 2007	Controlling Board Review of Contract (estimated—if applicable). -Contract with the selected vendor requires review and approval
July 1, 2007	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, 2009	Project Completion** - All work must be completed and approved by ODJFS Contract Manager

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, 2007 through June 30, 2009 [State Fiscal Years (SFYs) 08 through 09] with an option for renewal for the period of July 1, 2009 through June 30, 2011 (SFY 10 through 11) and up to two additional one-year renewals [covering the period of July 1, 2011 through June 30, 2013 (SFY 12 through 13)] to be in effect, contingent upon satisfactory performance, continued availability of funding, and all required approvals. Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (e.g., 7/01/07 through 6/30/09), the contract with the selected vendor will be subject to renewal for the final two 24-month periods of the project. Renewal may be subject to approval by the Controlling Board.

1.6 Internet Question & Answer Period; RFP Clarification Opportunity

Potential vendors may ask clarifying questions regarding this RFP via the Internet during the Q&A Period as outlined in Section 1.5, Anticipated Procurement Timetable. To ask a question, potential vendors must use the following Internet process:

* Access the ODJFS Web Page at <http://jfs.ohio.gov//>

- * **Select “About Us” on the front page;**
- * **Select “Doing Business with ODJFS;”**
- * **Select “Requests for Proposals, Letterhead Solicitations, and Other Invitations;”**
- * **RFP Number *R89090001*;**
- * **Select “Ask a Question about this RFP” function; and**
- * **Follow the instructions to send an e-mail question.**

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

ODJFS responses to all questions asked via the Internet will be posted on the Internet website dedicated to this RFP, for reference by all potential vendors. Potential vendors will not receive personalized or individual e-mail responses. Clarifying questions asked and ODJFS responses to them comprise the “ODJFS Q&A Document” for this RFP. If possible, ODJFS will post an interim Q&A Document, without identifying the vendors asking questions, as well as the final version (in which all vendors that posed questions will be identified). ODJFS strongly encourages vendors to ask questions as early as possible in the Q&A period so that interim answers can be posted with sufficient time for the possibility of vendors’ follow-up questions.

Vendor proposals in response to this RFP are to take into account any information communicated by ODJFS in the Final Q&A Document for the RFP. **It is the responsibility of all potential vendors to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.**

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

IMPORTANT: Requests from potential vendors for copies of previous RFPs, past vendor proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.8, Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet questions for RFP clarification do not apply to PRRs.

Vendors are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, NOT on details of any current or past related contract. Requirements under a current project may or may not be required by ODJFS under any future contract, and so may not be useful information for vendors who choose to respond to the RFP. If vendors ask questions about existing or past contracts using the Internet Q&A process, ODJFS will use its discretion in deciding whether to provide answers. Interested vendors should also refer to RFP Section 1.9, Time Frames and Funding Source, for related information.

There is an established time period for the Vendor Q&A process (see Section 1.5, Anticipated Procurement Timetable, above). ODJFS will only answer those questions submitted within the stated time frame for submission of vendor questions, and which pertain to issues of RFP clarity, and which are not requests for public information. ODJFS is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.

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

1.7 Vendor's Library

There is no specific library of documents, reports, or other information that vendors interested in this RFP should consider. However, a wide variety of information on ODJFS and its programs which interested vendors may find useful is available to the public via the ODJFS website at <http://jfs.ohio.gov>.

NOTE: All communications regarding this RFP are to take place in the open forum as provided for in Section 1.6 (Internet Question and Answer Period; RFP Clarification Opportunity).

1.8 Communication Prohibitions

From the issuance date of this RFP until an actual contract is awarded to a vendor, there may be no communications concerning the RFP between any vendor that expects to submit a proposal and any employee of ODJFS in the issuing office, or any other ODJFS employee, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of the contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.6, Internet Q&A Period;
2. As necessary in any pre-existing or on-going business relationship between ODJFS and any vendor that could submit a proposal in response to this RFP;
3. As part of any vendor interview process or proposal clarification process initiated by ODJFS, which ODJFS deems necessary in order to make a final selection;
4. If it becomes necessary to revise any part of this RFP, ODJFS will post those revisions, amendments, etc., to the website dedicated to this RFP;* and
5. Any Public Records Request (PRR) made through the ODJFS Office of Legal Services.

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

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

1.9 Time Frames & Funding Source

ODJFS is seeking to contract with a vendor for child support collection services from July 1, 2007 through June 30, 2009 (SFYs 08 through 09), with the option for renewal contracts for July 1, 2009 through June 30, 2011 and up to two additional one-year renewals [covering the period of July 1, 2011 through June 30, 2013 (SFY 12 through 13)].

Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (i.e., June 30, 2009), the contract with the selected vendor will be subject to one biennial renewal for the period of July 1, 2009 through June 30, 2011 (SFY 10 through 11) and up to two additional one-year renewals [covering the period of July 1, 2011 through June 30, 2013 (SFY 12 through 13)]. Renewal is contingent upon the availability of funds and satisfactory performance by the vendor, and is subject to approval by the Controlling Board.

