



Office of
Procurement Services
Service · Support · Solutions

REQUEST FOR PROPOSAL

RFP NUMBER: CSP903613
INDEX NUMBER: OBM004
UNSPSC CATEGORY: 84101700

The state of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of the Ohio Office of Budget and Management, is requesting Proposals for a:

COLLECTION PLATFORM INCLUDING IMPLEMENTATION, SUPPORT AND COLLECTION SERVICES

OBJECTIVE: Ohio Shared Services, a division of Ohio Office of Budget and Management, seeks competitive sealed proposals to select a Contractor to provide a platform suitable for handling pre-collections within government entities across the state. The platform and associated services are requested to facilitate pre-collection services prior to certification of debt to the Attorney General as described under Ohio Revised Code 131.02. The Contractor shall provide a platform including implementation, support and collection services under a contingent fee agreement between the selected Contractor and Ohio Shared Services.

RFP ISSUED: November 27, 2012
INQUIRY PERIOD BEGINS: November 27, 2012
INQUIRY PERIOD ENDS: December 19, 2012 at 8:00 AM
PROPOSAL DUE DATE: December 26, 2012 by 1:00 PM

Offeror must submit both a "Technical Proposal" and a "Cost Proposal" as a part of its Proposal package. These are two separate components which shall be submitted in separate sealed envelopes/packages, clearly identified on the exterior as either "Technical Proposal" or "Cost Proposal" with the respective RFP Number and due date on each. Offeror must submit this signed cover page with its technical Proposal.

Submit Sealed Proposals to:

Department of Administrative Services
Office of Procurement Services
Attn: Bid Desk
4200 Surface Road
Columbus, OH 43228-1395

Note: Please review the [Proposal Instructions](#) on our Web site.

Offeror Name and Address: _____ _____ _____ _____ E-Mail Address: _____ Phone Number: () _____ - _____, Ext. _____	Name/Title: _____ _____ Signature: _____ By submitting a response to this RFP, and signing above, Offeror acknowledges, understands and agrees to comply with the RFP requirements and confirms all the instructions and links have been read and understood.
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RFP GLOSSARY OF TERMS

AA:	Affirmative Action
AGO:	Ohio Attorney General
Contractor:	Vendor after Award
CSP:	Competitive Sealed Proposal
DAS:	Department of Administrative Services
EOD:	Equal Opportunity Division
FEI:	Federal Employer Identification
Mandatory:	Must, Will, Shall
OAC:	Ohio Administrative Code
OAKS:	Ohio Administrative Knowledge System (Ohio's Accounting System)
OBG:	Ohio Business Gateway
OBM:	Office of Budget and Management
Offeror:	Vendor Submitting Proposal
OPS:	Office of Procurement Services
ORC:	Ohio Revised Code
OSS:	Ohio Shared Services
RFP:	Request for Proposal
SOS:	Secretary of State
UNSPSC:	The United Nations Standard Products and Services Code

1.0 EXECUTIVE SUMMARY

1.1 INTRODUCTION This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (ORC) and Section 123:5-1-08 of the Ohio Administrative Code (OAC). The Department of Administrative Services (DAS), Office of Procurement Services, on behalf of the Ohio Office of Budget and Management, Office of Shared Services (the Agency), is soliciting competitive sealed proposals (Proposals) for a Collection Platform Including Implementation, Support and Collection Services. If a suitable offer is made in response to this RFP, the state of Ohio (State), through DAS, may enter into a contract (the Contract) to have the selected Offeror (the Contractor) perform all or part of the Project (the Work). This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP also gives the estimated dates on page one, for the various events in the submission process. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently stand.

1.2 CONTRACT PERIOD

Once awarded, the term of the Contract will be from the award date through June 30th, 2015. The State may solely renew all or part of this Contract at the discretion of DAS for a period of one month and subject to the satisfactory performance of the Contractor and the needs of the Agency. Any other renewals will be by mutual agreement between the Contractor and DAS for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed three (3) years.

1.3 BACKGROUND

Office of Budget and Management (OBM) Background. The Ohio Office of Budget and Management (OBM) provides policy analysis, fiscal research and financial management services to the Governor and agencies of state government, helping to ensure the proper and responsible use of state resources. As a cabinet-level agency within the executive branch of state government, OBM develops, coordinates and monitors the individual budgets of state agencies and reviews all financial transactions made with public funds.

The following are the departments in OBM:

- A. Budget and Planning
- B. Communications
- C. Controlling Board
- D. Debt Management
- E. Financial Planning and Supervision Commissions
- F. Fiscal
- G. Human Resources
- H. Information Technology Office
- I. Legal
- J. Office of Internal Audit
- K. Shared Services
- L. State Accounting
- M. Training Academy

Ohio Shared Services (OSS) launched in October 2009 to deliver an efficient, standardized approach to processing common business transactions. The OSS Vision supported the consolidation of back-office transactions in Finance, Human Resources, Procurement, and Technology from the state agencies. As a division of the Office of Budget and Management (OBM), the original focus was designed to support common financial transactions for state agencies, state employees, and business vendors. Continuing with the OSS Vision, Ohio Shared Services is now expanding back-office financial transactions to include: Accounts Receivable, Pre-Collections, and Procurement support.

