

Ohio Department of Mental Retardation
and Developmental Disabilities (ODMRDD)
Division of Community Services

Request for Proposal (RFP)

ADMINISTRATION OF THE NATIONAL CORE INDICATORS (NCI)
CONSUMER SURVEY IN OHIO
-YEAR 2-

May 8, 2009

This RFP can also be found at: www.mrdd.ohio.gov



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Mission Statement

The mission of the Ohio Department of Mental Retardation and Developmental Disabilities (ODMRDD) is continuous improvement of the quality of life for Ohio's citizens with developmental disabilities and their families.

Guiding Principles

ODMRDD will:

... Provide leadership in the development of public policy that supports self-determination principles of freedom, support, authority, responsibility and confirmation.

... Conduct business in an ethical manner and within a formally structured Quality Management system.

... Develop sustainable resources that are consistently and equitably distributed and administered.

... Increase the capacity of state and local systems to support individuals and families.

... Work collaboratively with partners and stakeholders to establish statewide policy that positively affects the day-to-day lives of individuals and their families.

... Communicate and promote, throughout the DD system, an environment of open dialogue about system issues and changes as they are developed and implemented.

I. Overview

The Ohio Department of Mental Retardation and Developmental Disabilities (ODMRDD) is responsible for overseeing a statewide system of services and supports for people with developmental disabilities and their families. Therefore it is no surprise that the mission of the ODMRDD is “***continuous improvement of the quality of life for Ohio's citizens with developmental disabilities and their families***”.

While ODMRDD has considerable adeptness in monitoring quality through regulatory compliance methodologies (i.e., Medicaid Standards, Fiscal Audits, and Quality Reviews), measuring the quality of services on an individual, outcome-based level utilizing standardized, evidence-based tools, is relatively new. Incorporating the Participant Experience Survey (PES) and National Core Indicators (NCI) to determine both on an individual (PES) and systems (NCI) level how satisfied people are, if the quality of their lives is increasing, and having the ability to look at Ohio's outcomes and comparing them to outcomes in other states, becomes fundamental for oversight, planning, resource allocation, and most importantly, supporting the improvement of the quality of life for Ohio's citizens with developmental disabilities and their families.

A. Background

In January 2007, Governor Ted Strickland mandated via Am. Sub. HB No. 119, Section 337.20.20, the creation of the MRDD Futures Study Committee. The 22-member Committee was comprised of individuals and families who receive services; legislators; representatives of advocacy, labor and professional organizations; and state agencies. The Director of the Ohio Department of Mental Retardation and Developmental Disabilities served as the Committee's chairperson. The Committee, divided into four Sub-Committees (Accessing Services & Supports, Financing, Delivering Quality Services, Serving Populations with Specialized Needs), was charged to;

- Review the effectiveness, efficiency, and sustainability of current uses of funding for the state's mental retardation and developmental disabilities system.
- Propose alternatives for effectively funding the nonfederal share of Medicaid expenditures for home and community-based services for individuals with developmental disabilities, including the amendments by this act to sections 5123.047, 5123.048, 5123.0414, 5126.059, 5126.0510, 5126.0511, and 5126.0512 of the *Ohio Revised Code*.
- Identify the potential for reducing administrative costs in the state's mental retardation and developmental disabilities system.
- Propose alternatives for effectively balancing revenues available to the state and the county boards of developmental disabilities to fulfill their responsibilities for funding, planning, and monitoring the delivery of mental retardation and developmental disability services.
- Examine the efficiency and effectiveness of the current system of separate and concurrent mental retardation and developmental disabilities accreditation, licensure, certification, quality assurance, and quality improvement activities and propose changes to improve that system.
- Recommend steps necessary to assure the long term financial sustainability of mental retardation and developmental disability services to meet current and future needs while affording counties the ability to make local decisions about the priority uses of local tax levy funding.
- Determine the feasibility and potential benefits of regional planning approaches to meet specialized and intensive service needs.
- Propose improvements needed and action steps to fully realize the principle of self-determination by individuals with developmental disabilities.
- Evaluate the effectiveness and equity of the state's mental retardation and developmental disabilities systems' uses of waiting and service substitution lists, priority populations, and having separate acuity instruments that vary by service setting.
- Review other matters the Ohio Director of Developmental Disabilities considers appropriate for evaluations

As a subsidiary of the larger group, the *Delivering Quality Services Sub-Committee's* legislative charge was to "Examine the efficiency and effectiveness of the current system of separate and concurrent accreditation, licensure, certification, quality

assurance, and quality improvement activities and propose changes to improve that system". Through the Sub-Committees efforts, 15 recommendations were submitted and approved by the Futures Study Committee for action.