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

SECTION II. VENDOR EXPERIENCE AND QUALIFICATIONS

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

2.1 Mandatory Vendor Qualifications

In order to be considered for the contract expected to result from this RFP, ODJFS requires that interested vendors **must** meet, at minimum, **all** the following qualification requirements:

1. ODJFS will only consider proposals from vendors with a minimum of three (3) years of experience in the field of professional debt collection services on cases owing past due child support; and,
2. The vendor has had continuous membership in at least one national accreditation agency for professional debt collectors for the past three (3) years. Interested vendors must demonstrate current membership in a national accreditation agency for professional debt collectors by providing a certificate copy or printout from the respective national accreditation agency's website, or other independently verifiable evidence which proves membership. The selected vendor must maintain membership in good standing with the accreditation agency during the term of contract period, including any renewal periods.

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

2.2 Organizational Experience and Capabilities

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

1. 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 (3) years that demonstrate expertise

in professional debt collection and case management. These narratives are to include details such as the client organization's volume of cases assigned, rates of return, average time frame for collections, etc.;

2. Names and contact information for at least two entities for which they have performed similar large scale projects in the past three (3) years; and,
3. Provide an assessment of the number of debt collectors the vendor will make available to adequately cover the approximate 130,000 caseload.

2.3 Staff Experience and Capabilities

The vendor must demonstrate significant expertise by assigning staff to key leadership rolls for this project. Key positions will require profiles and curriculum vitae. The vendor must, at minimum:

1. Identify, by position and by name, those staff they consider key to the project's success (at minimum, key staff identified must include a project manager and two management level staff persons and include those resumes. Proposals lacking the appropriate education and experience shall be disqualified from consideration;
2. Assign 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. The vendor's proposed Project Manager must be at least 50 percent dedicated to performing work in the resulting contract; and,
3. Assign 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 describe responsibilities in this project for those staff; and,
4. Provide a description of the debt collection personnel experience typical to the vendor organization, and which would be assigned to this project.

SECTION III. SCOPE OF WORK & SPECIFICATIONS OF DELIVERABLES

3.1 Scope of Work

The following information is a summary of the duties and responsibilities of the selected vendor; further details are provided in Section 3.4, Specifications of Deliverables. In order to receive consideration for contract award, all aspects of the requirements described in this section must be addressed in the vendor's technical proposal.

The selected vendor will be given access to SETS by each CSEA that refers cases to the selected vendor. All 88 CSEAs will have the ability to transfer cases to the vendor daily. This transfer will take place through SETS. The selected vendor will be responsible for performing all casework on the SETS system. This includes generating forms, updating case notes and performing research.

As stated in Section 1.1, timely updating of case activity in SETS is a critical requirement of this RFP. SETS must be updated within two business days of performing the activity on the case, and Alerts must be kept current (within five business days of receipt of case activity). Alerts are a system-generated message to a SETS

user that a situation exists that requires attention or some sort of action within time frames required to process the case to the next progressive step.

The selected vendor for this project will be required to perform professional debt collections services as well as case management services. Additionally, vendor proposals submitted in response to this RFP 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 3.4, including all preparatory and intervening steps, whether or not ODJFS has explicitly specified or delineated them within the RFP. In developing their proposals, all vendors must fully and appropriately plan and cost out their proposed projects, including all necessary preparatory and intervening steps which include:

A. Project Administrative Activities

1. 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;
2. The selected vendor must be able to accept and support case activity for as many as 130,000 cases at any given time. The current Ohio caseload for Arrears Only cases is 125,880. There is no minimum number of cases the vendor must have nor is guaranteed a minimum number of assigned cases. Some cases may also require location activity, prior to the selected vendor making contact with the non-custodial parent. No additional compensation is available for location activity;
3. The selected vendor must record all casework activity within SETS within two (2) business days after a case activity has occurred. Any costs related to the vendor making changes to their system to utilize SETS and/ or Control-D will be the responsibility of the vendor. The selected vendor may be located in Ohio or at a remote location out of state. OCS must provide prior approval if a vendor requests placement in a CSEA;
4. The selected vendor must utilize SETS as the exclusive computer system for all child support operations, and to use such system as directed by ODJFS. The selected vendor will issue forms and notices through SETS. The vendor must process Alerts within (5) business days;
5. The selected vendor must update case notes within (2) business days after a case activity has occurred. When documenting the work, the vendor must update SETS in a manner that is understandable to both CSEA and OCS staff using OCS approved acronyms. ODJFS will provide the selected vendor with the approved OCS acronyms at training. Also, case notes must accurately reflect the action taken on the case;
6. The selected vendor will obtain the collection totals for each county by utilizing the Privatization Collections Report (QFR065RA) in Control-D after the end of the month;
7. The selected vendor must retain all cases for at least a 12-month period once a case is referred to the vendor. At the end of the 12-month period, the CSEA may decide to leave the case with the vendor for another 12-month period. The vendor will receive reimbursement for payments collected during this period, with the exception of collections from IRS offsets, Lottery Commission, BWC, UC, Ohio Department of Taxation offsets, Passport Denials or any payment determined to be unallowable by OCS;

8. The selected vendor will be responsible 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). ODJFS reserves the right to revise the FIDM collection parameters at any time. Collection parameters for FIDM cases and allowable accounts are as follows:

Types of accounts which can be frozen and seized:

- a. Demand Deposit Accounts;
- b. Checking Accounts;
- c. Negotiable Withdrawal Order Accounts;
- d. Savings Accounts;
- e. Time Deposit Accounts; and,
- f. Money Market Mutual Fund Accounts.

