

ATTACHMENT E
RPF#: R-89-09-8009
RFP Score Sheet

Applicant: _____

PHASE I: Initial Qualifying Criteria

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

ITEM	PROPOSAL ACCEPTANCE CRITERIA	RFP Section Reference	YES	NO
1	Was the vendor’s proposal received by the deadline as specified in the RFP?	1.5/5.1		
2	Did the vendor submit one (1) signed original and four (4) paper copies and one (1) electronic copy of their Technical Proposal, as well as their Cost Proposal (in a separate sealed envelope labeled: “NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR CENTRALIZED PATERINTY REGISTRY (CPR) SERVICES, RFP#: R-89-09-8009 SUBMITTED BY [VENDOR’S NAME HERE].”?)	5.1		
3	Does the vendor’s proposal designate a Project Manage/Office Manager with at least five (5) years child support experience and possess at least a bachelor’s degree in social sciences; marketing or business; public policy; or related field?	2.1, 2.		
4	Does the vendor’s proposal include a Technical Proposal and, in separate, appropriately labeled, sealed envelope, a Cost Proposal?	2.1, 3.		
5	Does the vendor’s proposal include all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in Attachment A , and Attachment C ?	5.2 B. 1		
6	Included in those certifications, the vendor states that it is not excluded from entering into a contract with ODJFS, due to restrictions related to the federal debarment list, unfair labor findings, or R.C. § 9.24.	4.19 4.20		
7	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		
8	Did the review team (in its initial/cursory review of the vendor’s proposal) determine that the proposal was free of trade secret/proprietary information as specified/restricted in the RFP?	4.5 5.2, D		

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 **813 points** (indicating a proposal that demonstrates adequate ability to perform contractual duties) out of a maximum of **1040 points**, will be disqualified from further consideration. Only that vendor who’s Technical Proposals meet or exceed the minimum required technical points will advance for consideration for the award of the grant.

ITEM #	EVALUATION CRITERIA	Weight	RFP SEC. REF.	Doesn’t Meet 0	Partially Meets 6	Meets 8	Exceeds 10
REQUIRED VENDOR INFO. & CERTIFICATIONS							
1	The vendor has included, properly completed and signed, the Required Vendor Information & Certifications as specified in the RFP.	2	4.2 A., 1.				
VENDOR QUALIFICATIONS							