In July of 2008, through June of 2009, recommendation #1, "ODMRDD should adopt the National Core Indicators (NCI) as a basis for measuring the performance of, and improving Ohio's service delivery system" was implemented. During this first year, 400 individuals were randomly selected and participated in face-to-face interviews with the ODMRDD's contractor. In addition, 3000 surveys were mailed to family members and guardians of randomly selected individuals (children and adults) with developmental disabilities supported through Ohio's DD service delivery system. All of the data collected was sent to the Human Services Research Institute (HSRI) who, in partnership with the National Association of State Developmental Disability Directors (NASDDDS), provided the tools, web portal access, and experts necessary to collect, analyze and disseminate the data.

Because of the importance of this work and the powerful information it provides to ODMRDD's policy makers and partners throughout the State of Ohio, the ODMRDD has issued a proposal for a second-year implementation of the National Core Indicators. The following proposal will focus on **YEAR 2 IMPLEMENTATION** of recommendation #1, "ODMRDD should adopt the National Core Indicators (NCI) as a basis for measuring the performance of, and improving Ohio's service delivery system", and will outline the specifications for the implementation of the National Core Indicators.

B. Objective

Implementation of the National Core Indicators will help the ODMRDD continue to measure system performance and make improvements that will better support individuals with developmental disabilities and their families in Ohio. It will enable Ohio to learn about the strengths and weaknesses of the DD service delivery system and continue to craft plans to improve the quality of life of people with DD. In addition, implementation of the National Core Indicators will allow Ohio to continue the evaluation of numerous cause and effect conditions such as the relationship between funding and quality outcomes, and the perceived effect on quality of life based upon the implementation of self-direction.

The rationale for using NCI is also based on the following;

- The focus is on desired outcomes for people receiving services;
- They have been determined to be valid and reliable;
- They are currently being utilized in 26 other states;
- They will allow Ohio to compare its performance with other states;
- They align with the CMS Home and Community-Based Services Quality Framework;
- They support strategic system planning.

In addition to using the National Core Indicators as a basis for measuring the performance of, and improving Ohio's service delivery system in general, implementation of the National Core Indicators will serve as a mechanism to continue to provide feedback on numerous Futures Study Committee Recommendations as well as to inform Ohio's identified priority areas, furthering system improvement. As the system progresses, The ODMRDD, through implementation of the National Core Indicators, will be better able to continue to measure progress on established Futures goals, collect and provide outcomes data on relevant issues such as Autism and employment, develop change strategies most likely to bring about improvement, and to ultimately empower individuals and families within the system.

The "Futures Implementation Plan", to realign the work to achieve the Futures vision, included the following high impact system change/priority areas;

- Individual Service Planning/Service and Support Administration
- Quality Agenda
 - **National Core Indicators**
 - Regulatory Reform
 - A Provider is a Provider
 - Roll of Individuals and Families
- Realign incentives to fund philosophy
- Comprehensive, Statewide Housing Plan
- Empowerment of Individuals and Families
 - Self Direction/Determination
 - Employment
 - Individual Budgets

C. Purpose

As a result of implementing nationally recognized performance and outcome indicators on a continuing basis, individuals and families in Ohio's DD system will have the opportunity to become a strong voice in the service delivery system, and developmental disabilities policy makers will continue to receive the information they need to focus on the desired outcomes for the people receiving those services.

ODMRDD is issuing this Request for Proposals (RFP) to engage a contractor in a partnership with ODMRDD in the Administration of the National Core Indicators Consumer Survey – Year 2.

D. Issuing Agency/Division

The ODMRDD, Division of Community Services, is issuing this RFP. The main contact for this RFP is:

Leslie Minnich, CSM, Project Manager
Division of Community Services
Ohio Department of Mental Retardation and Developmental Disabilities
30 E Broad St, 12th Floor
Columbus, Ohio 43215
614.728.2518 (phone) 614.728.7072 (fax)
leslie.minnich@dmr.state.oh.us

II. Scope of Work and Specifications of Deliverables

A. Project Design

ODMRDD is issuing this Request for Proposals (RFP) to engage a contractor in a partnership with ODMRDD to conduct Consumer Surveys via face-to-face administration, and all accompanying work products, for at least 400 randomly selected individuals throughout the state of Ohio.

