

# **Office of Information Technology State Term Schedule INVITATION FOR PROPOSALS (IFP)**

**IFP NUMBER: STSJFS05003  
DATE ISSUED: March 15, 2005**

The Ohio Department of Job & Family Services is requesting proposals for the **Client Registry Information System – Enhanced (CRIS-E) Assessment Project**

**PROPOSAL DUE DATE AND TIME: April 1, 2005, 11:00 A.M., EST**

**SEND PROPOSALS TO: Ohio Dept. of Job & Family Services  
Office of Contracts & Acquisitions  
30 East Broad St., 31<sup>st</sup> floor  
Columbus, Ohio 43215-3414  
RFP/RLB/IFP**

**INQUIRY PERIOD BEGINS: March 15, 2005  
INQUIRY PERIOD ENDS: March 28, 2005  
ESTIMATED PROJECT START DATE: April 25, 2005**

## PART ONE: PURPOSE, RESTRICTIONS, EVALUATION AND SCOPE OF WORK

**Purpose.** The Ohio Department of Job & Family Services (ODJFS), through a partnership of the Services to Families Division (comprised of the Offices of Children & Families, Family Stability, Ohio Health Plans and Research, Assessment & Accountability) and the Office of Management Information Services, is soliciting proposals from offerors with approved Office of Information Technology (OIT) State Term Schedules (STS) that are authorized to provide IT/Data related services under their OIT STS. The OIT STS must be approved prior to the proposal due date and time.

This IFP is for services to engage a vendor to complete:

- A) Project Management – of the Client Registry Information System - Enhanced (CRIS-E) assessment project;
- B) Business Assessment – determine and document ODJFS' core eligibility business functionality processes, need for automation upgrade and scope of effort;
- C) Technical Assessment – determine and document ODJFS architectural options and identify needs;
- D) Facilitate a vendor demonstration session to gather feedback from stakeholders and system users;
- E) Evaluation of Options – to evaluate options including contracting, commercial-off-the-shelf (COTS) and best of breed systems, and
- F) Recommended Business Case – to recommend business and technology options to improve the performance, cost effectiveness and quality of ODJFS' human services programs (i.e. food stamps, TANF, child care, medicaid and disability financial assistance).

The contract will be valid from award until June 30, 2005.

**Background.** Client eligibility is determined through CRIS-E, which is a 20 year old legacy system, used by 15,000 caseworkers and administrators in support of the state and federal programs for Ohio Works First (OWF); Prevention, Retention and Contingency (PRC); Food Stamps (FS); Temporary Assistance for Needy Families (TANF) and Medicaid benefits to eligible Ohio recipients. The system also determines Medicaid eligibility for foster care and adoption assistance for children interfacing with Ohio's child welfare systems. Contractors may visit ODJFS web site <http://jfs.ohio.gov/omis/index.stm> to view additional information on state and federal programs.

Core CRIS-E operations in support of these users include:

1. Eligibility and Enrollment
2. Reporting and statistics (regular and ad hoc)
3. Client notices
4. Interfaces with other systems (e.g., MITS, SACWIS, SETS, CMS, SSA, etc.)
5. Support interactive interview
6. Client scheduling
7. Establishment of Assistance Groups
8. Work activities
9. Benefit recovery
10. Application security.

At a minimum the following core operations not currently performed in CRIS -E are to be included:

1. Support on-line, interactive, paperless application process
2. Contain and support all policies/rules on-line
3. Case management functions.

**Overview.** ODJFS is interested in assessing the need and options for replacing or upgrading the current automated Eligibility, Enrollment and Case Management system functionality for Food Stamps, TANF, Child Care, Medicaid and Disability Financial Assistance programs. However, the Office of Ohio Health

Plans (OHP) has already completed such an assessment for the Medicaid Information Technology System (MITS) project based upon the federal Centers for Medicare and Medicaid Services Medicaid Information Technology Architecture (MITA) initiative. (link to federal website <http://www.cms.hhs.gov/medicaid/mmis/mita.asp>) Relevant documentaiton regarding the MITS project will be made available upon award of this contract.

