



Department of Job and Family Services

Ohio Department of Job and Family Services Request for Proposals (RFP) Virtual Video Orientation Project RFP#: JFS-IS-10-06

I. Purpose

The Ohio Department of Job and Family Services (ODJFS) is soliciting bids to identify a vendor who will provide a web site to support basic orientation for candidates for Reemployment and Eligibility Assessment program. This URL will provide an overview of the services available, eligibility requirements and how to sign up for them. This website is being created to supplement the existing small group intake sessions that are currently over-subscribed due to the large number of unemployed Ohioans. The hope is that through in home and library use, this web site will reach out to a large percentage of those eligible and leave the on-site orientation session available for those with no internet access.

Under the contract resulting from this RFP, the vendor will deliver a virtual reemployment website that will introduce and provide detailed explanations of available services in Ohio's One-Stop offices and provide a variety of self-directed Reemployment services and tools that will include a self-assessment, Barriers to Employment Success Inventory (BESI© 2007 JIST Works). Optional job search videos will also be available. The virtual reemployment system will prepare the individual for the one-on-one work search plan development that is completed in the One-Stops throughout Ohio. We need to have this site up and operational by August 2, 2010.

This Request For Proposal (RFP) document is released by ODJFS, and the subsequent contract expected to result from this RFP process will be a contract between the vendor and ODJFS. The ODJFS Office of Information Systems (OIS) will designate a staff member as the ODJFS Contract Manager to provide on-going supervision of the contractor selected through this RFP.

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

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

II. Time and Date of Submission

Organizations, companies, firms, or individuals who are interested in submitting letterhead bids must make their submission not later than **3:00 p.m. Eastern Standard Time on December 11, 2009**. Faxes will not be accepted. Proposals must be addressed to:

**Office of Management Information Systems
Ohio Department of Job and Family Services
Attn: OMIS Business Services
4200 E. Fifth Ave.
Columbus, Ohio 43219**

For hand delivery on the due date all proposals will be accepted at the Guard Desk at 4200 E. Fifth Ave., Columbus, Ohio 43219. **DAS/OIT WILL NOT ACCEPT PROPOSALS FOR THIS RFP.** ODJFS is not responsible for any proposals delivered to any address other than the address provided above.

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

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.

III. Anticipated Procurement and Project Timetable

11/05/2009	ODJFS Releases RFP to Potential Vendors. Q & A Period Opens - Vendors may submit inquiries for RFP clarification.
11/19/2009	Vendor Q & A Period closes, 8 a.m. for inquiries for RFP clarification - No further inquiries for RFP clarification will be accepted.
12/11/2009	Deadline for Vendors to Submit Proposals (3:00 P.M., Eastern time).
01/15/2010	ODJFS Issues Award Notification Letter (ESTIMATED).
01/29/2010	Purchase Order approval – work may not begin until a state Purchase Order has been fully approved by OBM. (ESTIMATED DATE).
02/01/2010	Work begins with Vendor team onsite at location to be determined.
03/15/2010	Vendor initial site available providing national access to job opportunity data.
08/02/2010	All initial development project work must be completed.
<i>NOTE: Fiscal biennium extensions or renewals are planned for the contract expected to result from this RFP to be in effect, contingent upon satisfactory performance and all required approvals for the subsequent fiscal biennium year.</i>	

ODJFS reserves the right to revise this schedule if in the best interest of the State of Ohio and/or to comply with the State of Ohio procurement procedures and regulations.

* According to requirements of ORC 126.07, ODJFS contracts are not valid and enforceable until the Office of Budget and Management (OBM) certifies the availability of appropriate funding, which is indicated by the approval of the Purchase Order (P.O.) The selected vendor may neither perform work nor submit an invoice for payment for work performed for this project for any time period prior to the ODJFS Contract Manager's providing notice that the requirements of section 126.07 of the Ohio Revised Code have been met.

IV. Question & Answer Period; RFP Clarification Opportunity

Potential vendors may ask clarifying questions regarding this RFP via the **email address: MIS_RLB_QA@jfs.ohio.gov** during the Question and Answer Period as outlined in Section III. The email subject should be RFP# **JFS-IS-10-06**.

Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number (if applicable) and/or section 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 08:00 a.m. EDT on the date that the Question and Answer period closes.