Vendor Parameters:

- a. All accounts except IRAs may be frozen;
- b. Savings accounts with balances of \$500 or more may be frozen;
- c. Checking accounts with balances of \$2,500 or more may be frozen; and,
- d. Either joint or single accounts may be frozen.

9. The selected vendor must permit access to their operations to individuals designated by ODJFS. Such individuals may include, but are not limited to, federal program officials, federal auditors, State and local officials or employees, and visitors approved by ODJFS;
10. The selected vendor must provide and 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. The selected vendor will provide callers with answers to their payment questions and other helpful information. The estimated and/or historical call volume is approximately 5,600 per month. The toll-free line must remain operable on business days from 8:00 a.m. to 5:00 p.m. EST. The selected vendor will not be required to answer calls on state holidays;
11. The selected vendor must 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. ODJFS is the only entity that will release to the public any evaluation or monitoring reports funded under a contract resulting from this RFP;
12. The selected vendor must 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. The selected vendor must not conduct modification reviews or mistake of fact hearings;
13. The selected vendor must agree 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;
14. The selected vendor must agree 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. The State of Ohio will not issue payment for any collections obtained after the June 30th of

the year the contract is scheduled to expire or to be renewed, unless the State elects to renew the contract. The selected vendor may continue work on the current caseload up until June 30th of the year the contract expires;

15. The selected vendor must utilize an income withholding oversight procedure. 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;
16. The selected vendor must adhere to set standards and rules, required by its national accreditation agency for professional debt collectors. The selected vendor must provide the name and contact information of their accreditation agency upon implementation of the resulting contract. ODJFS reserves the right to check accreditation, verify the selected vendor's compliance, and require corrective measures or terminate for breach, whichever is in ODJFS' best interests if it is discovered that the selected vendor is working outside of the bounds of the set standards and rules; and,
17. The selected vendor must adhere to all HIPAA standards.

B. Location, Skip Tracing and Contact

1. The selected vendor must provide basic location services by utilizing appropriate resources, including but not limited to, resources available through SETS. Locate information must be updated in SETS by the selected vendor within two (2) business days of performing the activity on the case. The vendor will not receive additional compensation for successful locates;
2. The selected vendor must perform skip tracing. The selected vendor must complete individualized investigation involving personal attempts to trace the whereabouts of unlocated nonresidential parents, their places of employment, and identification of attachable assets. This is a service that involves the assignment of cases to individual specialists who may be required to pursue direct contact with informants by telephone or correspondence; and,
3. The selected vendor must 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. ODJFS must approve any letters used to initiate contact with the nonresidential parent.

C. Staff Training

1. At a minimum, the Project Manager and key staff must attend trainings. The selected vendor's Project Manager and key staff are responsible for training its entire staff assigned to this project. Training involving the SETS system will be coordinated through ODJFS. The ODJFS Contract Manager or designee must approve all curriculums prior to use; and,
2. The selected vendor is responsible for all costs associated with trainings. Periodically, the selected vendor's Project Manager and key staff will be required to travel to OCS for trainings at the vendor's expense. The current contractor averages one to two trips per year.

D. Debt Collection

1. The selected vendor must maintain direct and repeated contact with delinquent non-residential parents for whom collection cannot be accomplished through the use of income withholding. This service requires demand letters and, if possible, telephone contacts. All contact activity must be added to the running record comments section in SETS within two (2) business days of performing the activity on the case;
2. The selected vendor must attempt to collect the ordered amount of support (order may be issued administratively or judicially) according to the order information in SETS. Income withholding orders will be issued through SETS; and,
3. The selected vendor must direct payments made by a non-residential parent to the State of Ohio, State Disbursement Unit (Child Support Payment Central--CSPC).

E. Case Return

1. While the case is with the vendor, the CSEA may perform work on the case. The vendor will receive credit for all payments while the case is with them, excluding payments deemed ineligible by this RFP and 5101:12-1-87 of the OAC;
2. Cases will be returned 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. If the selected vendor disputes whether a case can be pulled back prior to the end of the 12-month period by the CSEA, they must notify ODJFS of this dispute. ODJFS will make the final decision whether the case shall be returned or not; and,
4. The selected vendor must 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. The selected vendor shall obtain a copy of death certificate or other verification of death and forward it to the appropriate CSEA. The cost of such verification is the responsibility of the vendor.

