

Request for Proposal
Issued by:
The Ohio Department of Commerce
Division of Administration
Issue Date: 12/23/2014
Closed Date: 1/9/2015

Subject of RFP: Full Service Travel Agent (MBE set-aside)
RFP Number: COM2014-ADM004

The Ohio Department of Commerce (ODOC), Division of Administration is requesting proposals for a contractor that will perform Travel Agent services on behalf of the agency. The department is committed to increasing the utilization of Ohio certified Minority Business Enterprise (MBE) businesses and in accordance with ORC CH. 125.081, the department has requested to receive proposals from a State of Ohio certified MBE business only.

I. Agency Background

The Ohio Department of Commerce is a self- supporting and chief regulatory agency of the State of Ohio, made up of about eight divisions. The agency issues nearly 600,000 licenses, permits, registrations, and certifications each year in various professions, industries and commercial enterprises. Through the divisions, ODOC regulates banks and savings institutions, credit unions, mortgage lenders and consumer finance businesses; Securities professionals and products; real estate professionals and cable television. Another area of regulation is liquor permits, fire code enforcement, and tracking and/or the return of forgotten money to Ohioans.

II. Purpose

The Ohio Department of Commerce personnel travel throughout the United States on variety of assignments, which may require overnight stays, change in location, and rescheduling of travel plans. Multiple destinations are common, often without prior notice, requiring new or revised reservations. These types of situations require considerable time and effort to negotiate and finalize when personnel are already on the road.

III. Scope of Work

The contractor will be responsible for, but not limited to, planning and coordinating of in and out of state travel for the employees as well as those individuals deemed necessary to travel on behalf of the agency. The planning and coordinating of in and out of state travel shall include the purchasing of airline tickets, flight changes, and ground transportation and hotel accommodations, at the prescribed State rate. The contract shall also provide emergency travel services as may become necessary. Emergency travel may include change of plans requiring personnel to fly to a different location not initially on the itinerary, or weather emergencies that may require alternate flight arrangements, or hotel accommodations for an extended stay.

Travel Agent responsibility will include but is not limited to:

- Airline reservations and changes in schedule,
- Hotel accommodations,

- Emergency travel arrangements as may be necessary.

The Department is seeking a contractor that will perform Travel Agent services and have the ability to meet the following contract requirements:

A. Airfare Booking and Reservations

1. The contractor is required to offer the option of on-line booking of airline reservations. Within the on-line booking, the contractor will set up an account for each authorized staff person within the agency to utilize. The procedures for establishing the accounts will be published as an Addendum within 30-days of the award of the contract. The contractor will provide documentation in all Passenger Name Records (PNR) reflecting the type of reservation booked.
 - a. On-line booking will be available twenty-four (24) hours a day and seven (7) days a week and offers a substantial discount from the rate charged when calling the travel agent directly.
 - b. All transactions confirmed through the on-line booking system will be audited by the contractor prior to ticketing for compliance with OBM travel guidelines. Any reservations not in compliance will be forwarded to the Agency Procurement Officer as “denied”.
 - c. In determining the lowest airfare available meeting requirements, the contractor will, evaluate available airfares to the general public and offer alternate routings, times, and wait-list reservations for lower fares.
 - d. The contractor will refund the difference in cost if it did not book at the lowest available airfare with comparable features and class of service. The ticket must reflect the lowest available applicable fare at the time of ticketing.
2. The contractor shall maintain a Web site for ODOC travelers with pertinent travel information and links to Web sites containing important domestic updates.
 - a. These updates and/or notices may involve weather delays, security, or health concerns to or from the origin or destination.
 - b. Travel itinerary adjustments shall be notified promptly to the passengers of any changes in flight, or other transportation schedules.
 - c. Any tickets, itineraries and billings shall be modified or reissued to reflect changes, as necessary.
 - d. Provide passengers with timely notification regarding airport or terminal closings, cancellations or delays in flight or departures, unusual minimum airport check-in requirements including unusual security requirements, and airport departure taxes or fees.
3. The contractor shall provide an email address for questions and requests from authorized users, which will be monitored periodically throughout the day, and response to all inquiries must be returned no later than the close of business the day after the request is received. The response may be an acknowledgement of the request and a tentative timeline needed to provide a thorough answer to the inquiry.
4. The contractor will reserve seating arrangements at the request of the traveler when the option is available from the airline. The contractor shall not be held responsible for changes made by the airline or other carriers that are not under their control. All cancellation/exchanges/changes must