ODJFS responses to all questions asked via the Internet will be posted on the Internet web site 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 Question and Answer Document" for this RFP; when possible, ODJFS may post an interim Q & A Document as well as the final version. 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 any RFP.**

Accessibility to the ODJFS Q & A Document will be clearly identified on the web site 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 1.14. Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet or faxed questions for RFP clarification do not apply to PRRs.

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

ODJFS will only answer those questions submitted within the established time period for the Vendor Q & A process (see Section 1.3., Anticipated Procurement Timetable, above), and which pertain to issues of RFP clarity, and which are not requests for public records. ODJFS is under no obligation to acknowledge questions submitted through the Q & A process if those questions are not in accordance with these instructions.

V. Qualifications

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

A. **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. The vendor must have an existing State Term Schedule agreement with the State of Ohio.
2. The vendor must include three (3) references for which the vendor has successfully provided services on projects of a size and scope that are comparable to this statewide project and that are comparable to the requirements in the RFP. These references must relate to work that was completed within the past five (5) years.
3. The vendor's proposal must be received, complete, by the specified time and date deadline.
4. The vendor must submit a proposal comprised of a Technical Proposal and, in a separate, appropriately labeled, sealed envelope, a Cost Proposal.
5. The vendor's proposal (Proposal Tab 1.) must include all required affirmative statements and certifications, signed by the vendor's responsible representative, as described in Attachments B and D to this RFP.
6. The vendor may not be excluded from entering into a contract with ODJFS, due to restrictions related to the federal debarment list, unfair labor findings, or as established at O.R.C. § 9.24.

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

B. **Organizational Experience and Capabilities**

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

1. Samples of at least two, but no more than four, similar sized projects completed in the past five years that demonstrate expertise in video & graphic production materials. These samples must each be in the form of a written narrative (of not more than four pages total, cumulative for all projects described) describing each project, its audience, purpose, and the steps taken by the vendor to successfully complete the projects.
2. Samples of at least two, but no more than four, similar sized projects completed in the past five years that demonstrate web technology video & graphic production sites. These samples must each include a written narrative (of not more than four pages total, cumulative for all projects described) describing each project, and a live or test URL demonstrating the vendors techniques and skills in similar formatting.
3. The vendor information provided for all of the above topics should include summary descriptions of projects in which the vendor gained the experience and knowledge, any notable accomplishments and outcomes, and contact information for the vendor customers receiving the services provided.

Responses submitted by vendors regarding this Section 1.5.2 will be evaluated on a continuum of quality scale based on responsiveness to these criteria and their applicability to the work described in this RFP. Vendors should select samples for submission on this project according to their applicability to the current ODJFS project.

NOTE: ODJFS reserves the right not to view or consider any sample materials offered outside the sample formats or exceeding specified maximum lengths.

C. Staff Experience and Capabilities

The vendor must demonstrate significant expertise by assigning staff to key leadership roles for this project. The vendor must, at minimum identify, by position and by name, those staff they consider key to the project's success, and professional profiles and resumes/curriculum vitae must be included in vendor proposals for all persons proposed for key positions. At minimum, key staff identified must include a project manager assigned to the project for the entire term of the project who will work directly with ODJFS, a creative lead, and a technical (videographic) lead. **IMPORTANT:** identified key staff MAY, at vendor's option, fulfill more than one project role, dependent upon sufficient appropriate experience.

1. Identify one key staff person with project administration experience to serve as Project Manager. Project management for this work includes, at minimum, scheduling, talent and resource coordination, reporting, and budget management.
2. Identify key staff to be assigned to this project with at least three years of professional video production experience, including, at minimum, camera functions, lighting, sound quality, editing, duplicating.
3. Identify key staff to be assigned to this project with at least three years experience leading creative video production, including a background in such things as story-board development, set design, voice and on-screen talent direction, and editing for message delivery.

The Contract Manager, if unsatisfied with job performance of any of the selected vendor's staff and/or sub-contractors, may ask for the replacements. The selected vendor will be subject to a key personnel contractual requirement. ODJFS must be notified of any impending changes in key personnel and must approve any proposed replacement staff.

Important: It is the affirmative responsibility of the vendor submitting a proposal to remove all personal confidential information (such as home addresses and social security numbers) of vendor staff and/or of any subcontractor and subcontractor staff from resumes or any other part of the proposal package. Following submission to ODJFS, all proposals submitted become part of the public record. ODJFS reserves the right to disqualify any vendor whose proposal is found to contain such prohibited personal information.