F. Record Management, and SETS Update

1. The selected vendor must utilize SETS to update case activity within two (2) business days of performing the activity on the case. If the selected vendor establishes location, or other vital information concerning the non-residential parent (e.g. death, disability or incarceration of nonresidential parent), the SETS case record must be updated. Any income withholding orders that are established by the vendor must be issued via the SETS system; and,
2. The selected vendor will process designated Alerts for referred cases keeping Alerts current within five (5) business days of the date the Alert was received.

G. Project Reports

The selected vendor must provide the following Monthly Activity Report (MAR) (See **Appendix D**) for each county in which the vendor is delivering services. The MAR report must be submitted to ODJFS within ten (10) business days of the end of the month for which activity is reported. All MARs reports must include the following county-specific information:

1. Total cases in selected vendor's possession at beginning of report month;
2. Number of cases returned to CSEAs designated by:
 - Deceased;
 - Bankruptcy;
 - Arrears paid off;
 - Vendor compensation period is over; and,
 - Other (e.g. disputed cases).
3. Number of cases received from CSEAs during the month;
4. Total cases in selected vendor's possession at the end of the reporting month;
5. Number of cases for which locate was completed;
6. Number of cases documented to meet closure criteria;
7. Number of cases showing payment during the reporting month excluding payments from IRS, ODT (Ohio Department of Taxation), Lottery Commission, UC, BWC, Passport Denials, or other type of collections deemed inappropriate for reimbursement as determined by ODJFS;
8. The number of access restrictions issued through SETS;
9. The amount of collections received as a result of Single State Financial Institution Data Match (SSFIDM)* activity;
10. The amount of collections received as a result of Multi-State Financial Institution Data Match (MSFIDM)* activity;
11. Selected vendor's total collection amount for reporting month (this total must exclude items listed above in #7); and,
12. Average payment per case (#11 divided by #7).

* ODJFS has legal authority to remove funds from financial accounts to pay past due support.

H. Compliance with Ohio Child Support Enforcement Obligations

1. As a condition of receiving a contract award, the selected vendor, 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. The selected vendor, and any subcontractor(s), must also 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; and,
2. The selected vendor must be able to provide "ad hoc" reports to ODJFS, when requested by ODJFS.

I. Security and Safeguards

1. The selected vendor must 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. Also, the selected vendor is subject to safeguarding inspections by OCS or representatives of the federal program;

2. The selected vendor must have all staff that perform 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** of this RFP;
 - c. Sign the **Tax Information Safeguarding Authorization Agreement (JFS 7014) Form** which is included as **Appendix B** to this RFP; and,
 - d. Complete and sign an ODJFS security agreement (JFS 7078) which is included as **Appendix C** to this RFP prior to work on the resulting contract; and,
 - e. Sign the **JFS 7016 Form** which is an additional Tax Information Safeguarding Authorization Agreement. This form is currently being revised and will be available by the time a contract is awarded. This will only be signed by the president or owner of the company.

3.2 Number of Participants

The selected vendor must be able to provide professional debt collections services for collecting past due child support (including case management services) for up to 130,000 CSEA cases from all 88 Ohio counties. The current Ohio caseload for Arrears Only cases is 125,880. There is no guaranteed minimum number of cases that will be assigned to the contractor.

3.3 Administrative Structures—Proposed Work Plan

Vendors are to include, at 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. This 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;
- B. Provide a status reporting procedure for reporting work completed, and resolution of unanticipated problems;
- C. Provide a current organizational chart (including any subcontractors) and specify the key management and administrative personnel who will be assigned to this project, and describe the duties to be assigned to each;
- D. Provide a timeline for each component of the scope of work and the project overall including the staff hours for personnel involved. Include 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. The vendor must provide the percentage of time each key management person will devote to the project; and,

- E. Provide at least three examples of written communication sent out to non-custodial parents. ODJFS must approve all written communication prior to release.

3.4 Specifications of Deliverables

The contracted services shall include, but may not be limited to, the following areas: project administrative responsibilities; case management activity; and debt collection services. The specific details of these deliverables include:

- A. Provide professional debt collection and case management on up to 130,000 delinquent child support cases;
- B. The selected vendor must maintain sufficient resources to actively work all cases assigned to the selected vendor within 30 calendar days of the assignment;
- C. 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. The vendor must begin pursuing collection actions as soon as possible;
- D. 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. The contractor shall obtain a copy of death certificate or other verification of death and forward it to the appropriate CSEA;
- E. Update case notes within two (2) business days after a case activity has occurred. When documenting the work the vendor must update SETS in a manner that is understandable to both CSEA and OCS staff using OCS approved acronyms. Also, case notes must accurately reflect the action taken on the case. The contractor will use SETS to initiate forms or notices on behalf of the case;
- F. Alerts must be worked within five (5) business days;
- G. Obtain the collection totals for each CSEA by utilizing the Privatization Collections Report (QFR065RA) in Control-D after the end of the month. If OCS determines a payment is not reimbursable, the contractor must remove it from the collection totals before submitting the invoice;
- H. Provide a completed Monthly Activity Report (MAR), which is included as **Appendix D** of this RFP, for each CSEA in which the selected vendor is delivering services. The MAR must be submitted to ODJFS within ten (10) business days of the end of the month for which activity is reported;
- I. Turn over all case records to ODJFS within 30 calendar days of the end of the contract. Records include all hard and soft copy information that is a result of the case activity from all Ohio CSEAs; and,

- J. The selected vendor must provide and 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. The selected vendor will provide callers with answers to their payment questions and other helpful information. The estimated and/or historical call volume is approximately 5,600 per month. The toll-free line must remain operable on business days from 8:00 a.m. to 5:00 p.m. EST. The selected vendor will not be required to answer calls on state holidays.