B. Specifications of Deliverables

The deliverables are components of implementing 400 National Core Indicators Consumer Surveys;

- Coordinate/schedule and complete the Pre-Survey Form for each of the 400 individuals randomly selected to participate via contact with the County Board (which may include contractor meeting in-person at County Board to complete forms as necessary) on the Pre-Survey Forms provided;
- Coordinate/schedule and complete the Background Information Form for each of the 400 individuals randomly selected to participate via contact with the county board (which may include contractor meeting in-person at County Board to complete forms as necessary) on the Background Information Forms provided;
- Coordinate/schedule and conduct a Consumer Survey/Interview with each of the 400 randomly selected individuals via face-to-face interviews with each person at the location of the person's choice, using the National Core Indicators Consumer Survey form provided (subject to addition of questions as deemed appropriate by ODMRDD/HSRI);
- Input all data collected into the ODESA System via the Human Services Research Institute's (HSRI) website on a regularly scheduled basis;
- Provide the ODMRDD NCI Project Manager a copy of all data uploaded to ODESA/HSRI in Excel format on a regularly scheduled basis;

- Prepare and transmit the schedule for all aspects of the work as outlined in this proposal via e-mail to the ODMRDD NCI Project Manager, Leslie Minnich;
- Complete and send monthly reports regarding all aspects of the work including, but not limited to; status, risks mitigated, and progress, via e-mail to the ODMRDD NCI Project Manager, Leslie Minnich.

The contracted services and the proposal from the bidder shall include, but not be limited to, the following areas:

1. How the bidder will:
 - a. Schedule and complete (400) Consumer Pre-Survey forms;
 - b. Schedule and complete (400) Consumer Background Information forms;
 - c. Schedule and implement (400) face-to-face Consumer Surveys;
 - d. Determine staffing as related to administration of a., b., and c. above;
 - e. Adhere to survey administration training guidelines as determined by HSRI;
 - f. Comply with all privacy regulations as they relate to individuals served in the DD system and their families;
 - g. Collect and store survey data;
 - h. Transfer survey data to ODMRDD and HSRI;
 - i. Complete and transmit the work schedule to ODMRDD;
 - j. Complete and transmit monthly reports to ODMRDD.
2. Project Work Plan:
 - a. Provide a draft work plan outlining how the bidder will address the deliverables in #1 above. Upon notification, the selected bidder's project manager shall prepare a presentation for the ODMRDD to be made no later than **June 26, 2009** outlining the final work plan to be followed for completion of all deliverables.
 - b. The final work plan may be negotiated between ODMRDD and the selected bidder after the presentation. Upon approval of the final work plan by ODMRDD the successful bidder may begin implementation of the project no earlier than the "Start Work Date" as indicated in the contract. Documentation of ODMRDD approval will be provided in electronic form within ten working days of the selected bidder's final, proposed work plan.
 - c. Regular updates to the work plan shall be submitted to the ODMRDD communications contact on at least a monthly basis, or more frequently as needed to communicate progress, through the duration of the contract.
3. Meetings and Communications:
 - a. The selected bidder will participate in monthly status updates, in person or via electronic mail/e-mail, with designated ODMRDD staff, to assure the project is on track and addressing each of the objectives and deliverables.
 - b. The selected bidder will determine the method/mode of communicating project status updates (for example, the submission of a project work plan update will be made prior to a meeting with ODMRDD staff).
 - c. The selected bidder shall reference the frequency and mode of communicating with the ODMRDD contact, in the proposed work plan (e.g.,

electronic mail/e-mail, phone, fax, hard copy). The selected bidder's contact person shall also be designated on the work plan, including all pertinent contact information.

4. Feedback:
 - a. ODMRDD will make staff available, as negotiated in the selected bidder's final work plan.
 - b. ODMRDD will make contact information available as appropriate and will assist the selected bidder in finding the appropriate resources.
5. Follow-up.
 - a. The selected bidder will provide follow-up consultation with ODMRDD personnel as necessary.