VI. Scope of Work

A. Production will include, at the minimum, the following elements:

1. Administration
 - a. Conduct an initial consultation with ODJFS.
 - b. Provide preliminary ideas and storyboard to ODJFS.
 - c. Include ODJFS in the process of deciding how the elements are artistically incorporated into the website.

- d. Receive approval from ODJFS for all preproduction and production elements throughout the project.

2. Preproduction

- a. Provide an ODJFS-approved storyboard to ODJFS.
- b. Provide a list of production activities for review, clarification, and approval by ODJFS.
- c. Provide a tentative production schedule (pre-production, production, and post-production) and final script due within thirty (30) days of the initial consultation with ODJFS.

3. Production

- a. Provide all technical elements necessary to complete the project including but not limited to:
- b. Secure appropriate props, actors and locations to shoot live footage to demonstrate key points of the education/orientation content provided by ODJFS (see Appendix A).
- c. Provide 30 minutes intervals of live action footage demonstrating the 7 mandatory modules An introduction and detailed explanation of the following services available in every Ohio One-Stop:
 - i.. Description of Workforce Investment Act (WIA) Core Services
 - ii. Description of educational and vocational choices available (General Education Development (GED), Adult Basic and Literacy Education (ABLE), Program specific Certifications, Associates and Bachelor degree programs)
 - iii. Virtual Tour of a One-Stop Resource Room
 - iv. Instructions how to access and utilize Ohio's Labor Market Information (LMI) via Internet
 - v. Instructions how to access and utilize Ohio's Labor Exchange system, Ohio Means Jobs (OMJ) application via Internet
 - vi. Instructions how to access and utilize National Job Bank sites
 - vii. Instructions how to access and utilize Ohio's Unemployment Benefit system, Ohio Job Insurance (OJI).
- d. Link to SkillsMax site for completion of the self-assessment Barriers to Employment Success Inventory (BESI^{© 2007 JIST Works}) via Internet. This assessment must be completed after the mandatory modules and before giving access to any optional training.
- e. Provide cut through to existing material or up to 90 minutes intervals of live action footage demonstrating the following Reemployment services and tools optional modules that are only available after the BESI^{© 2007 JIST Works} assessment is completed:
 - i. How to Deal with a Job Loss video
 - ii. Job Search Skills video
 - iii. Resume and cover letter video
 - iv. Interviewing Techniques video
 - v. Networking video
 - vi. Self-Employment video
 - vii. Marketing Your skills Through Social Networks and Email video
- f. Provide voiceover in English from the script approved by ODJFS. Provide option of voiceover in another language. Highlight any languages that would not be available.
- g. Provide text feed in English from the script approved by ODJFS.

- h. Provide option of test feed in another language. Highlight any languages that would not be available.
 - i. Hire and direct an English language voiceover artist to narrate each module. ODJFS must approve the product at this point prior to the vendor proceeding to the next step.
 - j. Provide all sound editing.
 - k. Provide all video editing
 - l. Provide any PowerPoint or other static material to be used in the orientation
 - m. Provide appropriate menu guides on website for user navigation between modules.
 - n. Provide appropriate branding for website to conform to JFS standards
4. Hosting
- a. Specify an option where the vendor supplies (or subcontracts) the hosting services for the website
 - b. Specify what availability and reliability of the hosting solution that you propose

B. 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: State the key objectives of the proposed project

- 1. Provide a technical approach and work plan to be implemented. This includes a proposed timeline for the project;
- 2. Provide a status reporting procedure for reporting work completed, and resolution of unanticipated problems;
- 3. Provide a current organizational chart (including any subcontractors) and specify the key management and administrative personnel who will be assigned to this project; and
- 4. 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.
- 5. The vendor must outline a structure where they will provide updates to this material for a 2-year period. Normal priority updates should be completed in a 30 day period.

C. Specifications of Deliverables

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

- 1. Administration
 - a. Provide summary of initial consultation with ODJFS.
 - b. Provide summary of preliminary ideas and storyboard to ODJFS.

2. Pre-production

- a. Provide approved storyboard to ODJFS.
- b. Provide list of production activities to ODJFS.
- c. Provide a final production schedule and final script due within thirty (30) days of the initial consultation with ODJFS.