3.5 Vendor Reimbursement

The vendor selected through this RFP will be compensated by payment from ODJFS based upon a percentage of obligations collected. The rate of that compensation will be based upon the selected vendor's cost proposal (See **Attachment F, Cost Proposal Form**). That is the only compensation the selected vendor may claim for services provided as described in this RFP.

SECTION IV. CONDITIONS AND OTHER REQUIREMENTS

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

4.1 State Contracts

Proposals must list any current contracts the vendor has with State of Ohio agencies. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percentage of the project completed. Vendors must complete a copy of the Required Vendor Information and Certifications Document (provided as **Attachment A.**) to report this information and include the completed document in the vendor's proposal as specified in **Section 5.2 B., 1** of this RFP.

4.2 Interview

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

4.3 Start Work Date

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

4.4 Proposal Costs

Costs incurred in the preparation of this proposal are to be borne by the vendor, and ODJFS will not contribute in any way to the costs of the preparation. Any costs associated with interviews will be borne by the vendor and will not be ODJFS' responsibility (see Section 4.2, above).

4.5 Trade Secrets Prohibition; Public Information Disclaimer

Vendors are prohibited from including any trade secret information as defined in ORC 1333.61 in their proposals in response to any ODJFS RFP, RLB or other procurement efforts. ODJFS shall consider all proposals voluntarily submitted in response to any ODJFS RFP (or etc.) to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record.

All proposals and any other documents submitted to ODJFS in response to this RFP shall become the property of ODJFS. This RFP and, after formal announcement by ODJFS of the results of this RFP project (e.g., notices provided to responding vendors regarding vendor selection, notice of project cancellation, etc.), any proposals submitted in response to the RFP are deemed to be public records pursuant to R.C. 149.43. For purposes of this section, “proposal” shall mean both the technical and the cost proposals (if opened by ODJFS) submitted by the vendor, any attachments, addenda, appendices, or sample products.

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

4.6 Contractual Requirements

- A. Any contract resulting from the issuance of this RFP is subject to the terms and conditions as provided in the model contract, which is included as **Attachment D.** of this RFP;
- B. Many of the terms and conditions contained in the model contract (See **Attachment D.**) are required by state and federal law; however, the vendor may propose changes to the model contract by annotating the model, and returning it with the vendor’s proposal submission. Any changes are subject to ODJFS review and approval;
- C. Payments for any and all services provided pursuant to the contract are contingent upon the availability of state and federal funds;
- D. All aspects of the contract apply equally to work performed by any and all subcontractors;
- E. The contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality that apply to the employees of ODJFS and the State of Ohio. Any violation of confidentiality will result in an immediate termination of the contract, and may result in legal action;
- F. As a condition of receiving a contract from ODJFS, the contractor, and any subcontractor(s), shall certify compliance with any court order for the withholding of child support which is issued pursuant to Section 3113.217 of the ORC. The contractor, and any subcontractor(s), must also agree to cooperate with ODJFS and any Ohio Child Support Enforcement Agency in ensuring that the contractor or employees of the contractor meet child support obligations established under state law;
- G. By signing a contract with ODJFS, a vendor agrees that all necessary insurance is in effect; and

- H. The selected contractor shall be required to comply with prevailing wage standards, as established in ORC 4115.03 to 4115.16.

4.7 Travel Reimbursement

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

4.8 Minority Business Enterprise

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

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

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

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

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

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

4.9 Subcontractor Identification and Participation Information

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

1. The subcontractor's legal status, federal tax ID number, and principle business address;
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;

3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the vendor is selected;
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

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

4.10 Public Release of Records

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

4.11 Confidentiality

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

4.12 Key Personnel

ODJFS will require a clause in the resulting contract regarding key personnel in that any person identified as critical to the success of the project may not be removed without reasonable notice to ODJFS, and replacements will not be made without ODJFS approval.

4.13 Ethical & Conflict of Interest Requirements

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

4.14 Health Insurance Portability & Accessibility Act (HIPAA) Requirements

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

specifically 45 CFR 164.501 and any amendments thereto. The selected vendor can reasonably anticipate HIPAA language in the contract that results from this RFP.

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

4.15 Waiver of Minor Proposal Errors

ODJFS may, at its sole discretion, waive minor errors or omissions in vendors' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

4.16 Proposal Clarifications

ODJFS reserves the right to request clarifications from vendors of any information in their Technical and/or Cost proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process.