III. Bidder Information

A. Requests for Interpretation / Clarification

1. Any necessary revisions, updates, and questions submitted in writing with corresponding answers, will be posted on ODMRDD's website at (<http://mrdd.ohio.gov>). Bidders may also sign-up to receive any updates by e-mail. To sign-up, go to the ODMRDD website: <http://mrdd.ohio.gov> Click on the headline, "To Subscribe to RFP Notice, [Click Here](#) or send email to: join-rfp.notice@odmrdd.state.oh.us."
2. If a bidder finds any perceived conflict, error, omission or discrepancy in this Request for Proposals or documents in the bidder's library, the bidder shall submit an electronic or faxed request for an interpretation or clarification to the ODMRDD contact.
3. Requests for interpretation or clarification, or a notice of interest **must be submitted in writing and must be received by 4:00 p.m., May 20, 2009**. ODMRDD will send an electronic or faxed response to all such requests for interpretation or clarification by **May 27, 2009**.

B. Bidders' Library

1. Items. ODMRDD recognizes that bidders may not be familiar with some of the documents/programs referenced in this RFP. ODMRDD has created a Bidders' Library to include:
 - Futures Committee Final Recommendations (w/link to website);
 - National Core Indicators Description (w/link to website);
 - Consumer Survey;
 - Consumer Pre-Survey Forms;
 - Consumer Background Information Forms;
 - ODMRDD Personal Service Contract Form;
 - ODMRDD Personal Service Contract Form, Attachment A, HIPAA Compliance Provisions;
 - ODMRDD-County Board HIPAA Compliance Contract Forms
2. Location and Availability. The items may be viewed by potential bidders in person, Monday through Friday, from **May 8, 2009 through June 5, 2009**, from

9 a.m. to 4 p.m. at the Ohio Department of Mental Retardation and Developmental Disabilities, Division of Community Services, Office of Planning and Analysis, 30 E Broad Street, 12th Floor, Columbus, Ohio, 43215, and viewed online at: www.odmrdd.state.oh.us by following the link on the homepage titled, "[Futures & More](#)".

IV. Other Requirements

A. Communications Prohibited

From the issuance date of this RFP, until a contract is awarded to a bidder, there may not be communications concerning the RFP between any bidder who expects to submit a proposal and any employee of ODMRDD involved in the issuing of the RFP or other state employee who is in any way involved in ODMRDD's implementation of the National Core Indicators.

The only exceptions to this prohibition are communications provided through the submission of written requests for clarification/interpretation in accordance with Section III of this RFP.

B. Cost Parameters

The maximum amount of money to be awarded, as a part of this project, shall be **\$60,000** for the contract period. A proposal that exceeds the maximum contract award amount shall be disqualified from further consideration.

C. Time Frame

1. Subject to approval by the State Controlling Board, the contract period will begin no sooner than **July 6, 2009** (actual date TBD), **and run through June 30, 2010.**
2. This project is expected to be completed according to the major milestones and deliverables outlined in Section II. Completion of the deliverables will be determined by ODMRDD.
3. Any revisions to the dates established must be requested in writing by the selected bidder and authorized in writing by ODMRDD.

D. Fee Schedule

The Contractor shall be compensated based on deliverables as outlined in Section II. The personal services contract between ODMRDD and the selected bidder will further specify the timelines for completion of each deliverable. For each day that the successful bidder is late in completion of deliverables, payment will be reduced by one-half of one percent the amount due.

E. Procurement Time Table

ODMRDD’s proposed schedule for reviewing proposals and project work is indicated below. The Department, in all cases, will determine the ultimate timing of events related to this procurement. Timelines are subject to change, upon notice, at the sole discretion of the State.

Stage	Deadline
Public Notice	May 8, 2009
Requests for Clarification and Letters of Interest due to ODMRDD	May 20, 2009
Clarification from ODMRDD due	May 27, 2009
Proposals due to ODMRDD	June 5, 4 PM
Evaluation and Selection Process	Week of June 8, 2009
Notification of Award	Week of June 8, 2009
Work plan from selected bidder due to ODMRDD (no later than)	June 26, 2009
Work plan approval date from ODMRDD to selected bidder due	July 3, 2009
Start work date	July 6, 2009 or TBD by OBM – ODMRDD will notify selected bidder when contract is approved
Final deliverables due to ODMRDD	June 30, 2010

F. State Contracts

Proposals must list any current contracts the bidder has with State of Ohio agencies, boards or commissions. 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.