3. Production

- a. Provide an website the supports this orientation process by addressing mandatory, BESI© 2007 JIST Works and optional education/orientation modules, provided by ODJFS
- b. The presentation on the website needs to support multiple split-screen arrangement to include:
 - i. Host/presenter
 - ii. PowerPoint Slide presentation
 - iii. Closed captioning for the hearing-impaired
 - iv. Interactive capability to pause the program
- c. Ability to track progress of the services sought and completed by claimant in real time without compromising individual using by:
 - i. Last name
 - ii. Last four social security numbers
 - iii. Specific by county of residence
 - iv. Other identifiers as deemed appropriate by ODJFS
- d. Ability to report usage metrics for the site
- e. Ability to request reports – individual and batch
- f. Ability to capture, archive and retrieve individual and report data
- g. Customer Service Survey upon completion of specific sections/modules with reporting capabilities to feedback effectiveness and improvement data
- h. Comply with a bandwidth choice that would allow libraries to support such orientation sessions
- i. A website that is ADA compliant
- j. Provide a Technical Assistance guide and desk aid for One Stop office and libraries
- k. Deliver the source material for the website
- l. Provide the raw video and audio files for later use. Note: ODJFS retains ownership of the products and raw files for duplication purposes with no restrictions.

4. Hosting

- a. Provide an optional proposal for vendor hosting of the website.

D. Selected Vendor Compensation Structure

Upon approval from the ODJFS Contract Manager of each fully and satisfactorily completed deliverable as listed above, the vendor may submit an invoice per ODJFS instructions for the approved cost of each completed deliverable.

E. Warranty Coverage Definition

The warranty period for the Scope of Work as stated in Section VI. will commence on the date of each deployment. The warranty period will remain in effect for a period of 30 consecutive business days for each deployment. Previously existing conditions within the project that were not created and/or modified will not be covered by the current warranty period.

To determine if a deployment is a warranty issue, ODJFS will investigate each to determine: (1) if the issue is a known existing condition; (2) if the impacted functionality is working in accordance with the associated approved user requirements; or, (3) if the issue is a defect caused by the deployment developed by the vendor's resource. All findings will be documented and shared with all parties. All warranty work will be performed by the vendor at no additional cost to ODJFS.

VII. Format of Submission

To be accepted and forwarded to the ODJFS Proposal Review Team (PRT), the vendor's proposal must include a signed original and five (5) copies of a technical proposal, and a non-rewritable CD-ROM copy of the entire original technical proposal, according to the format and composition details provided below.

- A. Technical Proposal. One original and five (5) copies of the Technical Proposal labeled: **"TECHNICAL PROPOSAL ENCLOSED FOR A VIRTUAL REEMPLOYMENT ORIENTATION SYSTEM PROJECT, RFP#: JFS-IS-10-06 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION)."**
- B. One non-rewritable CD-ROM containing a copy of the entire Technical Proposal labeled: **"CD-ROM FOR A VIRTUAL REEMPLOYMENT ORIENTATION SYSTEM PROJECT, RFP#: JFS-IS-10-06 SUBMITTED BY (VENDOR NAME AND DATE OF SUBMISSION)."**The requested CD will be used by ODJFS for storage/archiving purposes and for Public Records Requests only.

NOTE: The Vendor must provide an electronic copy of everything contained within its response on CD-ROM in Microsoft Word 2002, Microsoft Excel 2002, Microsoft Project 2003, and PDF format, as appropriate. If there is any discrepancy between the paper copy and the electronic copy of the Proposal, the paper copy will control, and the Department will base its evaluation of the Vendor's Proposal on the paper copy.

The vendor's Technical Proposal shall contain all the information as specified for each component listed below. It is mandatory that vendor proposals be organized in the following order. Any other information thought to be relevant, but not applicable to a specific 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 include information or materials that were not required in the RFP. However, the proposal will be scored on the relevancy to the stated responsibilities as well as the conciseness, clarity, flow, and neatness of the information presented. A proposal which is incomplete, vague, unjustifiably wordy, unclear, or poorly organized may not be successful. All pages in The Technical Proposal shall be sequentially numbered either per tab or for the document as a whole.

- Tab A** – Cover Letter
- Tab B** – Vendor Profile
- Tab C** – Vendor Qualifications – Organizational and Staff Experience
- Tab D** – Scope of Work and Specifications of Deliverables
- Tab E** – Request for Taxpayer ID Form W-9
- Tab F** – Declaration Regarding Material Assistance / Non-assistance to a Terrorist Organization (DMA) form
- Tab G** – Workers Compensation & Insurance Verification
- Tab H** – Required Vendor information and Certifications Document
- Tab I** – Cost Summary: Indicate your company's quote for this project

Tab A – Cover Letter: The vendor must provide an Executive Summary of its proposal. The summary should explain how selection of the vendor would benefit ODJFS. Not to exceed three pages of 12-point font..