4.17 Contractual Requirements and Prevailing Wage Requirements

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

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

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

4.19 Mandatory Contract Performance Disclosure

Each proposal must disclose whether the vendor's performance, or the performance of any of the proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those to be provided for the project which is the subject of this RFP has resulted in any "formal claims" for breach of those contracts. For purposes of this disclosure, "formal claims" means any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), or assigned to mediation. If any such claims are disclosed, vendor shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. While disclosure of any formal claims in response to this section will not automatically disqualify a vendor from consideration, at the sole discretion of ODJFS, such claims and a review of the background details may result in a rejection of the vendor's proposal. ODJFS will make this decision based on its determination of the

seriousness of the claims, the potential impact that the behavior that led to the claims could have on the vendor's performance of the work, and the best interests of ODJFS.

4.20 Mandatory Disclosures of Governmental Investigations

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

4.21 Mandatory Disclosures of Work Location

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

4.22 Vendor Selection Restriction

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

4.23 Declaration of Material Assistance Requirements

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

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

4.24 Ohio Presence Consideration

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

Vendors that can demonstrate in their proposals that they either currently have a physical presence in Ohio or have concrete plans for establishing a physical presence will be given additional scoring consideration. In order to be acknowledged as a vendor with an Ohio presence, vendors must comply with instructions provided in this RFP, Section 5.2, Format for Organization of the Proposal, and provide information on the nature of the work and the number and type of vendor personnel at the Ohio location. Details of how an Ohio presence will be considered in the proposal scoring process are provided in Section 6.1, Scoring of Proposals.

SECTION V. PROPOSAL FORMAT & SUBMISSION

5.1 Proposal Submission Information

ODJFS requires proposal submissions in both paper and electronic format. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

- **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 Monday, April 23, 2007**. Faxes or e-mailed submissions will not be accepted. **Proposals must be addressed to:**

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

Vendors' original technical and cost proposals must contain all the information and documents specified in Section 5.2, "Format for Organization of the Proposal." All copies (both paper and CD-ROM) of the original proposal must include copies of ALL information, documents, and pages in the original proposal.

Along with the Technical proposal, the vendor must submit the Cost Proposal in a separate, sealed envelope/package labeled: **"NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR CHILD SUPPORT COLLECTION SERVICES, RFP#: R-89-09-0001 SUBMITTED BY [VENDOR'S NAME HERE]."**

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

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

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

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

5.2 Format for Organization of the Proposal

A. Overall Proposal Organization

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

The vendor's Technical Proposal must contain the following components (organized in five (5) primary tabs and divided into sub-tabs) as described below. Any other information thought to be relevant, but not applicable to a specific RFP section number/letter must be provided as an appendix to the proposal and so marked as an additional tab. ODJFS reserves the right not to review submitted appendices which includes information/materials not required in the RFP. All pages beyond Tab 1 shall be sequentially numbered.

Vendors must organize their Technical Proposals in the following order:

Tab 1 Required Vendor Information and Certifications Document

Request for Taxpayer Identification Number (W-9) Form

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

Tab 2 Vendor Experience & Qualifications

Sub-Tab 2a. Mandatory Vendor Qualifications (Section 2.1, 1. through 2.)

Sub-Tab 2b. Organizational Experience & Capabilities (Section 2.2, 1. through 3.)

Sub-Tab 2c. Staff Experience and Capabilities (Section 2.3, 1. through 4.)

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

Sub-Tab 3f. Deliverable F (etc. through J.)

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 RFP Attachment B.**), which is to be signed by the vendor and submitted with the paper copies of the technical proposal. **The CD-ROM containing the Cost Form must be submitted in the sealed envelope containing the hardcopy Cost 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 RFP requirements to which they correspond.

IMPORTANT: Any vendor Technical Proposals found to contain any prohibited cost information shall be disqualified from consideration. Prohibited cost information is defined as any dollar amounts which ODJFS might find indicative of the relative cost or economy of the proposed project. However, information on the assets, value, or historical business volume of the vendor is NOT considered to be such prohibited cost information, and MAY be included in any vendor’s technical proposal. Any prohibited cost information must be submitted with the separate, sealed project budget/Cost Proposal. The Technical Proposal is defined as any part of the vendor’s proposal (either as required by ODJFS or sent at vendor’s discretion, such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc.) which is not specifically identified by ODJFS as a required component of the separate, sealed project budget/Cost Proposal. Should a vendor feel it is important to include any documents containing such prohibited cost information in the technical proposal, the cost information in those documents must be made unreadable by the vendor before submission of the proposal to ODJFS.

1. (Tab 1)

Required Vendor Information & Certifications

Request for Taxpayer Identification Number (W-9) Form

Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization

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

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

Vendors are required to provide a declaration regarding material assistance to a terrorist organization or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List and described in **Attachment C, Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization.** Vendors MUST print **Attachment C.**, complete and sign it (in blue ink), and return it as the content of their Proposal Tab 1. Vendors who fail to provide a signed and completed **Attachment C.** risk disqualification. This form may also be accessed and printed at the Ohio Department of Public Safety, Division of Homeland Security’s Website at <http://www.homelandsecurity.ohio.gov>.