The deliverables of this effort should provide ODJFS with all necessary information to secure support and resources from county, state and federal level planning and procurement requirements. This would include all necessary information for budget preparation, completion of any federal Advance Planning Documentation (APD), and Requests for Proposal (RFP). The culmination of the named deliverables must clearly articulate the functional scope of the replacement/upgrade, provide information to establish realistic project timelines and costs, and afford essentials for establishing measures of comparison of current and potential future benefits. Additionally, ODJFS should be made aware and informed of products and solutions that address the desired future technology support of the Family Assistance Programs.

**Restriction:** The Contractor selected through this IFP process will NOT be eligible to respond to procurements for the main CRIS-E replacement system installation and post implementation support work. This contract is for the assessment phase of this project. Other project phases for which this vendor may be eligible, if ODJFS would seek additional vendor services, may include technical review of any future RFP and Independent Validation and Verification (IV&V) functions.

**Evaluation and Basis for Selection.** In the proposal evaluation phase, an evaluation committee will rate the proposals submitted in response to this IFP.

The offeror that provides the best value to the state will be selected. Best value will be determined by reviewing the offeror and proposed staff's qualifications and experience, the offeror and staff's previous work performance, the proposed plan for completing the work, the scope of work and cost.

**Scope of Work.** The selected Contractor must complete the following activities for the project:

#### **A. Project Management**

The Contractor must provide project management for the duration of the project. The Contractor must adhere to the proposed project schedule and provide weekly status reports that document, at a minimum, the progress, issues, risks and next steps for the project. Not later than the fourth (4) business day of each week, consistently throughout the project, the Contractor must submit to ODJFS a weekly status report of the previous week's project activities documenting, at a minimum, the progress, issues, risks, and next steps. Each weekly report must also include the daily log of project issues as recorded during the report week. Timely delivery of the required reports is extremely important to ODJFS. Failure to submit requested reports in a timely manner will result in compensation for milestone deliverables being withheld. Additionally, the Contractor must provide ODJFS with a project budget.

#### **B. Business Assessment**

The Contractor must

- Review, assess, and document the major functional processes/activities (core business functions) of the ODJFS Family Assistance Programs (e.g., Food Stamps, TANF, PRC, Child Care, Medicaid).
- Review automated tools currently used to perform those major functional processes/activities.
- Assess the desire for automated support (to what degree the stakeholders and users want the processes automated).
- Assess the current level of automation satisfaction of those functional processes/activities.
- Determine gaps between identified major functional processes/activities and what is desired to be automated.
- Determine gaps in current level of automation satisfaction and new automation needs.
- Review the business assessment results with the Leadership Committee for determination of system scope.

**C. Information Technology (IT) Assessment**

The Contractor must:

- Discuss and review the MIS strategic technical direction with ODJFS MIS Management.
- Analyze and document various architectural arrangements such as MITA and/or other appropriate federal initiatives to align with the ODJFS MIS’ strategic direction.
- Review and analyze products and solutions (transfer, off the shelf, best of breed)
- Assess options that meet MIS technical requirements and business functional processes regarding:
  - Cost
  - Return on investment
  - Timeline
  - Advantages
  - Risks
  - Conversion
  - Potential future benefits
- Schedule vendor demonstrations of viable options to increase awareness and gather user reaction/input.

**D. Recommendations**

The Contractor must:

- Summarize Need for the System (based on Business Assessment)
- Summarize Scope of System (based on Business Assessment & Leadership Committee consensus)
- Summarize architectural options (based on IT Assessment)
- Provide results for top three options to address findings from Business Assessment and IT Assessment in terms of:
  - Estimated Cost
  - Benefit (return on investment in maintenance, efficiencies, etc.)
  - Estimated timeframes for major milestones in SDLC
  - Anticipated Risks with potential mitigation strategies.