Tab B – Vendor Profile: The vendor profile must include the type of organization (corporation, partnership, etc.), the type of ownership (corporate officers, partners), number of employees, number of employees engaged in tasks directly related to the work in this request, and any other information that will help the evaluators gauge the ability of the vendor to fulfill the obligations of a subsequent contract.

Vendors should describe how they are qualified to conduct the work described above. Vendors must submit at least two (2) references for work done which is substantially similar to the scope of work described above. Other documents supporting vendor qualifications may also be submitted.

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

- Sub-Tab C1.** Mandatory Vendor Qualifications (Section V., Item A.)
- Sub-Tab C2.** Organizational Experience & Capabilities (Section V., Item B.)
- Sub-Tab C3.** Staff Experience and Capabilities (Section V., Item C.)

Additionally, the vendor must provide a synopsis (not to exceed one page per project) of projects performed during the past three (3) years which are similar in size, scope, and effort to that described in this RFP. These synopses must include the following information:

- Customer name and current address;
- Current contact names, telephone numbers and email address;
- URLs of publicly accessible sites. A URL for an Intranet site should be given only if arrangements have been made for the State to gain access to it from the State's workstations.

Tab D – Scope of Work and Specifications of Deliverables: The vendor must demonstrate their understanding of ODJFS' requirements and deliverables; problems to be resolved; and the approach for providing support across all task areas; and the feasibility of the proposed approach. Vendor's approach must include a detailed description of how the Statement of Work will be met and ability to meet the 2/15/2010 development start date and 8/2/2010 go-live date. Additionally, the vendor is responsible to provide a Technical Point of Contact (POC) who will be accountable for this interface. Provide a one-page narrative that identifies the Technical POC and their experience on projects similar to this one.

Tab E – Request for Taxpayer ID Form W-9: Vendors must complete, sign in Blue ink, and return with their proposal as part of Tab E of vendor proposal.

<http://www.irs.gov/pub/irs-pdf/fw9.pdf>

Tab F – Declaration Regarding Material Assistance / Non-assistance to a Terrorist Organization (DMA) Form:

All bidders are required to complete and attach the signed Ohio Homeland Security form, “Government Business and Funding Contracts”. A copy is attached for your convenience or a copy can be obtained at the website below.

http://www.homelandsecurity.ohio.gov/dma/dma_forms.asp

Click on: [DMA for funding and business contracts](#)

Bidders should check the current list of US State Department Terrorist Exclusion list at the Ohio Homeland Security website:

<http://www.homelandsecurity.ohio.gov/dma/dma.asp>

Failure to complete, sign, and return the Government Business and Funding Contracts form and return it with your bid, may result in your bid being rejected as being non-responsive.

Tab G – Workers Compensation & Insurance Verification:

Bidding Vendor must provide proof (copy of current certificate) that the Vendor is covered by Worker’s Compensation Insurance. The Bidding Vendor must also provide proof of Employers Liability or Contractor’s Insurance. **All** Bidding Vendors are subject to this requirement.

Tab H – Required Vendor Information and Certifications Document: Vendors must complete, sign in Blue ink, and return with their proposal as part of Tab H of vendor proposal.

Tab I – Cost Summary: Vendor’s approach must include a detailed description of how the Statement of Work will be met and ability to meet the 08/02/2010 deadline to begin to provide national access to job opportunity data. The contractor must provide a not-to-exceed fixed price quote for any initial development costs with task list, and schedule milestones. In addition, we would like the service fee quoted in monthly payments with any optional or incremental charges noted.

VIII. Selection Process

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

In scoring the proposals, ODJFS will score in two phases: Phase I—Initial Qualifying Criteria and Phase II— Scoring of the Technical Proposal. In addition, the PRT may, at its option, elect to conduct interviews as part of the process. All score criteria are presented in the Technical Proposal Score Sheet, which is provided as Attachment C to this RFP.

During the Phase I evaluation, the Department will rate the Initial Qualifying Criteria based on pass/fail. Any vendor failing to pass any of the Phase I Criteria will be disqualified from any further consideration.