ORGANIZATIONAL VENDOR EXPERIENCE & CAPABILITIES						
2	The vendor has demonstrated a minimum of five (5) years of experience implementing and managing successful child support programs on a statewide basis or a large-scale program affecting at least 55,000 persons/cases annually.	2	2.2., 1.			
3	The vendor has demonstrated knowledge of general Title IV-D program requirements, specifically familiarity with regulations surrounding paternity establishment.	2	2.2., 2.			
4	At least five (5) years demonstrated experience in managing a project involving the editing/data entry of at least 55,000 documents per year	3	2.2., 3.			
5	The has significant experience performing a similar service for state-wide programs involving daily client contact including call center operation, publishing of brochures, posters, and training DVDs.	3	2.2., 4.			
6	The vendor has demonstrated experience producing DVDs for hospitals, registrars and their clients for educational and instructional purposes.	1	2.2., 5.			
7	The vendor has demonstrated experience producing professional quality tri-fold brochures for mass distribution during the years of the contract.	1	2.2., 6.			
8	The vendor has provided evidence of sufficient data-entry personnel to enter data from approximately 55,000 documents per year.	2	2.2., 7.			
9	The vendor has provided evidence of sufficient staff to handle approximately 250 – 300 calls per week and 20 emails per month.	2	2.2., 8.			
10	The vendor has provided information on the background of the firm; including any subcontractors; and any prior experience relevant to this RFP	1	2.2., 9.			
11	The vendor has provided narrative descriptions of at least two, but no more than four, similar sized projects completed in the past five (5) years that demonstrate expertise in establishing paternity for child support clients	1	2.2., 10.			
12	The vendor has provided names and contact information for at least three (3) entities for which the vendor has performed similar large scale projects in the past five (5) years.	1	2.2., 11.			
STAFF EXPERIENCE & CAPABILITIES						
13	The vendor has identified, by position and by name, those staff the vendor considers key to the project's success (at minimum, key staff identified must include a project manager).	3	2.3., 1.			
14	The vendor has included resume(s), education and pertinent experience of the Project Manager and all key personnel for this project (including any subcontractors), and has specifically listed their qualifications and experience (in the areas described in Section II, Scope of Work and Specifications of Deliverables of this RFP, see Sections 2.1 and 2.3) of key staff expected to work on the project.	2	2.3., 2.			
15	The vendor has assigned to the project key staff which have at least a bachelor's degree in social work, public administration or related degree and has also demonstrated that key vendor staff have a minimum of five (5) years of child support program experience.	2	2.3., 3.			
16	The vendor has identified and assigned a staff person who will manage the video/DVD & brochure development & production, and any applicable training. The assigned video manager has at least five (5) years experience in video development/production and training.	1	2.3., 4.			
SCOPE OF WORK						
17	The vendor has provided a plan to perform specialized functions in compliance with the federal mandate for centralized paternity services, in order to assist the CSEAS in establishing support orders for children born out of wedlock.	3	3.1., 1.			
18	The vendor has provided a plan to establish an office in the metropolitan Columbus, Ohio area, appropriately staffed, where documents are edited and data is entered, and where call-center services are provided and has demonstrated that the primary functions to be performed in the office include the comprehensive review of affidavits, administrative orders, rescissions and court orders submitted by hospitals, registrars, CSEAS, parents and courts from across Ohio.	3	3.1., 2.			
19	The vendor has provided a plan to transmit data electronically to ODJFS and ODH on a twice-per-week basis.	3	3.1., 4.			
20	The vendor has provided a plan to produce and distribute DVDs for hospitals, registrars and their clients for educational and instructional purposes, and provide and distribute professional quality tri-fold brochures, during the term of the contract.	2	3.1., 5.			
21	The vendor has provided a plan for: submitting monthly invoices to OCS which includes the amounts paid to birthing facilities and registrars for the submission of valid affidavits and the amounts owed for other deliverables submitted on vendor letterhead, and the billing date and service date will be included on the invoice; and providing back-up documentation which includes an electronic list of hospitals and registrars receiving payments for valid affidavits during the invoice month and forwarded to a specific ODJFS address.	1	3.1., 6.			
22	The vendor has provided a plan for: arranging for the ownership transfer of the current post office box number, phone number, and dedicated fax lines for project operations with the current CPR contractor, immediately upon notification of contract effectiveness; and ensuring the proper and timely handling of any CPR-related communications submitted to the P.O. Box or via fax lines.	1	3.1., 7.			
23	The vendor has demonstrated how it will provide training regarding the paternity affidavit process to hospitals, registrars, and CSEAS during conferences, site visits, and video conferences.	1	3.1., 8.			