be done through the contracted Travel Agent. If requested, the contractor will obtain accounting and approval information from the traveler including detailed invoices showing all fees. First class tickets are never permitted.

5. It is preferred by the agency that the contractor will pay for the reservations, invoice the agency after the travel/lodging accommodations have taken place and is confirmed and completed. The agency will pay the invoice upon receipt by the state payment (credit) card within five (5) business days. ODOC will pay the contractor for airfare at the time of purchase, all other travel costs will be paid after the travel has been confirmed and completed.
6. Emergency service may be provided for travelers if the anticipated travel is for the current day, on or before the next scheduled workday, or for travel that has commenced.

B. Delivery of Itinerary

The contractor shall provide timely delivery of itineraries and other travel documents no later than two (2) days prior to departure for routine travel requirements. Delivery shall be made by email, facsimile, and/or mail whether by overnight or two day at the cost of the agency unless untimely delivery is caused by the contractor when the booking was timely made by the authorized user. In this case, the contractor shall pay the delivery fee.

The itinerary confirmation must include the ticket number and all pertinent flight and hotel-information. Any credit card number used as a form of payment must be deleted or truncated down to the last four digits. The Agency nationwide toll free number should be included, along with the nationwide toll free number of any contract airline present in the itinerary.

The Contractor shall audit fares on the day of ticketing to ensure compliance to the Ohio Office of Budget and Management, using the lowest available fare. The Contractor shall offer restricted class tickets (non-refundable, advance purchase, minimum length of stay, etc.) if applicable to travel needs and only if pre-approved by OBM

C. Local Airport, Shuttle, Parking Services

Local Airport, shuttle and parking Services shall be provided by the Contractor on the airport/hotel's shuttle transportation, mass transit, and parking services availability as a courtesy. Ground transportation is not a part of the Contract.

D. Lodging

The contractor shall provide lodging reservations, including initiating and confirming the reservation rate.

The contractor shall book lodging at the lowest applicable and available rate, including but not limited to government, commercial, corporate or other discounted rates, not exceeding the Continental United States (CONUS) rates by location at the time of the reservation. Lodging rates may not include any of exclusions named in the OBM Travel Rule Regulations; i.e.; fees for movies, food, alcohol, phone calls, fees for additional children or adults, or pets, etc. that may not be included in the room rate. State of Ohio taxes are exempt and may not be added to the rate. Other local hotel taxes are acceptable.

E. Price Adjustments

Should the contract be renewed by the agency, the Contractor may request a rate change (increase or decrease) based upon fluctuations in the latest published copy of the Producer Price Index (“PPI”) as published by the U S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212.

Should the contract be renewed by the agency, price adjustments using the PPI involve changing the base payment by the percent change in the level of the PPI between the contract period and a subsequent time period. This is calculated by first determining the index point change between the two periods and then the percent change. The price adjustment shall be calculated as follows: take the PPI value for the 3rd month prior to the current anniversary date and subtract the PPI value for the 3rd month prior to the previous anniversary date (15 months prior to the current anniversary date). For example, if the contract begins in April, take the January PPI value of the current year and subtract the January PPI value of the previous year]. That sum is then divided by the previous period PPI value and this result is then multiplied by 100 to equal the percent change, which is the price adjustment value. This percentage change (increase or decrease) may be applied to the renewed contract, upon approval of the agency signature authority.