**Deliverables Schedule.** Following are the deliverables that the state has identified for this project:

Deliverables	Target Start Date	Target End Date
1) Project Schedule	Award Date	Not more than 10 days from start date
2) Project Status Reports including daily Issues Log	Award Date	Weekly until June 30, 2005
3) Organized documentation of High Level Functional Business Processes	Award Date	Not more than 21 days from start date
4) Vendor demonstrations	Award Date	Not more than 30 days from start date
5) Report detailing the assessment and findings of the IT Assessment (including user feedback from vendor demonstrations)	Award Date	Not more than 30 days from start date
6) Report detailing assessment and findings of the Business Assessment (including Leadership Committee consensus on Scope)	Award Date	Not more than 45 days from start date
7) Draft Report of all assessment, findings and recommendations	Award Date	June 15, 2005
8) Final Report of all assessment, findings and recommendations	Award Date	June 30, 2005

**Work Hours & Conditions.** Contractor is required to work with the Ohio Department of Job & Family Services (ODJFS) staff. The ODJFS normal working hours are 8:00 a.m. to 5:00 p.m. with a one-hour lunch period for a total of eight working hours per day. Contractor may have to work under unusual

working conditions which may include operation of a computer terminal for long periods of time, working in excess of eight hours per day, working on Saturdays, Sundays and State holidays.

**Reimbursable Expenses.** None.

**The Contractor’s Fee Structure.**

Upon receipt of a signed Deliverable Submittal Form indicating the state agrees the Deliverable identified in the Work Breakdown Structure (WBS) is compliant or a milestone has been met and payment should be made, the Contractor may submit an invoice for that Deliverable/milestone according to the payment schedule identified in this IFP. A sample Deliverable Submittal Form is provided as Attachment 1.

The Contract award will be for a project Not to Exceed Fixed Price amount based on the Cost Details Table.

Payment Milestone/Deliverable	Percentage Of Project Total Price
Project Schedule and consistent and timely submission of weekly status reports including daily issues log.	5%
Organized documentation of High Level Functional Business Processes and consistent and timely submission of weekly status reports including daily issues log.	10%
Vendor demonstrations and consistent and timely submission of weekly status reports including daily issues log.	10%
Report detailing the assessment and findings of the IT Assessment (including user feedback from vendor demonstrations) and consistent and timely submission of weekly status reports including daily issues log	15%
Report detailing assessment and findings of the Business Assessment (including Leadership Committee consensus on Scope and consistent and timely submission of weekly status reports including daily issues log.	20%
Draft Report of all assessment, findings and recommendations and consistent and timely submission of weekly status reports including daily issues log.	NONE
Final Report of all assessment, findings and recommendations and consistent and timely submission of weekly status reports including daily issues log.	40%

**Bill to Address.** The contractor must submit invoices in quadruplicate (1 original and 3 copies) for completed and accepted services to the bill to address on the purchase order. Contractor’s federal tax identification number and purchase order number must appear on all statements and time sheets. One copy of the PRIOR APPROVED status reports must be submitted with the invoice. The provisions of Ohio Revised Code, Section 126.30 will also apply to any contract between the parties.

## PART TWO: IFP INQUIRIES, AMENDMENTS AND PROPOSAL FORMAT AND CONTENT

**Inquiries and Amendments.** Offerors may make inquiries regarding this IFP any time during the inquiry period listed on the IFP cover sheet. The state may not respond to any improperly formatted inquiries. The state will try to respond to all inquiries within 48 hours, excluding weekends and holidays. The state will not respond to any inquiries received after 8:00 a.m. on the inquiry period end date. The state may extend the proposal due date or make changes to the IFP through an amendment on the state procurement web site. Amendments may be provided one business day prior to the proposal opening date.

If the state decides to revise this IFP before the proposal due date, amendments will be announced on the state procurement web site.

Offerors may view amendments using the following process:

- Access the State Procurement web site at <http://www.ohio.gov/procure>;
- From the Navigation Bar on the left, select "Find It Fast";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the IFP Number found on Page 1 of the document;
- Click the "Find It Fast" button;
- On the document information page, click on the amendment number to display the amendment.

