



STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
GENERAL SERVICES DIVISION  
OFFICE OF PROCUREMENT SERVICES  
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY USE CONTRACT FOR: STATEWIDE CONFLICT MANAGEMENT/DISPUTE RESOLUTION PROGRAM

CONTRACT NUMBER: CSP901614

EFFECTIVE DATES: August 5, 2013 TO July 31, 2014

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. CSP901614 that opened on May 15, 2013. The evaluation of the Proposal responses has been completed. The Offeror listed herein has been determined to be the highest ranking Offeror and has been awarded a Contract for the services listed. The respective Proposal response including, Contract Terms & Conditions, any Proposal amendment, special Contract Terms & Conditions, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Services Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated, or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to the Ohio Department of Administrative Services as applicable.

The agency is eligible to make purchases of the contracted services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that department will purchase the volume of services as advertised in the Request for Proposal.

Questions regarding this and/or the Services Contract may be directed to:

Janice Fitzpatrick, CPPB  
janice.fitzpatrick@das.ohio.gov

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

[www.ohio.gov/procure](http://www.ohio.gov/procure)

COST SUMMARY

TITLE: Statewide Conflict Management and Dispute Resolution Program  
 RFP: CSP901614  
 UNSPSC: 84131600  
 OFFEROR: Dayton Mediation Center  
 OAKS ITEM ID: 25146

Description	Cost
Design a workplace conflict model where parties in conflict can mutually work together to understand and resolve conflict in an appropriate and professional manner; offer guidance, resources and tools to ensure the model is consistently applied by OEAP Consultants with all agencies and agency designated representatives. The bidder should include in the proposal best practices used in the industry that would be applicable to the model.	\$12,000
The Contractor shall deliver a draft of the program in three months for a first review and feedback from the Project Manager to ensure all parties are in agreement with the program direction; and if the Project Manager is not in agreement; this would allow OEAP sufficient time to change the course of direction.	\$1,600
Design and document a process for delivering face-to-face conflict coaching services. The process has to ensure confidentiality for each party, in accordance with Ohio Revised Code 3701.041, Federal Regulations (42 CFR part 1), and HIPAA standards.	\$2,000
Design process for manager and supervisory consultation support; consultation to managers/supervisors may be done via telephone or face-to-face.	\$6,000
Identify appropriate tools and resources that support ongoing development of agency manager's conflict skills; explore tools that may be needed to support the program and ensure all coaches are trained to use them.	\$4,800
Design and develop program marketing materials; create materials such as referral process, agreements, Web site information, brochures, posters, presentations, and learner guides for training.	\$3,000
Draft communication and implementation plan; create a communication strategy for announcing, piloting, and implementing the program within all state agencies.	\$2,000
Develop a training plan for OEAP and agency designated staff on conflict coaching or dispute resolution with agencies; conduct training sessions with identified individuals to prepare them for providing conflict coaching sessions and support implementation of program. Also, the training plan may include training to designated union representatives in each union (OCSEA and 1199) prior to program implementation or roll out.	\$13,800
Plan, Facilitate, and assist in conducting two (2) to four (4) half-day meetings with existing OEAP staff, management, agency and institutional representatives (Section 1.4.1). Respond to phone and email inquiries from OEAP, OCB and interested Agencies in Workplace Conflict training and/or certification within one week of inquiry. Provide one-on-one consultation with up to 10-12 agency sites as needed. Number of meetings planned must be designated and explained. All meetings must be in compliance with Ohio Law and Regulations and the Office of Budget and Management with regard to travel and facilities; food is not to be provided for any meetings or presentations. All costs for any on-site and face to face meetings must be provided in detail to include staff labor costs; itemized by name, hours and rate, non-labor direct costs (e.g. travel for meetings), subcontractor costs (if applicable), and any other costs included in the totals for the project.	\$8,350
The successful Contractor shall conduct the initial needs and assessment with a report of results in a formal presentation to Management. Will correspond bi-weekly with the OEAP Administrator in writing by email regarding assignments and progress. The successful Contractor shall deliver to ODH a six (6) month report by December 31, 2013, that includes all contacts, critical success measures, summarized findings, details of the consultations provided, and future recommendations for action and training. The successful Contractor shall deliver to ODH a final one year report by June 30, 2014 that includes all contacts, critical success measures, summarized findings, details of any consultations provided, and future recommendations for action, implementation and training.	\$6,450
TOTAL PROJECT (not-to-exceed \$60,000.00)	\$60,000