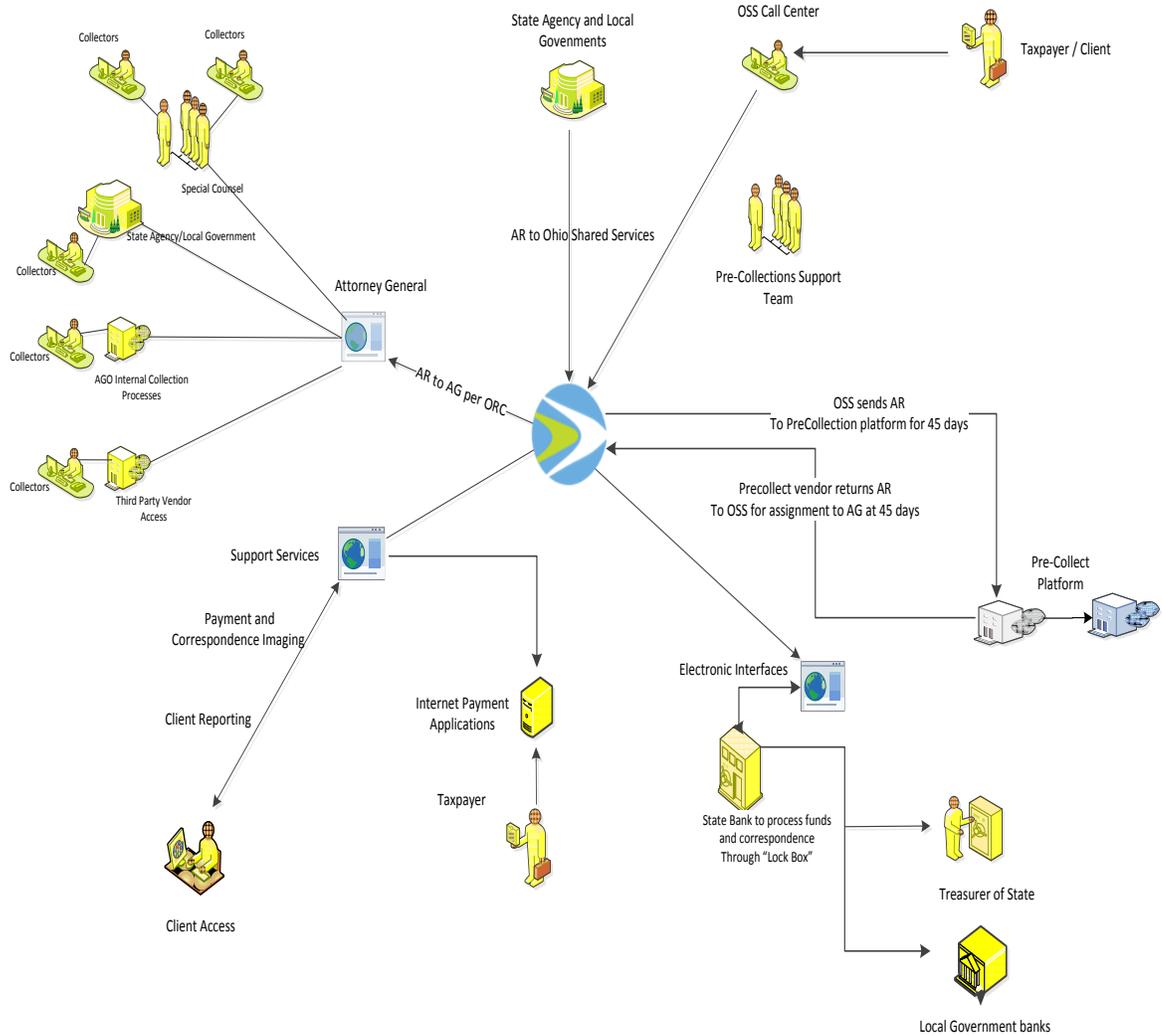
The Mission of Ohio Shared Services. Ohio Shared Services executes administrative transactions for its customers while skillfully balancing efficiency and customer service to add value through lower cost and improved effectiveness. Our primary key to success is a highly motivated, top performing, self-directed workforce.

Shared Services Implementation. The State is pursuing the development and rollout of Shared Services, supported by enhanced PeopleSoft applications, to deliver services to the various agencies of the State. Ohio Shared Services (OSS) is the framework by which the state is bringing together common transactional processes currently performed within agencies. Shared services will place these processes within a single operation. The main objective of the OSS is to standardize and streamline business processes using best business practices and enabling technologies.

The Vision of Ohio Shared Services. Ohio Shared Services is nationally recognized as a public sector pioneer that manages multiple business processes for a variety of public sector entities. It is recognized as best-in-class in serving its customer, in maintaining a high-performance workplace and in recognizing employees as its most critical asset.

The State has the following objectives that it wishes to fulfill via the Ohio Shared Services Project:

- A. Implement the redesigned and standardized statewide finance processes;
- B. Manage the creation of a single statewide call center capability;
- C. Improve access and timeliness to management information;
- D. Create scalable processes to handle future business requirements as well as increased volume as additional agency processes are brought into the OSS;
- E. Define clear expectations for the State's responsibilities, processes, policies; and
- F. Build an organizational foundation where the State can migrate other administrative services.



Ohio Shared Services Centralized Pre-Collections Processing Services

Yellow highlight indicates scope outside of platform solution

1.4 SCOPE OF WORK

Pre-Collection Line of Business Objectives. The pre-collection service is designed to deliver those offerings included in the original OSS Vision. This project includes a centralized, delinquent, accounts receivable service for state and local government entities.

The scope of this project is to:

- A. Provide support and onboarding services to those government entities that do not participate in a centralized best practice.