SPECIFICATIONS OF DELIVERABLES							
GENERAL ADMINISTRATIVE REQUIREMENTS							
24	The vendor has provided a status reporting procedure for reporting work completed, and resolution of unanticipated problems	2	3.3.A				
25	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	1	3.3.B				
26	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; included a Table of Organization (including any subcontractors) and a chart showing the number of hours devoted to the project by vendor or sub-contractor staff and has provided the percentage of time each key management person will devote to the project	2	3.3.C				
27	The vendor has provided a plan for developing and testing software to assure successful data entry can be completed, and then maintaining that capability throughout the effective term of the contract. The electronic medium for data transfer must be approved by the ODJFS Office of Management Information Systems. The current CPR contractor transfers data via File Transfer Protocol (FTP) transmission.	3	3.4.A, 1.				
28	The vendor has provided a plan for maintaining the system and all data backups as well as forwarding all data to ODJFS in an electronic format agreed to by ODJFS within 180 days of the contract end date.	3	3.4.A, 3.				
29	The vendor has provided a plan for submitting a monthly invoice, which includes amounts paid to birthing facilities and registrars for the submission of valid affidavits as well as amounts owed for other deliverables.	1	3.4.A, 4.				
30	The vendor has provided a plan for reimbursing the facilities (birthing facilities/registrars) \$20.00 for each correctly completed affidavit as well as advancing payments to the facilities and invoicing ODJFS on a monthly basis.	2	3.4.A, 5.				
ITEM #	EVALUATION CRITERIA		RFP SEC. REF.	Doesn't Meet	Partially Meets	Meets	Exceeds
				0	6	8	10
DOCUMENT PROCESSING							
31	The vendor has provided a plan for: reviewing all transmittal logs that the hospitals, registrars, and CSEAs submit which contains paternity documentation; requiring all hospitals, registrars, and CSEAs utilize a transmittal log in the ODJFS specified format; cross checking the transmittal logs with the attached paternity documentation to assure consistency; and contacting the submitting facility if there is any problem with the attached information.	2	3.4.B, 1.				
32	The vendor has provided a plan for: processing original notarized affidavits, copies of administrative orders of paternity, certified court orders and rescission documents received from birthing facilities, local registrars, CSEAs and courts; date-stamping affidavits, administrative orders of paternity, certified court orders, and rescissions on date of receipt; creating a numbering process, which must be approved by ODJFS and ODH, to facilitate record identification; and creating a batch numbering system for batches of two-hundred records.	3	3.4.B, 2.				
33	The vendor has provided a plan for: reviewing affidavits, administrative orders of paternity, certified court orders, and rescission documents for validity in accordance with criteria provided by ODJFS; voiding invalid documents and sending them back to the point of origin with a letter of explanation; tracking returned documents for correction and re-submission; and providing, upon completion of work with, all such documents to ODH for comparison and permanent storage.	3	3.4.B, 3.				
34	The vendor has provided a plan for: creating and storing images of all affidavits and rescissions, excluding those that do not pass the edit process at CPR; sending these affidavits to OCS on a monthly basis for storage; making the imaged documents available to the CSEAs and OCS staff through a secure portion of the vendor website required in this RFP within 48 hours of the numbering of the document by CPR; and developing multiple search criteria so the CSEAs/OCS can access copies without delays.	3	3.4.B, 4.				
35	The vendor has provided a plan for: providing data entry of all affidavits and other records received within two working days of receipt, <u>at an acceptable rate of accuracy of at least 99%</u> ; alerting ODJFS immediately if the vendor determines a backlog has developed and the vendor cannot meet the two day working requirement; and corrective measures to eliminate the backlog; and entering the following information from each affidavit, administrative order, court entry, and rescission document into the database: a.) father's name, social security number, address, and date of birth; b.) mother's name (including maiden name), social security number, address, and date of birth; c.) child's name, social security number, address, date of birth, sex, and city, county and state of child's birth; d.) date document was received by CPR contractor; e.) date processed by CPR contractor; f.) origin of the document; g.) type of document; h.) document number assigned by CPR contractor; and has included a statement affirming that this data-entry function will be performed in the metropolitan Columbus, Ohio area as specified in the RFP.	3	3.4.B, 7.				
36	The vendor has provided a plan for correcting record errors identified by ODJFS and ODH.	1	3.4.B, 6.				
38	The vendor has provided a plan for: processing and providing appropriate follow-up to all letters of inquiry or other correspondence sent to CPR from the local registrars, hospitals, parents, or the general public; date stamping these items; responding to matters under its purview; and forwarding any correspondence requiring an OCS	2	3.4.B, 8.				