When an amendment to this IFP is necessary, the state may extend the proposal due date through an announcement on the state procurement web site. Amendment announcements may be provided any time before 5:00 p.m. on the day before the proposal is due. It is the responsibility of each prospective offeror to check for announcements and other current information regarding this IFP.

**Internet Inquiries** - Offerors may make inquiries regarding this IFP any time during the inquiry period listed on the IFP cover page. To make an inquiry, offerors must use the following process:

- Access the State Procurement web site at <http://www.ohio.gov/procure>;
- From the Navigation Bar on the left, select "Find it Fast";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the IFP Number found on Page 1 of the document;
- Click the "Find It Fast" button;
- On the document information page, click the "Submit Inquiry" button;
- On the document inquiry page, complete the required "Personal Information" section by providing:
  - First and last name of the prospective offeror's representative who is responsible for the inquiry,
  - Name of the prospective offeror,
  - Representative's business phone number, and
  - Representative's e-mail address;
  - Type the inquiry in the space provided including:
    - A reference to the relevant part of this IFP,
    - The heading for the provision under question, and
    - The page number of the IFP where the provision can be found; and
  - Click the "Submit" button.

Offerors submitting inquiries will receive an immediate acknowledgement that their inquiry has been received as well as an email acknowledging receipt. Offerors will not receive a personalized email response to their question nor will they receive notification when the question has been answered.

Offerors may view questions and answers using the following process:

- Access the State Procurement web site at <http://www.ohio.gov/procure>;
- From the Navigation Bar on the left, select "Find it Fast";
- Select "Doc/Bid/Schedule #" as the Type;

- Enter the IFP Number found on Page 1 of the document;
- Click the "Find It Fast" button;
- On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.

The state is not responsible for the accuracy of any information regarding this IFP that was gathered through a source different from the inquiry process described above.

**Proposal Format.** Each proposal must be organized in the tabbed format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal. Each proposal must contain an identifiable tab sheet preceding each section of the proposal, and all pages must be sequentially numbered.

- Tab 1 Cover Letter**
- Tab 2 Offeror Profile**
- Tab 3 Candidate Information**
- Tab 4 Solution**
- Tab 5 Quote**

Any other information thought to be relevant, but not applicable to a specific IFP section number/letter may be provided as an appendix to the proposal and so marked as an additional tab. The state reserves the right not to review submitted materials that were not required by the IFP, and/or (if applicable and specified in this IFP) not to review any pages in excess of any stated page limitations.

**The state will not be liable for any costs incurred by any offeror in responding to this IFP, even if the state does not select a vendor through this process. The state may decide not to select a vendor for the work. It may also cancel this IFP and procure the work through some other process or by issuing another IFP.**

**Proposal Content.**

**Tab 1 - Cover Letter.** The cover letter must provide the following and be signed by an individual authorized to legally bind the offeror.

- a. A statement regarding the offeror's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business;
- b. The name, address, phone number, and fax number of a contact person who has authority to answer questions regarding the proposal.
- c. The offeror's valid OIT State Term Schedule (STS) number and expiration date; and
- d. A statement that the offeror is not now, and will not become subject to an "unresolved" finding for recovery under Revised Code Section 9.24, prior to the award of a Contract arising out of this IFP, without notifying OIT of such finding.

**Tab 2 - Offeror Profile.** Each Proposal must include a profile of the offeror's relevant experience working on projects similar to this Work. The profile must also include the offeror's legal name, address, and telephone number; home office location; date established; ownership (such as public firm, partnership, or subsidiary); firm leadership (such as corporate officers or partners); number of employees; number of employees engaged in tasks directly related to the Work; and any other background information that will help the evaluation committee gauge the ability of the offeror to fulfill the obligations of the Contract.

The offeror must include three (3) project references where it has demonstrated successful completion of a similar project, providing the following information for each:

- Name of the organization;
- Project details; and
- Contact/Project Manager including name, phone number and e-mail address.

The offeror must provide project references that clearly demonstrate how the offeror meets the following offeror experience requirements. Each reference must be willing to discuss the offeror's performance with the evaluation committee.