- B. Resolve issues with any legacy debt management systems which are outdated and ineffective. There are over 3,900 government entities within the state of Ohio. This new service could be used by entities, at their option. This solution will be marketed to the entities by OSS. The initial users will be state agencies.
- C. Create a single point of integration into the AGO collection system to ensure ORC compliance as inexpensively as possible.
- D. Provide a simple and scalable business solution to every government entity (i.e. State and local).
- E. Support a debt-collection cycle to align with industry standards.
- F. Improve the quality of data attributes to ensure complete, accurate and valid data is available when certifying AR debt to OSS.
- G. Be a single point of reporting and analysis of delinquent AR balances and the associated risks.

Support for Accounts Receivable processes will be provided by OSS or the entity owed the debt, while debts not collected by the due date will be forwarded to pre-collection platform that specialize in the recovery of specific debt types. This model will limit the investment in state resources (i.e. staffing & technology), and leverage private-sector expertise in the collection of monies owed to the State of Ohio.

The initial pilot of the program is projected to launch on March 30, 2013. The initial pilot will consist of one state agency and will roll out to all state agencies once testing of the new system is completed. At that point, other government entities may elect to utilize this service. When fully implemented, it is expected that the new system will be working to collect millions of dollars each month. As this is a new program being offered on a statewide basis, no historical data is available to trend annual recovery rates.

1.4.1 Project Management: The Contractor must provide project management for project start-up and for on-going management. The Contractor must adhere to the proposed project schedule and provide weekly status reports that document at a minimum the progress, issues and next steps for the project. Additionally, the Contractor must maintain logs for project issues and risks. The required deliverables are:

- A. Work Plan (addressing each area in the scope of work, including a Work Breakdown Schedule (WBS).
- B. Project Status Reports (weekly)
- C. Project Kick-Off Meeting – the Contractor will conduct a Kick-Off meeting with all stake holders.
- D. Project issues and risks logs

1.4.2 Work Location. During the launch of the project, the Contractor will be provided a cubicle space at the OSS center located at 4310 E. Fifth Avenue, Columbus OH, 43219 for use as needed during the duration of the project launch. Any work requiring assistance from the OSS staff or completion by OSS staff will be done at this location. The Contractor will be able to request conference rooms to be scheduled for project related meetings. OSS will provide Internet connection and printer access during the life of the project. The Contractor will be required to provide hardware, software and phone service for their staff.

1.4.3 Work Hours. The OSS staff's normal working hours are 7:30 a.m. to 4:30 p.m. Monday through Friday, with a one-hour lunch period for a total of eight hours. The OSS staff and facility will be available to the Contractor only during the normal working hours. Access to the OSS facility will not be available on Saturdays, Sundays or State holidays.

1.4.4 Work Plan. Offeror's Work Plan must clearly demonstrate how it will meet all items detailed in section 1.4, Scope of Work.

- 1.5 **CONFIDENTIAL INFORMATION:** The process to procure goods and services by DAS is open to inspection by the public. DAS makes available prices (offered and accepted), terms of payment, Proposal materials, evaluation scores, product information, and other types of information DAS uses in evaluating and/or awarding the Contract, consistent with Ohio's public records law. DAS will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, DAS will seek to keep the contents of all Proposals confidential until the Contract is awarded. Further, the DAS will open for public inspection all Proposals provided to the DAS in response to this RFP after award.
- 1.6 **REGISTRY OF OFFERORS:** DAS will prepare a registry of Proposals containing the name and address of each Offeror. The registry will be on the Office of Procurement Services Web site and open for public inspection after the Proposals are received.
- 1.7 **INSTRUCTIONS:** Link to Web site for Instructions is available in Section 5.1.
- 1.8 **REQUIRED REVIEW:** Offerors shall carefully review the entire RFP and all the referenced Web links. Offerors shall promptly notify DAS through the inquiry process of any ambiguity, inconsistency, or error they discover. Notifications must be received by the deadline for receipt of questions in the inquiry process.
- 1.9 **NUMBER OF PROPOSALS TO SUBMIT:** Offeror must submit one (1) original, completed and signed in blue ink, and three (3) copies for a total of four (4) Proposal packages. The Offeror must also submit a complete copy of the Proposals on a CD in Microsoft Office (Word, Excel, or Project) 2003 or higher, format and/or PDF format as appropriate.

2.0 EVALUATION OF PROPOSALS

2.1 MANDATORY REQUIREMENTS The following Table 1 contains items that are Mandatory Requirements for this RFP.

Determining the Offeror’s ability to meet the Mandatory Requirements is the first step of the DAS evaluation process. The Offeror’s response must be clearly labeled “Mandatory Requirements” and collectively contained in Tab 1 of the Offeror’s Proposal in the “Offeror Required Information and Certification” section.

DAS will evaluate Tab 1 alone to determine whether the Proposal meets all mandatory Requirements (accept/reject). If the information contained in Tab 1 does not clearly meet every Mandatory Requirement, the Proposal may be disqualified by DAS from further consideration.

2.2 TABLE 1 - MANDATORY PROPOSAL REQUIREMENTS

Mandatory Requirements	Accept	Reject
Attachment One must be completed in full. Failure to answer all questions may result in disqualification of an Offeror’s proposal.		

If the State receives no Proposals meeting all of the mandatory requirements, the State may elect to cancel this RFP.