G. Interview

Firms or individuals submitting bids may be requested to participate in an interview as part of the evaluation process. ODMRDD reserves the right to select from responding bidders for interviews and may not interview all bidders submitting proposals. The bidder shall bear the cost of travel to any scheduled interview.

H. Start Work Date

The selected bidder must be able to begin work no later than fourteen (14) working days after the date on which the Ohio Office of Budget & Management encumbers funds for the contract. The ODMRDD contact person will notify the selected bidder in writing when work may begin under the contract. Any work begun by the selected bidder prior to this date will not be reimbursable by ODMRDD.

I. Proposal Costs

Costs incurred in the preparation of this proposal and any subsequent contracts are to be borne by the bidder. ODMRDD will not contribute in any way to the costs of preparation. Any costs associated with proposal review interviews will not be ODMRDD's responsibility.

J. Proprietary Information

All proposals submitted shall become the property of ODMRDD. All information submitted by the bidder will be considered to be public information unless the bidder specifically demonstrates, in writing, which information it considers to be proprietary. "Proprietary information" is information which, if made public, would put the bidder at a disadvantage in the market place and trade in which the bidder is a part. Consequently, any assertion of "proprietary" information must be clearly identified and the basis of the assertion must be included. It is not adequate for the bidder to simply state that disclosure of the information will put it at a disadvantage in the market place. ODMRDD will make the final decision as to whether information is "public" or "proprietary."

K. Contractual Requirements

1. Any contracts resulting from the issuance of this RFP are subject to the terms and conditions as provided in the personal services contract, which is included as an attachment to this RFP. The information contained in the RFP and in the proposal submitted by the selected bidder shall be considered part of the enclosed contract.
2. Payments for any and all services provided pursuant to the contract are contingent upon the availability of state and federal funds.
3. All aspects of the contract apply equally to work performed by any and all subcontractors.
4. 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, including federal statutory and regulatory requirements pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), that apply to the employees of ODMRDD and the State of Ohio. Any violation of confidentiality will result in an immediate termination of the contract, and may result in legal action. A Business Associate Agreement is required.
5. As a condition of receiving a contract from ODMRDD, the selected 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 Ohio Revised Code. The contractor, and any subcontractor(s), must also agree to cooperate with ODMRDD 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.

6. As a condition of receiving a contract from ODMRDD, the contractor and any subcontractor(s) shall certify compliance with Ohio Bureau of Worker's Compensation requirements by providing a current Worker's Compensation Certificate.

L. Travel Reimbursement

Travel cost should be encompassed within the cost of the deliverables. Travel is not to be listed separately. For purposes of this RFP, travel includes all modes of transportation (airfare, taxi, car rentals, etc.), lodging expenses, cost of communications by phone, mail, e-mail or fax and meals.

M. Minority Business Enterprise

ODMRDD is required by Section 125.081(B) of the Ohio Revised Code to award fifteen percent (15%) of its procurement to vendors certified as a Minority Business Enterprise (MBE), pursuant to Section 123.151(B)(1) of the Ohio Revised Code. The bidder must indicate its MBE status in the proposal. If the vendor intends to subcontract with a certified MBE, a minimum of fifteen percent (15%) of the total contract price must be subcontracted. The proposal's transmittal letter must clearly indicate the MBE subcontractor the vendor intends to use as well as the services to be performed in order to comply with this specific work. Failure to comply with this requirement may result in disqualification of the proposal

N. 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.

O. Ethical and Conflict of Interest Requirements

1. No contractor or individual, company or organization seeking a contract shall promise or give to any ODMRDD employee any item 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 contractor or individual, company, or organization seeking a contract shall solicit any ODMRDD employee to violate any of the conduct requirements for employees.
3. Any contractor acting on behalf of ODMRDD shall refrain from activities that 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 102.03 or of Section 102.04 of the Ohio Revised Code is subject to termination of the contract or refusal by ODMRDD to enter into a contract.

4. ODMRDD employees and contractors who violate Sections 102.03, 102.04 2921.42 or 2921.43 of the Ohio Revised Code may be prosecuted for criminal violations.