	response to OCS within five days of receipt.						
REPORTING							
39	The vendor has provided a plan for: producing a monthly report that indicates the number of affidavits received from each facility and the amount of time it took the facility to submit the completed documents to the CPR; and submitting this report as part of the comprehensive activity report on CD-ROM as specified in Deliverable C., 2 of the RFP.	1	3.4 C., 1.				
40	The vendor has provided a plan for: submitting two copies of a monthly comprehensive activity report (hard copies and on CD-ROM) reflecting data by county, including totals of affidavits submitted by birthing facilities, registrars (hospitals and registrar data to be sorted by mother's county of residence), CSEAs, and parents which also includes the numbers of administrative orders, court orders, rescission documents received from each county during the report month and the number of customer inquiries via the toll-free telephone line; addressing how each summary report will contain monthly information as well as cumulative information for the calendar year; and sending the CD-ROM to the ODJFS address as specified by the ODJFS Contract Manager.	2	3.4 C., 2.				
41	The vendor has provided a plan for providing ad-hoc reports by extracting data from the centralized paternity database at ODJFS' request.	2	3.4 C., 3.				
42	The vendor has provided a plan for transmitting information electronically twice weekly to ODJFS and ODH that consists of all new records processed by the CPR contractor via the ODJFS and ODH preferred transmission formats as specified in the RFP.	3	3.4 C., 4.				
ITEM #	EVALUATION CRITERIA	Weight	RFP SEC. REF.	Doesn't Meet 0	Partially Meets 6	Meets 8	Exceeds 10
TRAINING, TECHNICAL ASSISTANCE & COMMUNITY ED.							
43	The vendor has provided a plan for: providing a toll-free telephone number to receive inquiries regarding the document; reporting to ODJFS monthly regarding the number of calls received on the toll-free number; ensuring that the toll-free line will be operable from 8:00 a.m.-5:00 p.m. (EST) on work days (Monday through Friday), excluding state holidays; ensuring that voice mail will be available 24-hours daily; and responding to all voice mail messages within two (2) working days.	3	3.4 D., 1				
44	The vendor has provided a plan for: developing and sending an introductory mailing to all birthing facilities, registrars, and CSEAs (approximately 338 total) which includes basic information on the vendor's points of contact (including address, phone, fax, toll-free number and web-site); and sending the introductory mailing within 10 days of the purchase order being finalized, or later if deemed necessary by ODJFS.	2	3.4 D., 2				
45	The vendor has provided a plan for: conducting site visits (approximately 125 total site visits annually) at each birthing facility at least annually (once per year) to monitor the processing of affidavits to ascertain use of correct procedures, and provide technical assistance as needed; and including the vendor's site visit findings in the monthly report to ODJFS (as specified in Sec. 3.4 D., 3).	2	3.4 D., 3				
46	The vendor has provided a plan for: developing and maintaining an Internet website which includes an overview of affidavit procedures and overall general information about paternity/rescission processes as well as clarifies the role of ODH in birth record comparisons as required by law; including a secure section in the website that the CSEAs/OCS can access that will allow the CSEA/OCS to view and print affidavits/rescissions if ODJFS decides to image the affidavits/ rescissions; ensuring that these images will be for agency use only; and establishing sufficient search criteria in order to allow the CSEA to quickly locate the documents for viewing/printing.	3	3.4 D., 4				
47	The vendor has provided a plan for: producing an instructional DVD for use by the birthing facilities and registrars' offices which; covers the key points of state regulations and ODJFS rule for the completion and submission of paternity affidavits; possesses professional quality, produced in color, and designed as a stand alone training aid. The vendor has acknowledged that they are fully responsible for the creation, production, copying and distribution of DVDs to all birthing facilities during the effective term of the contract and any subsequent renewals that result from this RFP.	3	3.4 D., 5				
48	The vendor has provided a plan for producing a DVD 3-5 minutes in length for use by the general public (mothers, fathers, other family members) in birthing facilities which stresses the importance of paternity establishment. The vendor has acknowledged that they are fully responsible for the creation of the DVD (an initial supply of 250 DVDs in English, and 75 in Spanish), production and distribution of copies to all birthing facilities.	2	3.4 D., 6				
49	The vendor has provided a plan for: creating a multi-color tri-fold brochure that explains the affidavit process and highlights the benefits of paternity establishment; the initial and subsequent distribution of the brochures to birthing facilities, registrars, and CSEAs; and ensuring the availability of the brochure within 120 days of the contract effective date.	3	3.4 D., 7				
50	The vendor has provided a plan for: conducting annual regional training meetings for the hospitals, registrars and CSEAs (approximately 325 total participants) annually which are to be held in three to four locations across the state; selecting the location of each of the three to four regional training meetings with ODJFS prior approval; ensuring that each session shall run approximately 4-5 hours in length; and providing	2	3.4 D., 8				

	training topics which include general affidavit procedures, and resolutions for frequent issues that hospital and registrar staff regularly encounter (married mothers, minors, delayed signatures, etc).						
51	The vendor has provided a plan to conduct training sessions for various judicial bodies up to four times a year.	2	3.4 D., 9				
PROPOSAL ORGANIZATION							
52	The vendor has submitted a proposal which complies with the proposal format as specified in the RFP.	2	4.2				
53	The vendor has submitted a proposal which is free of unnecessary use of self-promotional claims.	1	5.1				
ITEM #	EVALUATION CRITERIA	Weight	RFP SEC. REF.	Doesn't Meet	Partially Meets	Meets	Exceeds
				0	6	8	10
54	The vendor has submitted a proposal which has been thoroughly proofread for spelling and grammatical errors.	2	5.1				
Column Subtotal of "Does Not Meet" points				0			
Column Subtotal of "Partially Meets" points							
Column Subtotal of "Meets" points							
Column Subtotal of "Exceeds" points							
GRAND TOTAL SCORE							

Based upon the Grand Total Technical Score earned, does the vendor's proposal proceed for consideration for award of the grant? (Vendor's Grand Total Technical Score must be at least 813 points.)

Yes _____ No _____ (If "No," Vendor's Proposal will **not** be considered for award of the grant.)

If yes, has the vendor provided evidence of focusing on or including mediation or parenting education? If there is not this focus, the vendor's proposal advances for consideration but the final technical score remains unchanged. If there is a focus on mediation or parenting education, the vendor's technical score is increased by ten (10) points for consideration.

PHASE II B.— Additional Consideration for focusing on or including mediation or parenting education ?	Sec. 3.1	NO – Phase II A technical score unchanged	YES - Phase II A technical score plus 10 pts.
Has the vendor provided evidence of focusing on or including mediation or parenting education ?			
GRAND TOTAL SCORE [Phase II A. + Phase II B. score]:			