2.3 PROPOSAL EVALUATION CRITERIA If the Offeror provides sufficient information to DAS in its Proposal, demonstrating it meets the Mandatory Requirements, the Offeror’s Proposal will be included in the next step of the evaluation process which involves the scoring of the Proposal Technical Requirements (Table 3), followed by the scoring of the Cost Proposals. In the Proposal evaluation step, DAS rates the Proposals based on the following listed criteria and the weight assigned to each criterion. The possible points allowed in this RFP are distributed as indicated in the Table 2 - Scoring Breakdown. Each Proposal passing the Mandatory Requirements will be evaluated by an evaluation committee made up of a representative(s) from DAS, Agency team members, and potentially a subject matter expert or an independent consultant.

2.4 TABLE 2 - SCORING BREAKDOWN

Criteria	Maximum Allowable Points
Proposal Technical Requirements	1,422 Points
Proposal Cost	405 Points
Presentation	203 Points
Total	2,030 Points

The following scale (0-9) will be used to rate each Proposal on the criteria listed in the Technical Proposal Evaluation table.

DOES NOT MEET 0 POINTS	MEETS 5 POINTS	EXCEEDS 7 POINTS	GREATLY EXCEEDS 9 POINTS
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DAS will score the Proposals by multiplying the score received in each category by its assigned weight and adding all categories together for the Offeror’s Total Technical Score in Table 3. Representative numerical values are defined as follows:

DOES NOT MEET (0 pts.): Response does not comply substantially with requirements or is not provided.

MEETS (5 pts.): Response generally meets the objectives (or expectations).

EXCEEDS (7 pts.): Response indicates the objectives will be exceeded.

GREATLY EXCEEDS (9 pts.): Response significantly exceeds objectives (or expectations) in ways that provide tangible benefits or meets objectives (or expectations) and contains at least one enhancing feature that provides significant benefits.

2.5 TABLE 3 - TECHNICAL PROPOSAL EVALUATION

Criterion	Weight	Rating (0 to 9)	Extended Score
Offeror Profile and References			
Proposal must include a profile of the Offeror's history of working on similar projects, including their capability, capacity, and relevant experience (Complete all areas of Form 5.2.3).	10		
Offeror Prior Projects			
The Offeror must document, at a minimum, three (3) previous jobs similar to this project within the last five (5) years and provide details of similarities (Form 5.2.4).	15		
Staffing Plan			
The Offeror provides a detailed staffing plan which demonstrates the Offeror's ability to provide adequate staff with necessary skills to complete the Work Plan. Offeror details proposed role definition of key personnel.	3		
The Offeror must name a Project Manager that has managed a project of similar size and scope within the last five (5) years and provide documentation for the project.	4		
The Offeror must submit Offeror's Candidate Forms for each key member of the work team which includes candidate's education, training, and qualifications (Forms 5.2.5 and 5.2.6).	3		
Scope of Work.			
Score from Offeror Questionnaire (Attachment One).	115		
The Offeror is Ohio-based, scored as either 0 (Does Not Meet) or 5 (Meets). An Ohio-based Offeror has significant Ohio economic presence. Significant Ohio economic presence means organizations that (1) pay required taxes to the state of Ohio; and (2) are registered and licensed to do business in the state of Ohio with the office of the Secretary of State; and (3) have 10 or more employees based in Ohio, or 75% or more of their employees based in Ohio.	5		
The Offeror utilizes a certified Minority Business Enterprise (MBE) as a subcontractor, scored as either 0 (Does Not Meet) or 5 (Meets). Offeror must provide a letter from the subcontractor as noted in the Instructions and include proof of the subcontractor's certification as an MBE in Ohio.	3		

Total Technical Score: _____

In this RFP, DAS asks for responses and submissions from Offerors, most of which represent components of the above criteria. While each criterion represents only a part of the total basis for a decision to award the Contract to an Offeror, a failure by an Offeror to make a required submission or meet a mandatory requirement will normally result in a rejection of that Offeror's Proposal. The value assigned above to each criterion is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that DAS received.

Once the technical merits of a Proposal are evaluated, the costs of that Proposal will be considered. It is within DAS' discretion to wait to factor in a Proposal's cost until after the conclusion of any interviews, presentations, demonstrations or discussions. Also, before evaluating the technical merits of the Proposals, DAS may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. DAS may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

- 2.6 **COST PROPOSAL POINTS:** DAS will calculate the Offeror's Cost Proposal points after the Offeror's total technical points are determined, using the following method:

Cost points = (lowest Offeror's cost/Offeror's cost) x Maximum Allowable Cost Points as indicated in the "Scoring Breakdown" table. The value is provided in the Scoring Breakdown table. "Cost" = Total Not to Exceed Cost identified in the Cost Summary section of Offeror's Proposal. In this method, the lowest cost proposed will receive the maximum allowable points.

The number of points assigned to the cost evaluation will be prorated, with the lowest accepted Cost Proposal given the maximum number of points possible for this criterion. Other acceptable Cost Proposals will be scored as the ratio of the lowest Cost Proposal to the Proposal being scored, multiplied by the maximum number of points possible for this criterion.

An example for calculating cost points, where Maximum Allowable Cost Points Value = 60 points, is the scenario where Offeror X has proposed a cost of \$100.00. Offeror Y has proposed a cost of \$110.00 and Offeror Z has proposed a cost of \$120.00. Offeror X, having the lowest cost, would get the maximum 60 cost points. Offeror Y's cost points would be calculated as \$100.00 (Offeror X's cost) divided by \$110.00 (Offeror Y's cost) equals 0.909 times 60 maximum points, or a total of 54.5 points. Offeror Z's cost points would be calculated as \$100.00 (Offeror X's cost) divided by \$120.00 (Offeror Z's cost) equals 0.833 times 60 maximum points, or a total of 50 points.

