

**AMENDMENT TO ODJFS NEW HIRE SERVICES RFP, November 15, 2007:**

In Section II, Subsection 2.1, ODJFS CORRECTLY identified the following two staff requirements which, if not met, would result in the disqualification of the vendor.

- a. ODJFS will only consider proposals from vendors with a minimum of five years experience in data entry projects that require the processing of at least two million reports each year.
- b. The vendor must also exhibit at least three years experience in managing a call center responsible for answering at least 600 calls per month and responding to 180 e-mails per month.

In the Technical Proposal Score sheet (Attachment E.), the Phase I criteria include procedural requirements such as timely submission of proposals, these two mandatory staff requirements, and (item 9) the requirement that, “Vendor’s proposal identifies, by position and by name, any additional staff they might consider key to the project’s success; and includes resumes for those persons. Key staff must have at least a four year degree in a related field.” Phase I criteria are developed to establish minimum qualification for acceptance and consideration of a vendor’s proposal. Item 9, as stated above should **NOT** have been included in Phase I as it is not included in Section II, 2.1 as a possible disqualifier.

In Phase II of the scoring process, vendor proposals are rated on a quality or compliance continuum for all criteria listed, indicated by a score of between zero points for not meeting a certain criteria, to ten points for exceeding it. Vendor proposals may be scored at 0 points on any particular Phase II criterion WITHOUT being disqualified. Disqualification during Phase II can only occur after calculating a vendor’s final total Phase II score and finding that it is below the minimum acceptable score of 378 points.

In Phase II of the Technical Proposal Score Sheet, items 4 and 5 are established to measure the staff experience and capabilities paraphrased in Phase I, item 9. Phase I of the score sheet should not have included item 9. Therefore ODJFS hereby amends the R-89-09-0740 Technical Proposal Score Sheet as follows:

**ATTACHMENT E**  
**RFP#: R-89-09-0740**  
**Technical Proposal Score Sheet**

**PHASE I: Initial Qualifying Criteria**

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

<b>ITEM</b>	<b>PROPOSAL ACCEPTANCE CRITERIA</b>	<b>RFP Section Reference</b>	<b>YES</b>	<b>NO</b>
1	Was the vendor’s proposal received by the deadline as specified in the RFP?	1.6/5.1		
2	Did the vendor submit a proposal comprised of a Technical Proposal and, in a separate, appropriately labeled, sealed envelope, a Cost Proposal?	5.1		
3	Vendor’s proposal includes all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in Attachment A to the RFP?	VIII(A)		
4	Included in those certifications, the vendor states that it is not excluded from entering into a contract with ODJFS, due to restrictions related to the federal debarment list, unfair labor findings, or R.C. § 9.24.	VIII(A)		
5	ODJFS’ review of the Auditor of State website verifies that the vendor is not excluded from contracting with ODJFS by R.C. § 9.24 for an unresolved finding for recovery.	4.18		
6	Vendor’s proposal includes a minimum of five years experience in data entry projects that require the processing of at least two million reports each year.	2.1(a)		
7	Vendor’s proposal includes at least three years experience in managing a call center responsible for answering at least 600 calls per month and responding to 180 e-mails per month.	2.1(b)		
8	Vendor’s proposal includes experience in maintaining a call center that responds to approximately 600 calls and 180 e-mails per month.	2.2(a)		

**PHASE II: Criteria for Scoring of Technical Proposal**

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

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

A technical proposal’s total PHASE II score will be the sum of the point value for all the evaluation criteria. The review team will collectively score each individual qualifying proposal. Technical proposals which do not meet or exceed a total score of at least **378** points (a score which represents 75% of the “meets” evaluation criteria score of **504**) out of a maximum of **622** points, will be disqualified from further consideration, and its cost proposal will neither be opened nor considered. Only those vendors whose Technical Proposals meet or exceed the minimum required technical points will advance to PHASE III of the technical proposal score sheet.