V. **Proposal Format and Submission**

A. **Proposal Submission**

1. The proposal must be prepared in accordance with instructions in this section.
2. The proposal is to be prepared in a manner that clearly outlines how each of the deliverables in Section II will be completed within the time frames specified in that same section.
3. **Proposals, submitted in either paper or electronic form, must be received by 4 P.M. Eastern Standard Time, June 5, 2009. Late proposals will not be reviewed.**
4. Proposals may be submitted in paper form or as attachments via e-mail to the contact person named below using the following software, as appropriate: Microsoft Word 2000 (all narrative material), Microsoft Excel 2000 (all financial data), Microsoft Project 2000, and Adobe PDF.
5. All proposals submitted in paper form must include:
 - a. One (1) complete, sealed, signed copy of the Technical Proposal, along with one (1) complete, sealed, signed paper copy of the Cost Proposal. The Cost Proposal should be submitted in a separate envelope from the Technical Proposal. If the Cost Proposal envelope is enclosed in another envelope for the purpose of delivery, the Cost Proposal envelope shall be clearly marked as containing a cost bid with the bidder's name, proper title and bid opening date shown on the envelope.
6. Faxes will not be accepted.
7. Proposals must be addressed to:

Leslie Minnich, CSM, Project Manager
Division of Community Services
Ohio Department of MRDD
30 E Broad St, 12th Floor
Columbus, Ohio 43215
614.728.2518 (phone), 614.728.7072 (fax)
leslie.minnich@dmr.state.oh.us

B. Proposal Format

To be accepted, a proposal must: include a Technical Proposal and a Cost Proposal as described in this section, contain all the information specified for each of the categories listed in this section, and meet the requirements of this section.

1. Technical Proposal

- a. Transmittal Letter. The Technical Proposal must include:
 - i. A transmittal letter that identifies the bidder;
 - ii. The name, title, address, and telephone number of the bidder's contact person with authority to answer questions concerning the RFP; and
 - iii. The name, title, address, and telephone number and e-mail address of the bidder's contact person with authority to address contractual issues, including a person with the authority to execute a contract on behalf of the bidder.
- b. Organizational Experience. The bidder must include:
 - i. Information on the background of the firm or individual, including background information of any subcontractor(s);
 - ii. Any prior experience relevant to this RFP (including current contact names and phone numbers for these references), and a list of similar projects currently underway by the firm, individual or by any subcontractor(s) as well as all completed over the past five (5) years. The Evaluation/Selection Review committee will consider these additional references and may contact each of these sources. This experience may include but is not limited to:
 - a. Experience with Ohio's system of supports to people with DD;
 - b. Relevant experience with interviewing individuals with DD and their families; and
 - c. Experience working with the DD population.
- c. Technical Approach and Work Plan. The Technical Proposal must indicate how the bidder plans to address the purpose, objectives and deliverables, within the timeframes as stated in this RFP. The proposal must outline the following in detail:
 - i. The key objectives of the bidder's proposal;
 - ii. The technical approach and draft work plan to be implemented;
 - iii. The project staffing, including any subcontractors;
 - iv. A Table of Organization for the project;

- v. A chart indicating the names of staff and staff hours or activities/tasks linked to the responsibility of each of those individuals involved in each deliverable of the project;
 - vi. A procedure for reporting the status of the project, including work completed;
 - vii. A proposal for how coordination will occur and how information will be shared with ODMRDD; and
 - viii. A proposed procedure to address and resolve unanticipated problems during the course of the project, specifying that the procedure will not adversely affect the timelines associated with the project.
- d. Personnel Qualifications
- i. The Technical Proposal must include the names, resumes, education, and experience of personnel listed in the Table of Organization/personnel chart for this project (including any subcontractors), and fully explain how their education and experience is relevant to the areas described in Section I (Purpose and Objectives) and II (Scope of Work and Specifications of Deliverables) of this RFP.
 - ii. ODMRDD shall require a clause in the resulting contract regarding key personnel that any person identified as critical to the success of the project may not be removed without reasonable notice to ODMRDD.
 - iii. One Project Manager shall be named on behalf of the bidder. All correspondence shall be directed through this named individual. The Project Manager will be expected to participate in all meetings with ODMRDD and be available by telephone, cellular phone or numeric pager during standard business hours of 8 a.m. to 5 p.m. Eastern Standard Time Monday through Friday (National and State holidays are excluded).