Cost Score: _____

- 2.7 **FINAL STAGES OF EVALUATION:** The Offeror with the highest point total from all phases of the evaluation (Technical Points + Cost Points) will be recommended for the next phase of the evaluation.

Technical Score: _____ + Cost Score: _____ = Total Score: _____

If DAS finds that one or more Proposals should be given further consideration, DAS may select one or more of the highest-ranking Proposals to move to the next phase. DAS may alternatively choose to bypass any or all subsequent phases and make an award based solely on the Proposal evaluation phase.

- 2.8 **REJECTION OF PROPOSALS:** DAS may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, or that DAS believes is excessive in price or otherwise not in the interest of the State to consider or to accept. In addition, DAS may cancel this RFP, reject all the Proposals, and seek to do the Work through a new RFP or by other means.
- 2.9 **INTERVIEWS, DEMONSTRATIONS, AND PRESENTATIONS:** DAS may require top Offerors to be interviewed. Such presentations, demonstrations, and interviews will provide an Offeror with an opportunity to clarify its Proposal and to ensure a mutual understanding of the Proposal's content. This will also allow DAS an opportunity to test or probe the professionalism, qualifications, skills, and work knowledge of the proposed candidates. The presentations, demonstrations, and interviews will be scheduled at the convenience and discretion of DAS. DAS may record any presentations, demonstrations, and interviews.



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3.0 COST SUMMARY

3.1 SUBMISSION: The Cost Summary shall be submitted with the Proposal (under separate cover). All prices, costs, and conditions outlined in the Proposal shall remain fixed and valid for acceptance for 120 days, starting on the due date for Proposals. No price change shall be effective without prior written consent from DAS, Office of Procurement Services.

The Offeror's total cost for the entire Work must be represented as the firm, fixed price all costs for furnishing the services must be included in the Cost Proposal.

3.2 THE OFFEROR'S FEE STRUCTURE: The Contract award will be for a fee based on the percentage(s) specified in the Contractor's cost summary. The percentage or percentages will be applied to actual debt collections for the State from the work of the Contractor. Fees for services rendered will be retained by the Contractor from actual debt collections as defined by the fee percentage(s) outlined in the Contract. Monies owed to external entities will be remitted by the Contractor from actual debt collections as required by the fee percentage(s) specified in the Contract.

3.3 REIMBURSABLE EXPENSES: None; there will be no additional reimbursement for travel or other related expenses. The State will not be responsible for any costs not identified.

Collection Platform Including Implementation, Support and Collection Services
CSP903613
UNSPSC CATEGORY CODE: 84101700

Description	% of debt collected
Collection platform including implementation, support and collection services.	

All Offerors who seek to be considered for a contract award must submit the above information in the format specified. The Original Cost Summary must be included in a separate, sealed envelope/package labeled on the exterior as "Cost Proposal" with the RFP Number and due date.

4.0 AWARD OF THE CONTRACT

- 4.1 CONTRACT AWARD: DAS intends to award the Contract based on the schedule in the RFP, if DAS decides the Work is in the best interests of the State and has not changed the award date.

DAS expects the Contractor to commence the Work upon receipt of a state issued purchase order. If DAS awards a Contract pursuant to this RFP and the Contractor is unable or unwilling to commence the Work, DAS reserves the right to cancel the Contract and return to the original RFP process and evaluate any remaining Offeror's Proposals reasonably susceptible of being selected for award of the Contract. The evaluation process will resume with the next highest ranking, viable Proposal.

- 4.2 CONTRACT: If this RFP results in a Contract award, the Contract will consist of this RFP including the Terms and Conditions, all forms, written addenda to this RFP, the Contractor's accepted Proposal and written authorized addenda to the Contractor's Proposal. It will also include any materials incorporated by reference in the above documents and any purchase orders and amendments issued under the Contract. The general terms and conditions for the Contract are contained in the following link:

<https://procure.ohio.gov/Zip/RFP%20Instructions/5.3%20Terms%20and%20Conditions.pdf>.

If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. The one-page Contract Signature Page, Form 6.2.2
2. The RFP, as amended, including the Terms and Conditions;
3. The documents and materials incorporated by reference in the RFP;
4. The Executive Order. EO2011-12K incorporated by reference in the RFP;
5. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
6. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent amendment will take precedence over anything else that is part of the Contract.

5.0 LINKS

To be applicable to all Proposals and subsequent award(s), including sections named below:

5.1 Instructions

- 5.1.1 Proposal Instructions
- 5.1.2 Evaluation of Proposals
- 5.1.3 Proposal Format & Documentation Required

5.2 Forms

- 5.2.1 Offeror Required Information
- 5.2.2 Contract Signature Page
- 5.2.3 Offeror Profile
- 5.2.4 Offeror Prior Projects
- 5.2.5 Offeror's Candidate References
- 5.2.6 Offeror's Candidate Education, Training, Experience
- 5.2.7 Offeror Performance Form
- 5.2.8 Contractor/Subcontractor Affirmation and Disclosure

5.3 Terms and Conditions

- 5.3.1 Performance and Payment
- 5.3.2 Work and Contract Administration
- 5.3.3 Ownership & Handling of Intellectual Property & Confidential Information
- 5.3.4 Representations, Warranties and Liabilities
- 5.3.5 Acceptance and Maintenance
- 5.3.6 Construction
- 5.3.7 Law & Courts