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

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

In order to be acknowledged as a vendor with an Ohio presence (as described in RFP Section 4.24, Ohio Presence Consideration) for additional scoring consideration, the vendor must demonstrate in this Tab1 section of its proposal either that it currently has a physical presence in Ohio or has concrete plans for establishing a physical presence. Information to be presented includes the actual or proposed location of the vendor’s presence, a description of the work to be performed at that location, and the number of its personnel to operate from the Ohio location. If the Ohio location is planned but not yet operational, an estimated implementation schedule should be provided.

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

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

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

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

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

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

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

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

This section should describe in detail how the vendor proposes to perform each tasks of the scope of work identified in Sections 3.1, Scope of Work and in Section 3.4, Specifications of Deliverables, of this RFP. The responses must address each element separately. Vendors should place their responses for each Deliverable identified in Section 3.4 behind separate sub-tabs as described above.

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

This section should describe in detail (in the order as outlined) the vendor's administrative structures as specified in Section 3.3, Administrative Structures—Proposed Work Plan of this RFP.

5. (Tab 5)
Vendor Attachments or Appendices

This section should, at a minimum, include excerpts/samples of work products described in RFP Section 2.2.

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 CHILD SUPPORT COLLECTION SERVICES, RFP#: R-89-09-0001 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 RFP according to instructions, sign it, and submit it fully completed as the separate sealed cost proposal. The Cost Proposal Form requires interested vendors to provide a fixed fee for those

services defined in Section 3.4 Specifications of Deliverables. Vendors are to use their professional comprehension of the effort required to perform those services and to offer to ODJFS its flat, all-inclusive fee for performing each. The per case percentage charge/cost offered in the vendor's Cost Proposal will be the all-inclusive cost in effect throughout the contract period, including any renewal contracts, as described in Section 1.9, Time Frames & Funding Source, of this RFP.

Vendors are to use the format in **Attachment F, Cost Proposal Form**, to submit their cost proposal for SFYs 08, 09 (etc.). 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 percentage/dollar amounts displayed on the Cost Proposal Form.

In calculating their total proposed cost, vendors must consider cost resulting from each deliverable listed in Section 3.4 of this RFP, as well as all program costs, primary and incidental, necessary to complete all program activities (whether explicitly identified by ODJFS in this RFP or not).

D. IMPORTANT – VENDOR DISQUALIFIERS FOR PROPOSAL ERRORS:

- Any vendor's Technical Proposal found to contain any cost information shall be disqualified from consideration. Cost information is defined as any dollar amounts which might be deemed to be indicative of the relative cost or economy of the proposed project. Information on the assets, value, or historical business volume of the vendor is NOT considered to be such prohibited cost information, and MAY be included in any vendor's technical proposal as information on business capacity and stability. All prohibited cost information must be submitted with the separate, sealed Cost Proposal. The Technical Proposal is defined as any part of the vendor's proposal (either as required by ODJFS or sent at vendor's discretion), such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc., which is not specifically identified by ODJFS as a required component of the separate, sealed Cost Proposal. Should a vendor determine to include in the technical proposal any documents which contain such cost information, the cost information in those documents must be made unreadable by the vendor before submission of the proposal to ODJFS. Failure to follow these instructions will result in disqualification.
- Any trade secret, proprietary, or confidential information (as defined in Section 4.5 of this RFP) found anywhere in a vendor's proposal shall result in immediate disqualification of that vendor's proposal.

SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION

6.1 Scoring of Proposals

ODJFS will contract with a vendor that best demonstrates the ability to meet requirements as specified in this RFP. Vendors submitting a response will be evaluated based on the capacity and experience demonstrated in their Technical and Cost Proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT), comprised of staff from ODJFS, Office of Child Support and their designees. Vendors should not assume that the review team members are familiar with any current or past work activities with ODJFS.

Proposals containing assumptions, lack of sufficient detail, poor organization, lack of proofreading and unnecessary use of self-promotional claims will be evaluated accordingly. PRT members will be required to sign disclosure forms to establish that they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

Selection of the vendor will be based upon the criteria specified in Sections II., III., IV., and V. of this RFP. Any proposals not meeting the requirements contained in those sections of this RFP will not be scored or may be held pending receipt of required clarifications. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The review team may waive minor defects that are not material when no prejudice will result to the rights of any vendor or to the public. In scoring the proposals, ODJFS will score in three phases:

A. Phase I. Review—Initial Qualifying Criteria:

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

1. Was the proposal received by the deadline as specified in Sections 1.5 and 5.1?
2. Did the vendor submit seven (7) paper copies and one 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].”**)?
3. Does the vendor’s proposal include all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in **Attachments B., and C.** to the RFP?
4. According to those certifications, does the vendor affirmatively indicate that it is not on the federal debarment list; that there are no unfair labor findings against it; and it is not in violation of ORC Section 9.24, and therefore may enter into a contract with ODJFS?
5. Does ODJFS’ review of the Auditor of State website verify that the vendor is not excluded from contracting with ODJFS by ORC Section 9.24 for an unresolved finding for recovery (*i.e.*, the proposal of any vendor whose name appears on the Auditor’s website as having an unresolved finding for recovery will be eliminated from further consideration.)?
6. Does the vendor have a minimum of three (3) years of experience in the field of professional debt collection services on cases owing past due child support?
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?
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?