The offeror profile tab of the proposal must provide detailed descriptions of how and to what extent the offeror meets the following four (4) requirements:

<b>Requirements</b>	
1.	Demonstrate experience with at least three (3) similar assessment projects for State human services agencies in the United States
2.	Demonstrate experience with developing business cases for human services information technology systems
3.	Demonstrate experience and familiarity with system acquisitions involving the US Dept. of Health and Human Services (HHS) and Food and Nutritional Services (FNS) approval.
4.	Demonstrate experience and familiarity with Commercial off the Shelf software (COTS) and Best of Breed human services systems being offered by the vendor community across United States

Proposals which fail to demonstrate appropriate experience and familiarity in any of these four requirements may be eliminated from any further consideration.

**Tab 3 - Candidate Profile.** Offerors must provide resumes for the candidates that will work on the project and will be available for the project. At a minimum, management responsibilities over the entire project, Business Assessment, and Information Technology assessment must be made clear. The offeror's lead candidate(s) with these management responsibilities must also include three (3) project references.

The offeror's lead candidate(s) must include three (3) project references where successful completion of a similar project is demonstrated; references must include the following information:

- Name of the organization;
- Project details; and
- Contact/Project Manager including name, phone number and e-mail address.

Each reference must be willing to discuss the offeror's performance with the evaluation committee.

All candidates may be required to pass a background check.

**Tab 4 - Solution.** Offeror must provide its suggested solutions and project schedule (including a work breakdown structure, dates, and resources), for performing the scope of work and deliverables as specified in PART ONE and in this section of the IFP. The offeror's proposal must describe its plan for meeting ODJFS needs for:

**Project Management  
Business Assessment  
Information Technology (IT) Assessment  
Recommendations**

The solution offered must also clearly identify how the offeror will accomplish each of the eight deliverables identified in PART ONE as a result of its performance of the full scope of the work.

**Tab 5 - Quote.** Offeror must provide its quote on company letterhead. Offeror must provide the total cost estimate for completing the scope of work described in the IFP. Costs must include the part number, if applicable, position description, hourly rate, number of hours and page number according to the OIT State Term Schedule being utilized. An offeror's proposal may be removed from consideration if their quoted cost exceeds the cost stated in their OIT State Term Schedule. See Part Four: Sample Quote.

### **PART THREE: PROPOSAL SUBMITTAL**

**Proposal Submittal.** Each offeror must submit three (3) complete, sealed, and signed copies of its proposal, and each proposal must be clearly marked "Client Registry Information System – Enhanced Assessment Project – **STSJFS05003**" on the outside of its envelope. The offeror must also include one CD-ROM copy of the entire proposal package in non-rewriteable format along with the submission of the signed paper copies (the CD-ROM copy will be used for storage purposes). Proposals must be sent to ODJFS, Office of Contracts and Acquisitions, 30 East Broad St., 31<sup>st</sup> floor, Cols, OH 43125-3414, Attn: RFP/RLB Unit by the proposal due date and time listed on the first page of this IFP.

All proposals and other material submitted will become the property of the state and may be returned only at the state's option.

#### **Offeror Restrictions and Selected Contractor Requirements:**

**Ohio Revised Code (ORC) Section 9.24 prohibits the State from awarding a Contract to any offeror(s) 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 offeror warrants that it is not now, and will not become subject to an "unresolved" finding for recovery under ORC 9.24, prior to the award of a Contract arising out of this RFP, without notifying OIT of such finding.**

Additionally, ODJFS policy prohibits the agency from purchasing services from offerors that are:

- Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in transactions by the United States Department of Labor, the United States Department of Health and Human Services, or any other federal department or agency as set forth in 29 CFR Part 98, 45 CFR Part 76, or other applicable statutes or regulations;
- On the list established by the Ohio Secretary of State, pursuant to Section 121.23 of the Ohio Revised Code that identifies contractors as having more than one unfair labor practice contempt of court finding.