5.4 Additional Resources

EOD Reporting	http://eodreporting.oit.ohio.gov/searchEODReporting.aspx
Office of Budget and Management	http://obm.ohio.gov/LandingPages/Vendor/default.aspx
Office of Procurement Services	http://procure.ohio.gov/proc/index.asp
Ohio Shared Services	http://www.ohiosharedservices.ohio.gov/Home.aspx
Ohio Business Gateway	http://business.ohio.gov/
Ohio Secretary of State	http://www.sos.state.oh.us/SOS/Businesses.aspx
Ohio Revised Code	http://codes.ohio.gov/orc

All links are subject to change in accordance with state of Ohio laws, Ohio Revised Code, Ohio Administrative Code, Executive Orders or any other updates issued by the state of Ohio, Department of Administrative Services, and the Office of Procurement Services. It is the Offeror's responsibility to read and be aware of any changes, corrections, updates or deletions to any information included in the link(s) above.



6.0 Guide for Proposal Submission.

This guide outlines steps for submission of a Proposal in response to the advertised Request for Proposal. This guide does not contain the complete instructions for preparing and submitting a Proposal and anything stated herein shall not be considered a term or condition of the Contract. The complete instructions can be found in section 5.1.1, Proposal Instructions.

- 6.1 _____ Read the entire document, including all Web site links. Note critical items such as: Mandatory Requirements; goods or services required, submittal date and time; number of copies to submit; contract requirements; reporting requirements; minimum qualifications; read and understand the terms and conditions.
- 6.2 _____ Take advantage of the “question and answer” period specified in the schedule of events. Questions must be submitted on-line in the Inquiry Process as explained in the Instructions. See section 5.1.1, Proposal Instructions.
- 6.3 _____ Follow the format required in the RFP Instructions when preparing the response in chronological order. Provide point-by-point responses to all sections in a clear and concise manner. See section 5.1.3, Proposal Format & Documentation Required.
- 6.4 _____ Use the forms provided; i.e. Signed RFP Cover Page, Offeror Required Information, Contract Signature Page, Offeror Profile and Prior Projects, Key Personnel forms, Disclosure Form, and Cost Summary Form, See section 5.2, Forms.
- 6.5 _____ Provide complete answers/descriptions. Do not assume the State or any evaluation committee member will know what the Offeror’s capabilities are or what items/services the Offeror can provide, even if previously contracted with the State. The Proposals are evaluated based solely on the information and materials provided in the Offeror’s response.
- 6.6 _____ Check the State’s Web site for RFP addenda. It is the responsibility of the Offeror to be aware of additional information posted on the Web.
- 6.7 _____ The following documents may be submitted with the Proposal or within five (5) business days of request from the Office of Procurement Services: Secretary of State Certification, Affirmative Action, proof of insurance. No award will be made without this documentation. Offeror’s Proposal may be eliminated from further consideration upon failure to submit within the specified time frame
- 6.8 _____ If not a current vendor of the state of Ohio, the Offeror will download both the W-9 and Vendor Information Form and submit to Ohio Shared Services (OSS) at vendor@ohio.gov. See section 5.4, Additional Resources.
- 6.9 _____ Review and read the RFP Document again to make sure that you have addressed all requirements. Read and understand Supplements, if applicable. Offeror’s original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and used to score the response.
- 6.10 _____ Offeror’s response must be submitted on time. Late Proposals are never accepted. Make sure the response is labeled on the exterior of the envelope/package with the RFP# and due date, and whether the packet is for the Technical Proposal or the Cost Proposal. Do not place the Cost Proposal in the Technical Proposal.

7.0 ATTACHMENT ONE

OFFEROR QUESTIONNAIRE

Offerors must answer every question fully or their proposal may be disqualified. The following scale (0-9) will be used to rate each answer on the criteria listed in the Offeror Questionnaire table.

DOES NOT MEET 0 POINTS	MEETS 5 POINTS	EXCEEDS 7 POINTS	GREATLY EXCEEDS 9 POINTS
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DAS will score the Proposals by multiplying the score received on each answer by its assigned weight (1) and adding all categories together for the Offeror's Total Technical Score in Table 3. Representative numerical values are defined as follows:

DOES NOT MEET (0 pts.): Response does not comply substantially with requirements or is not provided.

MEETS (5 pts.): Response generally meets the objectives (or expectations).

EXCEEDS (7 pts.): Response indicates the objectives will be exceeded.

GREATLY EXCEEDS (9 pts.): Response significantly exceeds objectives (or expectations) in ways that provide tangible benefits or meets objectives (or expectations) and contains at least one enhancing feature that provides significant benefits

Question	Weight	Score
1. Describe how your platform manages multiple collection vendors.	1	
2. Describe the process of adding a new collection vendor(s) to your application.	1	
3. Describe how your platform is able to manage multiple commissions/contingencies associated with a single collection agency.	1	
4. Describe how your platform is able to manage a variety of collection agency work plans and key performance indicators.	1	
5. Describe how your platform provides a detailed listing of all accounts assigned to each agency.	1	
6. Describe how your platform has the ability to access details of a single account in its current placement.	1	
7. Describe how your platform has the ability to see historical placement(s) at the individual account level (i.e. if an account is placed with agency A, then reassigned to agency B can your platform provide the history of both placements?). If so, please include the level/type of detail available.	1	
8. Describe how your platform can identify the strategy deployed at the individual account level.	1	
9. Describe the ability of your platform to view batch placements.	1	
10. Describe the ability of your platform to create and manage portfolios of placements (i.e. each batch rolls up to an agency portfolio).	1	
11. Describe the ability of your platform to report daily payment activity for both agency payments and direct payments.	1	
12. Does your application have the ability for the agencies to identify individual accounts where the debtor is determined to be deceased or bankrupt?	1	
13. Describe how your tool handles returned payments (i.e. insufficient fund check or rejected credit card payment).	1	