C. Cost Proposal

- a. Transmittal - The Cost Proposal must be submitted in either a separate, sealed envelope, and labeled: "DO NOT OPEN. [Insert Bidder's Name Here], RFP for the Implementation of the Quality Management Initiative-Communication Plan", or in a separate e-mail attachment, clearly labeled as such.
- b. The Technical Proposal must not contain cost information, or the entire proposal will be disqualified from further consideration.
- c. Total Cost - The Cost Proposal must indicate the total cost for the project. This cost must remain open for one hundred and eighty (180) days following the date submitted.
- d. Indirect Costs- The Cost Proposal must include an indication of indirect costs for the proposed bidder, if those indirect costs have been approved by a lead organization and the approved rate for indirect costs.

VI. Criteria for Proposal Evaluation and Selection

All proposals will be reviewed and scored by a Proposal Review Committee, comprised of staff from ODMRDD. The Proposal Review Committee shall include a representative from at least three of the following Divisions of ODMRDD: Constituent Services, Medicaid Policy, Fiscal Administration, Legal Services, Information Systems, Audits and Community Services. Any proposals not meeting the requirements contained in this RFP will not be scored.

The Technical Proposal will be reviewed and scored by the Proposal Review Committee. A maximum of 100 points will be awarded for the Technical Proposal, as outlined in this section.

Evaluation of Proposal- Point system

30	The bidder’s proposal clearly outlines the method for achieving each of the deliverables.
25	The bidder’s proposal outlines a draft project work plan with realistic methods for achieving the deliverables (includes a detailed schedule) within the timeframes outlined in the RFP.
10	The bidder’s proposal includes procedures for: communication throughout the contract period; resolving unanticipated problems; and status updates to the ODMRDD (format and mode) as stated in the RFP.
10	The bid reflects the project staffing and demonstrates the competence, knowledge, and qualifications of all employees and subcontractors as outlined in the RFP and as applicable to achieving the deliverables.
10	The bidder’s proposal reflects experience with similar projects in Ohio, other states, for CMS, or other agencies related to Developmental Disabilities.
5	The bidder’s proposed work plan outlines any current contracts the bidder has with State of Ohio agencies, boards or commissions.
5	The bid amount is consistent with the proposed product.
5	The technical proposal and cost proposal were submitted in the proper format(s) and contained all specified components of the work.

Any proposal receiving less than a total of 70 points out of the possible 100 points will be disqualified from further consideration. Scoring on the Technical Proposal will be for the bidder and any extensively used subcontractor.

VII. Protest Procedure

- A. Any potential, or actual, bidder 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:

1. 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:
 - a. The name, address, and telephone number of the protestor;
 - b. The title of the RFP 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 ODMRDD;
 - e. A statement as to the form of relief requested from ODMRDD, 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 protest shall be considered timely by ODMRDD, if received by the Director 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 4:30 p.m. on the closing date for receipt of proposals, which is June 5, 2009.
 - 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 fifth (5th) business day after the issuance of the Letter of Intent to Award the contract.

3. An untimely protest may be considered if ODMRDD determines that the protest raises issues significant to ODMRDD's procurement system. An untimely protest is one received by ODMRDD's Director after the time period set forth in Paragraph 2 of this section.

4. All protests must be filed with the following:

John L. Martin, Director
Ohio Department of MRDD
30 E Broad Street, 12th Floor
Columbus, Ohio 43215

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 ODMRDD determines that a delay will severely disadvantage ODMRDD. The bidder(s) who would have been awarded the contract shall be notified of the receipt of the protest.

6. ODMRDD shall issue written decisions on all timely protests and shall notify any bidder who filed an untimely protest as to whether or not the protest will be considered.

7. ODMRDD is under no obligation to issue the contract as a result of this solicitation if, in the opinion of ODMRDD, none of the proposals are responsive

to the objectives and needs of ODMRDD. ODMRDD reserves the right to not select any bidder should ODMRDD decide not to proceed. ODMRDD is under no obligation to issue the contract until approval is received from the state controlling board.

8. ODMRDD reserves the right to reject any and all proposals where the offeror takes exception to the terms and conditions of the RFP or fails to meet the terms and conditions, including but not limited to, standards, specifications, and requirements as specified in the RFP.
9. All proposals become the property of the State of Ohio and will not be returned to the bidder. The State will not divulge the specific content of any proposal to the extent the bidder identifies the content as privileged or confidential.
10. ODMRDD reserves the right to reject, in whole or in part, any and all proposals where ODMRDD, taking into consideration factors including but not limited to price, and the results of the evaluation process, has determined that award of a contract would not be in the best interest of ODMRDD or the state.

Thank you for your interest in this project.