The Contractor is solely responsible for notifying the Ohio Department of Commerce, as the contract holder, that they wish to receive the PPI rate change and to submit a request for the adjusted rate on the applicable anniversary date. The contractor shall provide a copy of the index and other supporting documentation necessary to support the increase or decrease to the Ohio Department of Commerce, as appropriate. Should the contractor fail to make a request and submit supporting documentation to the agency within three (3) months after the applicable anniversary date, the contractor shall be deemed to have waived its right to any increase in price for that year. The State shall not be barred from making the appropriate adjustment in the case of a decrease determined in accordance with the above methodology. These price changes shall take effect upon approval and signature of a contract amendment from Ohio Department of Commerce.

F. Reporting

Monthly Authorized User Transaction Report. Upon request from any authorized user purchasing air tickets during a calendar month, Contractor shall provide the designated ODOC Travel Coordinator with a detailed report, which includes, at a minimum, invoice (itinerary) number, traveler’s name, origin, destination, total fare and applicable airline code. The report should also provide detail for all lodging costs.

Air Travel Services Monthly Activity Report. Contractor shall provide the designated ODOC Travel Coordinator with a monthly volume report, which includes the origin and destination city pair code, the number of passengers ticketed and the revenue by city code. A trip out and back shall count as two trips (e.g., a trip from Albany to Philadelphia and return shall count as two trips. In addition, the contractor shall provide an accumulative report each month of the above information, including the same information for the calendar year. This report is subject to change during the term of the contract by the designated ODOC Travel Coordinator.

Monthly Un-used Ticket Report. Upon request by the designated ODOC Travel Coordinator, Contractor shall submit an un-used ticket report to the appropriate authorized user, including passenger name, ticket number and total fare. This report shall include all tickets previously reported to the

authorized user, which remain unused, until the date of expiration of the ticket. Reason for an unused ticket must be included.

Lodging Reservations Report. Contractor shall provide the designated ODOC Travel Coordinator, and upon request from the applicable authorized user, with a list of hotel reservations confirmed during the month, including the hotel name, location of hotel (city name), number of nights and the hotel rate. The report for the authorized user shall include employee's name and date of reservation.

G. Training

The contractor shall provide a reasonable number of travel workshops for authorized users, which may be presented to multiple users at the same time. The workshop/training may be on-line, Webinar or presented at a state of Ohio facility. The contractor should provide in the proposal the details on how this would be presented and accomplished at the expense of the Contractor.

IV. Contract Period

Once awarded, the term of the contract will be from the date that the contract is executed by both parties through June 30, 2015. The Ohio Department of Commerce may solely renew all or part of this contract at the discretion of the agency for a period of one year, and subject to the satisfactory performance of the contractor and the needs of the agency. Any renewals will be by mutual agreement between the contractor and the agency.

V. Contractor Qualifications

The contractor's responsibilities would include but are not limited to the planning and coordination of in and out of state travel for employees as well as those individuals deemed necessary to travel on behalf of the agency. These services would include the purchase of airline tickets, flight changes, and hotel accommodations at the prescribed State rate in accordance with the Office of Budget and Management (OBM) regulations. The contractor shall also provide emergency ravel services as may become necessary.

The contractor shall meet the following qualifications:

1. Contractor shall Contractor must be a certified MBE vendor with the Ohio Department of Administrative Service, Equal Opportunity Division, and have a current certification on file. <http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification.aspx>
2. Contractor shall have a minimum of five year's experience as a full service travel agent comparable to those required under this Contract for corporate and/or government entities and can provide documentation of experience.
3. The Contractor must hold membership with Airline Reporting Corporation (ARC), and shall be properly licensed at the time of submittal of the response.
4. Contractor shall provide contact information to obtain at least two account references (state and/or government agencies preferred). The contact information shall include name of business, business address, point of contact, and telephone number.