Question	Weight	Score
14. Describe how your platform sends and receives data in a secure/encrypted manner.	1	
15. Describe how your platform accepts external data files for various accounts.	1	
16. Describe how your platform empowers a business user to easily create, manage and change placement strategies.	1	
17. Describe how your platform recalls single and bulk accounts by a business user.	1	
18. Describe how your platform reassigns recalled accounts by a business user.	1	
19. Describe how your platform would forward accounts to the Ohio Attorney General's Office and into Columbia Ultimate (CUBS).	1	
20. Describe how your platform would interface into agency platforms when required.	1	
21. Describe how your platform performs segmentation based on historical information (i.e. once performance data is in the system can your application provide suggested strategies?).	1	
22. Describe how your platform allows for internal placement (i.e. OSS is one of the agencies).	1	
23. Describe your process and tools to audit agencies a. Sample of accounts to verify adherence to work plan b. Inventory validation of accounts placed, open, paid, etc.	1	
24. Describe your standard reporting offering and provide complete report examples.	1	
25. Describe your portfolio reporting offering and provide complete report examples.	1	
26. Describe your client (individual entity) reporting offering and provide complete report examples.	1	
27. Describe all reporting utilities. a. Can the reports be printed? b. Can the reports be saved as a pdf file? c. Can the reports be exported to MS Office (Word/Excel)? d. Describe your ad hoc report building utility.	1	
28. Describe the reporting/alerts your platform has for transmission status of placements, recalls, reassignments.	1	
29. Describe your standard performance metric measures. a. Program metrics and measures. b. Agency metrics and measures.	1	
30. Describe and present your standard client and agency scorecard.	1	
31. Describe how your platform logs and tracks disputes.	1	
32. Describe how your application handles invoicing of amounts due the agencies and provide an example of your detailed invoice.	1	
33. Describe your capabilities in terms of accessing and/or storing media for accounts (final bills, etc.). Describe the process of requesting media (by the collection agencies) managed by your platform.	1	
34. Describe your platform's ability to compare/contrast placement strategies.	1	
35. Describe your platform hosting facility in detail. a. SOC-1 certification, security, physical infrastructure, etc. b. Provide a copy of your SOC-1 report or equivalent.	1	
36. Describe the process for customizing or enhancing your platform.	1	

Question	Weight	Score
37. Describe your support mechanisms for any platform errors.	1	
38. Describe your platform modules.	1	
39. Describe how your platform manages multiple user roles.	1	
40. Describe the administrator role. a. Can the platform have a non-IT system administrator?	1	
41. Describe how user accounts are managed. a. Describe how users are added. b. Describe how users are deleted. c. Describe how user roles are created with varying levels of security access. d. Describe standard user roles and levels of access.	1	
42. Describe what changes the business user (without IT or your assistance) can make. a. Can the business change agency contingency/pricing? b. Can the business add agencies? c. Can the business create/update work plans? d. Can the business create/update segmentation? e. Can the business create/update placement criteria?	1	
43. Describe how your platform is able to interface with other systems (i.e. internal billing systems, third party data providers, lettering companies, credit bureaus, external collection systems) a. Describe the process to certify collection agencies in using your system. b. What file format is utilized with your data interface?	1	
44. Describe how your platform supports data migration.	1	
45. Describe your platform's development, test and production environments.	1	
46. Describe how your platform retains audit information about changes made to system.	1	
47. Describe the standard system documentation provided.	1	
48. Describe how your platform provides user feedback messaging when a user makes a data entry error.	1	
49. Describe the 'help' functionality and services within the platform.	1	
50. Describe any online help tools within the platform.	1	
51. Describe the startup training program.	1	
52. Describe the on-going training program.	1	
53. Describe your quality assurance program.	1	
54. Describe your approach to testing your platform including testing for enhancements and other fixes.	1	
55. Describe what support is provided in initial system configuration (i.e. setting up strategies, work plans, contingencies, etc.).	1	
56. Describe the post installation business support that you provide.	1	
57. Describe the full audit trail of an item entered into your platform.	1	
58. Describe your system's connectivity options.	1	
59. Describe your standard timeline for implementation and provide a proposed implementation plan for this implementation.	1	