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

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

A maximum of **598** points will be awarded for the Technical Proposal. A technical proposal must achieve a total of at least **456** points (a score which represents that the vendor can successfully perform the resulting contractual duties) out of the possible **598** points to qualify for continued consideration. Any proposal which does not meet the minimum required technical proposal points will be disqualified from any further consideration and its cost proposal will neither be opened nor considered.

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

0	6	8	10
Does Not Meet Requirement	Partially Meets	Meets Requirement	Exceeds Requirement

Technical Performance Scoring Definitions:

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

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

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

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

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

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

C. Phase II., B.—Additional Consideration for an Ohio Presence

After establishing which vendor proposals are technically qualified to advance to Phase III for consideration of their corresponding cost proposals, ODJFS will add ten (10) points to the proposals of those vendors which have also demonstrated an Ohio presence as described in Sections 4.24 and 6.1, B., of this RFP. For those technically qualified vendors with an Ohio presence, their final technical score will be the sum of the score they earned according to the Phase II A. review described above plus the additional ten points. That sum will be used for those vendors in Phase III, as described below.

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

The Cost Proposal will be reviewed by ODJFS. The proposed per case charge as provided in each technically qualified vendor's Cost Proposal is divided by that vendor's final Technical Proposal score. This compares the cost with the quality of the Technical Proposal, which will provide an average cost-per-quality point earned on the Technical Proposal.

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

6.2 Review Process Caveats

ODJFS may, at its sole discretion, waive minor errors or omissions in vendors' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

ODJFS reserves the right to request clarifications from vendors to any information in their Technical and/or Cost proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by ODJFS, and vendors' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.8 of this RFP. Such communications are expressly permitted when initiated by ODJFS, but are at the sole discretion of ODJFS.

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

ODJFS reserves the right to negotiate with vendors for adjustments to their proposals should ODJFS determine, for any reason, to adjust the scope of the project for which this RFP is released. Such

communications are not violations of any communications prohibition, and are expressly permitted when initiated by ODJFS, but are at the sole discretion of ODJFS.

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

6.3 Final Vendor Recommendation

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

6.4 Tie Breaker

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

SECTION VII. PROTEST PROCEDURE

7.1 Protests

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

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

- B. A timely protest shall be considered by ODJFS, if it is received by ODJFS' Office of Legal Services, within the following periods:
 1. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 3:00 p.m. the closing date for receipt of proposals, *as specified in Section 1.5, Anticipated Procurement Timetable, of this RFP.*

2. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 3:00 p.m. of the eighth (8th) calendar day after the issuance of the Letter of Intent to Award the contract.
- C. An untimely protest may be considered by ODJFS if ODJFS determines that the protest raises issues significant to the department's procurement system. An untimely protest is one received by ODJFS' Office of Legal Services after the time periods set forth in Item B. of this section.
 - D. All protests must be filed at the following location:

Chief Legal Counsel
ODJFS Office of Legal Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-0423
 - E. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Director of ODJFS determines that a delay will severely disadvantage the Department. The vendor(s) who would have been awarded the contract shall be notified of the receipt of the protest.
 - F. ODJFS' Office of Legal Services shall issue written decisions on all timely protests and shall notify any vendor who filed an untimely protest as to whether or not the protest will be considered.

7.2 Caveats

ODJFS is under no obligation to issue a contract as a result of this solicitation if, in the opinion of ODJFS and the proposal review team, none of the proposals are responsive to the objectives and needs of the Department. ODJFS reserves the right to not select any vendor should ODJFS decide not to proceed. Changes in this RFP of a material nature will be provided via the agency website. All vendors are responsible for obtaining any such changes without further notice by ODJFS.

SECTION VIII. ATTACHMENTS AND THEIR USES

- A. **Required Vendor Information and Certifications** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- B. **Request for Taxpayer Identification Number (W-9) Form** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- C. **Declaration of Material Assistance Form** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- D. **ODJFS Model Contract** (*For vendor reference purposes*)
- E. **Technical Proposal Score Sheet** (*For vendor self-evaluation purposes...do not submit*)
- F. **Cost Proposal Form** (*To be completed & included in cost proposal packet as specified in Sec. 5.2, C.*)

SECTION IX. APPENDICES

- A. **IRS Publication 1075**
- B. **Tax Information Safeguarding Authorization Agreement (JFS 7014) Form**

- C. ODJFS Security Agreement**
- D. Monthly Activity Report (MAR)**
- E. Invoice Template**

Thank you for your interest in this project.