ITEM #	EVALUATION CRITERIA	RFP SEC. REF.	Weighting	Doesn't Meet 0	Partially Meets 6	Meets 8	Exceeds 10
<b>REQ. VENDOR INFO. &amp; CERTIFICATIONS</b>							
1	The vendor has included, properly completed and signed, the Required Vendor Information & Certifications as specified in the RFP.	VIII(A)	2				
<b>VENDOR QUALIFICATIONS</b>							
<b>ORGANIZATIONAL EXPERIENCE &amp; CAPABILITIES</b>							
2	The vendor has shown experience, in private and/or public settings, in creating, operating, and managing projects similar to the New Hire Reporting in size, scope, and necessary responsibility level, as described in this RFP.	2.2(a)	3				
3	The vendor has descriptions of at least three, but no more than four, similar sized projects completed in the past five years that demonstrate expertise in handling between 2 and 3 million reports needing to be data entered annually.	2.2(b)	3				
<b>STAFF EXPERIENCE &amp; CAPABILITIES</b>							
4	The vendor has designated a project manager who has a minimum of three years management experience; a bachelor's degree in business administration, public administration, social sciences or other related field. At least two years experience in managing data entry and call center staff for a high volume operation is desired.	2.3(a)	3				
5	The vendor has identified, 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).	2.3(b)	2				
6	The vendor has included resume(s) of key staff expected to work on the project.	2.3(b)	2				
<b>SCOPE OF WORK</b>							
7	The vendor has provided a plan as to how they will establish and maintain one (1) new hire reporting center, physically located in Ohio.	3.1(1)	3				
8	The vendor has provided a plan as to how they will process approximately three million reports per year which includes a description of their capabilities of handling such transmission volume and of handling all other types of transmissions as well.	3.1(2)	3				
9	The vendor has provided a plan as to how they will establish an operations center that is capable of date-stamping and data-entering all new hire reports within five days of receipt of the record regardless of the method utilized by the employer, and in turn, transmitting the data no later than the next business day (except for State holidays) to ODJFS.	3.1(2)	3				
10	The vendor has provided a plan that shows how they will: transmit to ODJFS, once per month, all independent contract information received that month; obtain and retain information (as specified in Section 3.1 (3).) from each report; be able to process the weekly and annual report volume at the required accuracy rate of 99.8% on data entry work.	3.1(2)	3				
11	The vendor has provided a plan on how they will: submit to ODJFS an electronic transmission of all new records processed at the New Hire Reporting Center with the transmission frequency of daily for non-independent contractors and monthly for independent contractors; create a batch numbering process to facilitate record identification, and the keying of records according to the numbered batches; maintain all new-hire data in the database for 365 days.	3.1(2)(3)	3				
12	The vendor has provided a plan on how they will: provide a post office box for mailed data and reports, and provide sufficient toll-free fax line accessibility; establish and maintain sufficient toll-free telephone accessibility capable of supporting project call volume; ensure that on-hold time for callers will not exceed five minutes before reaching a call-center operator.	3.1(4)(5)	2				
13	The vendor has provided a plan on how they will: operate and maintain an Internet web site that provides instructions and guidelines to employers and provides basic information for CSEAs, state agencies, and the general public, regarding the new-hire program; operate and maintain a New Hire Reporting web site that includes employer instructions for reporting, and must allow employers to report online.	3.1(6)	2				
14	The vendor has provided a plan on how they will: establish and implement procedures for the protection of information; send follow-up correspondence on a quarterly basis to employers who appear on the OWD file but have not reported to the New Hire Reporting Center.	3.1(8)(9)	2				
15	The vendor has provided a plan on how they will: produce monthly	3.1(10)	2				

	activity reports, compliance reports and an annual report for ODJFS, as outlined in the RFP.						
16	The vendor has provided a plan on how they will: develop and issue informational mailings at ODJFS' discretion at least twice per year to the state's employers; facilitate the transfer of phone numbers and fax numbers so the numbers remain the same as the transition occurs to the new vendor, if the next RFP results in the New Hire Reporting contract being awarded to a different vendor.	3.1(11) (12)	2				
<b>ADMIN. STRUCTURES—PROPOSED WORK PLAN</b>							
17	The vendor has stated the key objectives of the <u>proposed</u> project. [NOTE: Vendors are advised to refrain from simply restating the objectives as identified in Section 1.5 of this RFP.	3.2	2				
18	The vendor has provided a technical approach and work plan to be implemented. This includes a <u>proposed timeline for the project</u> .	3.2(A)	2				
19	The vendor has provided a status reporting procedure for reporting work completed, and resolution of unanticipated problems.	3.2(B)	3				
20	The vendor has provided a current organizational chart (including any subcontractors) and specify the key management and administrative personnel who will be assigned to this project.	3.2(C)	2				
21	The vendor has provided a timeline for each component of the scope of work and the project overall including the staff hours for personnel involved. Also has included 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.	3.2(D)	2				
<b>SPECIFICATIONS OF DELIVERABLES</b>							
22	The vendor has provided a plan as to how they will establish an office in the central Ohio area that acts as a clearinghouse for all employers to report their new hires, re-hires and independent contractors within 20 days of the date of hire. Certain data elements are gathered from each report and are forwarded to ODJFS MIS (the vendor has a requirement to process all reports within 5 days of receipt, and transmit that data no later than the next business day to ODJFS.	3.3(1)	3				
23	The vendor has provided a plan as to how they will receive and process non electronic reports from employers.	3.3(2)	3				
24	The vendor has provided a plan as to how they will provide data entry services from those reports and data connected with the Ohio New Hire Reporting Program.	3.3(3)	3				
25	The vendor has provided a plan as to how they will provide administrative support for the Ohio New Hire Reporting Program.	3.3(4)	3				
<b>Column Subtotal of "Partially Meets" points</b>							
<b>Column Subtotal of "Meets" points</b>							
<b>Column Subtotal of "Exceeds" points</b>							
<b>GRAND TOTAL SCORE:</b>							

**Based upon the Grand Total Technical Score earned, does the vendor's proposal proceed to the Phase III evaluation of its Cost Proposal? (Vendor's Grand Total Technical Score must be at least 378 points.)**

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

All other information remains unchanged. ODJFS regrets any confusion this may have caused.