COST SUMMARY (CONT'D)

Detail cost breakdown:

Item	Description	Unit Cost	No. of Units	Total
Needs Assessment 2 meetings	Planning, goals objectives, 2 people, 4 hours	\$800.00	2	\$1,600.00
2 meetings	Site planning, 2 people, 4 hours	\$800.00	2	\$1,600.00
<b>Sub Total</b>				<b>\$3,200.00</b>
Program Design Evaluation	Evaluate needs assessment, 4 hours, 3 people	\$300.00	4	\$1,200.00
Recommendation	Prepare and present recommendations, 2 people	\$200.00	4	\$800.00
Work with sites	Prepare different sites, work with sites for implementation	\$800.00	6	\$4,800.00
Develop Program Requirements	Create guidelines, work with teams	\$800.00	6	\$4,800.00
Follow-up	Planning for implementation, 3 meetings, 2 people	\$800.00	3	\$2,400.00
<b>Sub Total</b>				<b>\$14,000.00</b>
Program Implementation Plan roll out	Roll out program, marketing, 2 people	\$800.00	2	\$1,600.00
Identify mediator/coaches	Draft criteria, interview, select	\$800.00	2	\$1,600.00
Basic training	3 days, 3 staff trainers, 3 volunteers	\$2,100.00	3	\$6,300.00
Advanced training	2 trainers, 2 days	\$1,500.00	2	\$3,000.00
Coaching training	2 trainers, 1 day	\$1,500.00	1	\$1,500.00
Assessment training	ISCT, 2 trainers, 1 day	\$1,500.00	2	\$3,000.00
Consultation		\$100.00	12	\$1,200.00
<b>Sub Total</b>				<b>\$18,200.00</b>
Evaluation/Follow Up Post training evaluation	After each training session, participant survey	\$100.00	1	\$100.00
Post mediation evaluation	Participant survey	\$100.00	1	\$100.00
Mediator evaluation	15 live assessments	\$750.00	15	\$11,250.00
Program evaluation	Part of final report, assessment of program, mid & final	\$100.00	8	\$800.00
<b>Sub Total</b>				<b>\$12,250.00</b>
Client support Access to program lead	Telephone and email support	\$100.00	60	\$6,000.00
One on one consultation	10-12 agencies	\$150.00	11	\$1,650.00
Reports	Quarterly, mid, final	\$100.00	12	\$1,200.00
<b>Sub Total</b>				<b>\$3,500.00</b>
Program Expenses	Travel	\$2,500.00		\$2,500.00
	Materials	\$1,000.00		\$1,000.00
<b>Sub Total</b>				<b>\$3,500.00</b>
<b>Program Total</b>	<b>Not-to-Exceed</b>			<b>\$60,000.00</b>

All costs must be in U.S. Dollars.

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

CONTRACT NO. CSP901614-1 (7/31/14)

0000053018  
City of Dayton (Dayton Mediation Center)  
371 W. Second St.  
Dayton, OH 45402  
Website: [www.daytonmediationcenter.org](http://www.daytonmediationcenter.org)  
Email: [daytonmediationcenter@daytonohio.gov](mailto:daytonmediationcenter@daytonohio.gov)

TERMS: Net 30

CONTRACTOR'S CONTACT(S):

City of Dayton  
Michelle Zaremba, Director  
Dayton Mediation Center

Office: (937) 333-2349  
E-mail: [michelle.zaremba@daytonohio.gov](mailto:michelle.zaremba@daytonohio.gov)

Gloria Kinney  
Dayton Mediation Center

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