Question	Weight	Score
60. Describe your team composition (i.e. titles, roles, resources and years of experience implementing enterprise software applications).	1	
61. Describe your company's services/consulting offerings.	1	
62. Describe any additional information on functionality that you would like to include for consideration.	1	
63. Provide three reference clients currently utilizing your application.	1	
64. Provide three references for third party collection vendors receiving accounts from your clients via your platform.	1	
65. Does the solution provide the ability to recall accounts that have been assigned for collection by internal or external parties? Please describe the recall process.	1	
66. Does the solution communicate or provide notification for any recalled accounts? If so, provide a description of the communication/notification.	1	
67. Does the solution provide the ability to electronically invoice external parties with portfolio and account level information? If so, provide examples of invoices.	1	
68. Does the solution support alerts or notifications that an invoice has been approved by a client/vendor, adjusted by client/vendor, or delayed by client/vendor? If so, please provide examples of the workflow process and alerts/notifications.	1	
69. Does the solution provide the ability to systemically group and approve accounts being targeted for assignment to an external collection agency or firm? If so, please describe this approval process.	1	
70. Does the solution record accounts in each approved distribution group? If so, list account details that are recorded.	1	
71. Does the solution comply with all federal data guidelines outlined in IRS 1075? If not, describe your IRS 1075 compliance timeline.	1	
72. Does the solution integrate easily with standard collection platforms? Has the solution ever been integrated with the Columbia Ultimate Debt Collection System (CUBS)?	1	
73. Does the solution integrate with any accounting platforms? If so, please list.	1	
74. Does the solution provide user access via a web portal? If so, please provide examples of how the solution has facilitated portal access with other implementations.	1	
75. Does the solution provide the ability to restrict report access for only accounts assigned to an agency or firm? If so, describe how the access is restricted.	1	
76. Does the solution provide an automated ability to link a debtor across multiple portfolios or debt types assigned out to an agency or firm? Are the business rules configurable by the business system administrator?	1	
77. Does the solution provide the ability to manually link a debtor across multiple portfolios or debt types? Is this ability restricted by role based permissions?	1	
78. Does the solution provide the ability to automatically block accounts from being assigned to external agencies or firms based on established business rules? Are these business rules configurable by the business system administrator?	1	
79. Does the solution provide the ability to manually block accounts from being assigned to external agencies or firms based on established business rules? Is this ability restricted by role based permissions?	1	

Question	Weight	Score
80. Does the solution provide the ability to group debt for reporting purposes that may be assigned to multiple collection agencies or firms? Can the grouping be configured to any user defined category?	1	
81. Does solution have the ability to identify and assign a new debtor account to an agency or firm that has already been assigned an account of the same debtor? If so, what data elements are utilized to identify like debtors with varying debt types? Are these data elements configurable by the business system administrator?	1	
82. Does the solution have the ability to report on debt in geographical regions or zones? If so, what data elements are utilized to identify debtors in each zone? Are these data elements configurable by the business system administrator?	1	
83. Does the solution provide the ability to identify accounts placed with external agencies or firms with limited or no activity for a defined period of time? If so, does the solution provide automated alerts to the business of any accounts that are not being worked within the defined time periods? How are the alerts provided? Are the time parameters configurable by the business system administrator?	1	
84. Does the solution provide a business rules engine for workflow configuration changes to be made directly from a client interface, freeing business managers to make changes to workflow functionality without IT intervention? Can these changes be made on the fly without restarting a server or disrupting service?	1	
85. Does the solution provide the assignment of role based security privileges to an end user or group of end users for ease of security administration?	1	
86. Does the solution provide for modular security at various levels (i.e., access to data is controlled by user group permissions and access to tasks that can be performed are controlled by user group permissions)?	1	
87. Does the solution provide for a workflow developed on one system to be easily moved to another system, without reconfiguring the workflow functionality and preserving the functionality from the original system to the new system?	1	
88. Does the solution check an attribute (data element) on a related debt and make a processing decision, such as how the debt is to be routed, based on pre-configured logic and rules?	1	
89. Does the solution provide the ability to perform parallel processing, by automatically routing a single debt through multiple business processes simultaneously and allowing multiple users to access and work on the same debt?	1	
90. Does the solution provide the ability to retrieve or perform activity on related debt that may exist in the solution's enterprise archive portfolio, outside of the debt that currently exist within various stages of the workflow process?	1	
91. Does the solution provide a business process modeling tool and simulator for the design, analysis, and testing of workflow business processes? This would allow the system to uncover resource constraints, potential bottlenecks, or processing problems. If yes, does the tool provide for simulation reports with information about a workflow simulation that can be analyzed to identify potential bottlenecks or process improvement opportunities?	1	
92. Does the solution provide for a user definable graphical dashboard view to monitor the workload of end users and for automatic visual notification within that dashboard when a preconfigured process threshold has been crossed?	1	
93. Does the solution provide for the ability to add a digital signature to notes on a debt as part of a business process?	1	
94. Does the solution provide for the ability to validate a digital signature that has been placed on a debt?	1	

Question	Weight	Score
95. Can the platform provide for the dynamic generation of form letters as part of a business process?	1	
96. Does the solution provide for the ability to generate customized external e-mail messages?	1	
97. Does the solution provide a zero-footprint (no local client files installed) client supported with Internet Explorer?	1	
98. Describe the audit capability that is provided with the system.	1	
99. Describe how your platform allows for OSS branding. How does the system present terms and conditions for use of the system for each user to see when attempting to log in?	1	
100. Describe how your platform views user metrics.	1	
101. Describe your process of locking and unlocking user accounts.	1	
102. Describe your encryption standards and practices.	1	
103. Describe your implementation processes and procedures.	1	
104. Do you utilize a formal implementation methodology?	1	
105. Describe the roles and responsibilities the vendor will have during an implementation.	1	
106. Describe the roles and responsibilities the customer will have during an implementation.	1	
107. Do you provide a structured, in depth, project implementation plan? If yes, please provide a sample.	1	
108. What implementation documentation do you provide?	1	
109. What post-implementation support is available?	1	
110. Describe your technical support organization and structure.	1	
111. Describe your Support department availability and scope.	1	
112. Do you provide a means to check the status of an issue on line?	1	
113. What is your problem escalation procedure?	1	
114. What product enhancements are slated for the next release?	1	
115. Describe your training courses and tutorials available for support and client certification.	1	