Furthermore, the selected Contractor must provide assurances to ODJFS that it will not use any information, systems, or records made available to it for any purpose other than to fulfill the contractual duties specified herein. The Contractor will be required to be bound by the same standards of confidentiality that apply to the employees of ODJFS and the State of Ohio. The terms of this article will be included in any subcontracts executed by the Contractor for work under this IFP. The Contractor will be required by ODJFS that any data made available to the Contractor by ODJFS shall be returned to ODJFS no later than ninety (90) days following the completion of this project, and the Contractor shall certify that it retains no copies of source data. The Contractor will be required to maintain current and ongoing compliance with 42 U.S.C. Sections 1320d through 1320d-8 and the implementing regulations found at 45 C.F.R. 164.502(e) and 164.504(e) regarding disclosure of protected health information under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

**Rejection of Proposals.** The state may reject any proposal that is not in the required format, does not address all the requirements of this IFP, or that the state believes is excessive in price or otherwise not in its interest to consider or to accept. In addition, the state may cancel this IFP, reject all the proposals, and seek to do the work through a new IFP or other means.

The state may reject late proposals regardless of the cause for the delay.

**The state may reject any Proposal that takes exception to the terms and conditions and/or pricing of the OIT State Term Schedule.**

**Protest Procedure.** Offerors may file protests related to this IFP; 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, 31th Floor  
 Columbus, Ohio 43215-3414

**PART FOUR: SAMPLE QUOTE**

**Quote.** Offeror must provide its quote on company letterhead, in both detail and summary formats as provided in the tables below. Offeror must provide the total cost estimate for completing the scope of work described in the IFP. Costs must include the part number, if applicable, position description, hourly rate, number of hours and page number according to the OIT State Term Schedule being utilized. An offeror’s proposal may be removed from consideration if their quoted cost exceeds the cost stated in their OIT State Term Schedule.

In the Details Table below, Offerors are to identify the positions to be provided for the work described in this IFP, the number of hours (by deliverable) and rate, then extended to totals in the final column. The amount specified in the total cost column must equal the total cost column in the Deliverables Cost Summary Page.

COST DETAILS TABLE					
Page #	Part Number / Position Description	Hourly Rate	Devoted to Deliverable #	# Hours	Total Cost
	NOT TO EXCEED FIXED PRICE				\$

**ATTACHMENT ONE  
SAMPLE DELIVERABLE/MILESTONE SUBMITTAL FORM**

<b>Client Name:</b>	<b>[Insert Client Name]</b>
<b>Project Name:</b>	<b>[Insert Project Name]</b>
<b>Contract Number:</b>	<b>[Insert Contract Number]</b>
<b>Deliverable To Be Reviewed or Milestone Attained:</b>	<b>[Insert Deliverable/Milestone Name and WBS Task #]</b>
<b>Data Deliverable Submitted for Review or Milestone Achievement Date:</b>	<b>(Insert Applicable Date)</b>

The [insert deliverable/milestone name] deliverable/milestone is complete. This deliverable/milestone has been completed/attained by [insert Corporate name] in accordance with the requirements specified in the RFP and Project Plan. Please obtain signatures below indicating the compliance of [insert deliverable/milestone name]. Please obtain all signatures within XX calendar days of the Submitted or Achievement date, above, [insert date XX calendar days of the Submitted or Achievement Date, above, [insert date XX calendar days from submitted date].

Please contact \_\_\_\_\_ at XXX-XXX-XXXX with any questions.

Sincerely,

[Insert Company Name]  
[Insert Project Name] Project Manager

\_\_\_\_\_  
Printed Name  
Contractor Project Manager  
{Same as person signing above}

<b>COMPLIANT:</b>	
Deliverable Payment Authorized:	_____ Yes _____ No _____ N/A
_____ Signature of State Agency Project Representative/Date	

<b>NOT COMPLIANT:</b>	
Describe reason(s) for non-compliance: (Continue on back if necessary)	
_____ Signature of State Agency Project Representative/Date	Payment <u>Not</u> Authorized