During the Phase II evaluation, the Department will rate the merits of the proposals based upon the responses and acknowledgements from the Scope of Work section of this RFP as well as reviews from the URLs the vendor offered as examples of similar size and scope. Attachment C contains the Scoring Sheet that will be used for the evaluation of the proposals for this RFP. The evaluation factors and their order of importance are as follows:

The features and capabilities will be evaluated in terms of the vendor's understanding of the ODJFS requirements, problems to be resolved, and the timeliness, realism, feasibility, and likely success of the proposed approach. Experience and success with efforts of similar size and scope will be considered.

Experience in similar size and scope engagements for job opportunities and real-time salary and trend data along with the past/current job opportunities in Ohio.

IX. 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 CFR164.501 and any amendments thereto.

HIPAA compliance requires, at minimum, that the contractor:

- A. Shall not use or disclose PHI except as specifically required under the terms of the contract with ODJFS, or as otherwise required under the HIPAA regulations or other applicable law.
- B. Shall use appropriate safeguards to protect against use or disclosure not provided for by this Agreement.
- C. Shall promptly report to ODJFS any knowledge of uses or disclosures of PHI that are not in accordance with the contract or applicable law. In addition, the CONTRACTOR shall mitigate any adverse effects of such a breach to the extent possible.
- D. Shall ensure that all its agents and subcontractors that receive PHI from or on behalf of the contractor and/or ODJFS agree to the same restrictions and conditions that apply to contractor with respect to the use or disclosure of PHI.
- E. Shall make available to ODJFS such information as ODJFS may require to fulfill its obligations to provide access to, provide a copy of, and account for disclosures with respect to PHI pursuant to HIPAA and related regulations.
- F. Shall make PHI available to ODJFS in order for ODJFS to fulfill its obligations pursuant to HIPAA to amend the information and shall, as directed by ODJFS, incorporate any amendments into the information held by the contractor and ensure incorporation of any such amendments into information held by its agents or subcontractors.
- G. Shall make available its internal practices, books and records relating to the use and disclosure of PHI received from ODJFS, or created and received by the contractor on behalf of ODJFS, to ODJFS and to the Secretary of the U.S. Department of Health and Human Services for the purpose of determining ODJFS compliance with HIPAA and the regulations promulgated by the United States Department of Health & Human Services and any amendment thereto.

- H. Shall, upon termination of this Agreement, at the option of ODJFS, return to ODJFS, or destroy, all PHI in its possession, and keep no copies of the information except as requested by ODJFS or required by law. If the contractor or its agent or subcontractor destroy any PHI, then the contractor will provide ODJFS with documentation evidencing such destruction. Any PHI maintained by the contractor shall continue to be extended the same as required by HIPAA and ODJFS for as long as it is maintained.

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.

X. State Contracts

Responses must list any current contracts the vendor has with State of Ohio agencies. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percent of the project completed. Vendors must complete a copy of the Required Vendor Information and Certifications Document (provided as **Attachment D**) to report this information, and include the completed document in the vendor's proposal as specified in **Section VII., Instructions for Format of Submissions**, of this RFP.

XI. 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 Requests for Proposals (RFP), Requests for Letterhead Bids (RLB) or other procurement efforts. ODJFS shall consider all proposals voluntarily submitted in response to any ODJFS RFP to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record.

All proposals and any other documents submitted to ODJFS in response to any RFP, RLB, etc., shall become the property of ODJFS. After the selection of the vendor, any proposals submitted in response to an RFP are deemed to be public records pursuant to R.C. 149.43. The term "proposal" shall mean both the technical and the cost proposals, if opened, submitted by the vendor, any attachments, addenda, appendices, or sample products.

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

XII. Contractual Requirements

Any purchase order resulting from the issuance of this solicitation is subject to the terms and conditions as provided in the OIT State Term Schedule, which is available upon request. Potential vendors are strongly encouraged to download and read a copy of the Schedule to be fully aware of OIT Schedule requirements.

A. Ethical and Conflict of Interest Requirements

1. No Vendor or individual, company or organization seeking a contract shall promise or give to any ODJFS employee of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties.
2. No Vendor or individual, company or organization seeking a contract shall solicit any ODJFS employee to violate any of the conduct requirements for employees.