5. Contractor shall have a full time site manager and other trained personnel experienced in the operation of automated reservation, accounting and ticketing system dedicated to the authorized users of the contract. Contractor shall employ adequate staffing to ensure timely response to authorized users. Each employee shall be experience in arranging domestic transportation and lodging and shall be familiar with lodging establishments.
 - a. Ticketing site manager shall have a minimum of one (1) year experience handling domestic corporate or government travel accounts and volume travel services with one (1) year of supervisory experience.
 - b. Reservation agents shall have a minimum of one (1) year experience in handling domestic travel services for corporate or government travel accounts and volume travel services.
 - c. Contract staff must be well versed in the rules and regulations for the Ohio Budget Management as it pertains to travel.
6. Contractor shall provide travel services, at a minimum, from 8:00am to 5:00pm, Monday through Friday, except during state of Ohio designated holidays. Contractor is required to provide a local telephone number for use by authorized users of the contract, in addition to a nationwide toll-free telephone number and a Web site; an email address should be offered. Contractor shall provide access to a twenty-four (24) seven (7) days a week nationwide toll-free telephone number for emergency services.
7. Contract shall submit the names of its officers and employees that will be responsible for the contract, their function in the company, title, number of years of service within the firm and/or industry.

Once the contract has been awarded, the contractor shall maintain these requirements during the term of the contract.

VI. Cost Proposal

Contractor shall provide a cost proposal for each of the type of services specified below as well as outlined in the Scope of Work, Section III of the RFP.

Type	Description	On-Line Booking	Full Service Booking
Domestic	Airline Ticket only	\$ _____	\$ _____
	Hotel Ticket only	\$ _____	\$ _____
	*Flat fee for booking any combination of airline and lodging	\$ _____	\$ _____
	Group Tickets – per personal flat fee for group tickets. A group is 10 or more tickets that is issued for the same origin and destination and for the same travel dates	\$ _____	\$ _____
	Ticket exchange fee	\$ _____	\$ _____
	Ticket refund fee	\$ _____	\$ _____
Miscellaneous/Other	Paper Ticket Domestic	\$ _____	\$ _____
	Express Paper Ticket delivery fee	\$ _____	\$ _____
After Hours	After-Hours Service Fee (per call)	\$ _____	
Fees not described above	After Hours Service Fee (per hour) – assistance with account management; and other projects outside of Scope of Work specified in Section III	\$ _____	

*Flat fee for booking any combination of airline and lodging (Domestic) applies per person, per mode of travel. For example, this applies to Air + Hotel. This does not apply to multiple air tickets on the same travel.

Travel Agents may provide additional enhanced premium services, which may or may not be accepted by the Department, after review and evaluation. These services would be in addition to the services requested above.

VII. General Instructions

Firms interested in responding to this solicitation shall submit a proposal electronically with the following required elements in order to be considered:

- Cover Letter.** Contractor shall provide a cover letter in the form of a standard business letter and signed by an individual authorized to legally bind the contractor. The cover letter shall provide a summary of the contractor’s services along with the name, telephone number, federal tax identification number, State of Ohio MBE certification letter, and business address.
- Response to Scope of Work.** Contractor shall provide a narrative describing the manner by which the contractor will perform the services requested within Section III.

- ✓ Airfare Booking/Reservations (Include On-line Component/Web site)
- ✓ Delivery of Itinerary
- ✓ Local Airport Shuttling and Parking Services
- ✓ Lodging
- ✓ Price Adjustments

- ✓ Reporting (Include all 4 areas of reporting)
 - ✓ Training
3. **Contractor Qualifications.** Contractor shall provide a narrative describing the manner and means by which the contractor meets the minimum qualifications requested within Section V.
- ✓ Ohio Certified MBE Contractor
 - ✓ Years of Experience
 - ✓ Membership w/ARC
 - ✓ References
 - ✓ Staffing Outline
 - ✓ Customer Service
 - ✓ Points of Contact
4. **Cost Proposal.** Contractor shall provide a cost proposal for each of the type of services specified below as well as outlined in the Scope of Work, Section III of the RFP.
5. **Proposal Submission Deadlines and Restrictions.** All proposals should be submitted by 5:00 pm on **January 9, 2015**. The Department of Commerce will not respond to any inquiries made after this time.