3. Any Vendor acting on behalf of ODJFS shall refrain from activities which could result in violations of ethics and/or conflicts of interest. Any Vendor or potential contractor who violates the requirements and prohibitions defined here or of Section 102.04 of the Ohio Revised Code is subject to termination of the contract or refusal by ODJFS to enter into a contract.
4. ODJFS employees and Vendors who violate Sections 102.03, 102.04 2921.42 or 2921.43 of the Ohio Revised Code may be prosecuted for criminal violations.
5. In submitting a bid in response to this solicitation the vendor certifies that it has reviewed, knows, and understands the State of Ohio's ethics and conflict of interest laws and the Governor's Executive Order 2007-01S pertaining to ethics. The vendor further agrees that it will not engage in any action(s) inconsistent with Ohio ethics laws or the aforementioned executive order.

B. Interview

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

C. Start Work Date

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

D. Proposal Costs

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

E. Contractual Requirements

Any contract resulting from the issuance of this solicitation is subject to the terms and conditions as provided in the model contract, which is available from ODJFS upon request. Potential vendors are strongly encouraged to read the model contract to be fully aware of all ODJFS contractual requirements.

F. Travel and Parking Expense Reimbursement

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

G. Public Release of Records

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

H. Confidentiality

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

XIII. Other Requirements

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

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

B. Mandatory Contract Performance Disclosure

Each proposal must disclose whether the vendor’s performance, or the performance of any of the proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those described in this 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 that the behavior that led to the claims could negatively impact vendor’s performance of the work, and the best interests of ODJFS.

C. 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.

D. 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 selected for this project.

E. Waiver of Minor Proposal Errors

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

XIV. Caveat

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

XV. Communications Prohibited

From the issuance date of this RFP until the contract award has been formally announced by the ODJFS Director, there may be no communications concerning the RFP between any vendor which 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 Vendor(s).

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section IV, Internet Question and Answer Period;
2. As necessary in any pre-existing or on-going business relationship between ODJFS and any vendor which could submit a proposal in response to this RFP;
3. As part of an interview or proposal clarification process initiated by ODJFS as necessary to make a final vendor 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 will 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 Question and Answer process described in this RFP. Any attempts at prohibited communications by vendors may result in the disqualification of those vendors' proposals.

XVI. Protests

Any potential, or actual, vendor objecting to the award of a contract resulting from the issuance of this solicitation 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:

1. A protest may be filed by a prospective or actual bidder objecting to the award of a purchase order resulting from this solicitation. The protest shall be in writing and shall contain the following information:
 - a. The name, address, and telephone number of the protestor;
 - b. The name and number of the solicitation being protested;
 - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - d. A request for a ruling by ODJFS;
 - e. A statement as to the form of relief requested from ODJFS; and
 - f. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
2. A timely protest shall be considered by ODJFS, if it is received by ODJFS' Office of Legal Services, within the following periods:
 - a. A protest based on alleged improprieties in the issuance of the 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. of the closing date for receipt of proposals as specified in Section II., Time and Date of Submission.
 - b. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 3:00 p.m. of the eighth (8th) calendar day after the issuance of the Letter of Intent to Award the contract.
3. An untimely protest may be considered by ODJFS if ODJFS determines that the protest raises issues significant to the department's procurement system. An untimely protest is one received by ODJFS' Office of Legal Services after the time periods set forth in Item #2 of this section.
4. All protests must be filed at the following location:

Chief Legal Counsel, Office of Legal Services
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414
5. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Director of ODJFS determines that a delay will severely disadvantage the Department. The vendor(s) who would have been awarded the contract shall be notified of the receipt of the protest.
6. ODJFS' Office of Legal Services shall issue written decisions on all timely protests and shall notify any vendor who filed an untimely protest as to whether or not the protest will be considered.

XVII. ATTACHMENTS

- A. Request for Taxpayer Identification Form W-9 (*Vendors are to complete, sign in BLUE ink, & return with their proposal as part of TAB E of Vendor Proposal*)**
- B. Declaration Regarding Material Assistance/Non-assistance To A Terrorist Organization (DMA) Form (*Vendors are to complete, sign, & return with their proposal as part of TAB F of Vendor Proposal*)**
- C. Technical Proposal Score Sheet (*Provided for vendor self-evaluation - not to be returned with the bid*)**
- D. Required Vendor Information and Certification Document (*Vendors are to complete, sign, & return with their proposal as part of TAB F of Vendor Proposal*)**

Thank you for your interest in this project.