The Ohio Department of Commerce (ODOC) may reject any proposal that is not in the required format, does not address all the requirements of the RFP or that ODOC believe is excessive in price or otherwise not in the interest of the Department to consider or accept. In addition, ODOC may cancel this RFP, reject all the proposals, and seek to perform services through a new RFP or by other means.

Completed proposals should be submitted electronically in a current PDF format to:

<u>Contract Administrator:</u>	Joy McKee
<u>Phone Number:</u>	(614) 644-2005
<u>Email Address:</u>	Joy.McKee@com.ohio.gov

VIII. Evaluation of Proposals

The evaluation of proposals will be completed in a two-step process.

STEP 1: The Department of Commerce will confirm that contractors and proposals have met the minimum required qualifications and proposal format. Of the proposals meeting the minimum requirements, the contractor (s) will be evaluated by the evaluation team based on the criteria found below.

STEP 2: Of the proposals meeting the minimum requirements, the Department will schedule a contractor meeting where the contractor will be required to present a presentation capturing how the contractor will perform the services captured within the RFP.

Requirements	Description	Weight
General Instructions	Contractors and proposals have met the minimum required qualifications and proposal format. Contractor has included the following in the firm’s proposal: (1) Cover Letter (2) Response to Scope of Work, (3) Contractor Qualifications (4) Cost Proposal	
Scope of Work	The Department is seeking a contractor that will perform Travel Agent services and have the ability to meet the criteria as specified in Section III in the Scope of Work. <ul style="list-style-type: none"> ✓ Airfare Booking/Reservations (Include On-line Component/Web site) ✓ Delivery of Itinerary ✓ Local Airport Shuttling and Parking Services ✓ Lodging ✓ Price Adjustments ✓ Reporting (Include all 4 areas of reporting) ✓ Training 	
Contractor Experience & Qualifications	The contractor’s responsibilities would include but are not limited to the planning and coordination of in and out of state for the employees as well as those individuals deemed necessary to travel on behalf of the agency. Contractor has met all the requirements in Section V. of the proposal. <ul style="list-style-type: none"> ✓ Ohio Certified MBE Contractor ✓ Years of Experience ✓ Membership w/ARC ✓ References ✓ Staffing Outline ✓ Customer Service ✓ Points of Contact 	
Cost Proposal	Contractor shall provide a cost proposal for each of the type of services specified in Section IV as well as outlined in the Scope of Work, Section III of the RFP.	
Presentation/Interview	Contractor demonstrated the knowledge, skills, and abilities to perform services highlighted in the scope of work.	

IX. Standard Terms and Conditions

By submitting a bid to the Ohio Agency of Commerce (“Commerce”), each Contractors agreeing to the following terms and conditions. Nothing herein guarantees that the Contractor’s bid or proposal will be accepted by Commerce. Nothing provided by Contractor and/or Commerce shall amend, modify, or rescind the following terms and conditions. The Ohio Agency of Commerce is aware some information

obtained in the proposal may be proprietary in nature and will protect the information to the limits of the law.

Bids and Proposals are Firm for 90 days. Unless stated otherwise, once opened all bid or proposals are irrevocable for ninety (90) days. Beyond ninety (90) days, Contractor will have the option to honor its bid or proposal or make a written request to withdraw its bid or proposal from consideration.

Secretary of State. The contractor is properly registered with the Ohio Secretary of State pursuant to Ohio Revised Code §§ 1703.01 to 1703.31 as applicable.

Bids and Proposals are Public Record. After a bids or proposal is opened, it is a public record as defined in Ohio Revised Code §149.43 and therefore, a Contractor should not include trade secret or proprietary information in its bid or proposal.

OBM Certification of Funds. All purchases for goods or services by Commerce are contingent upon approval by OBM that all statutory provisions under Ohio Revised Code §126.07 have been met and that the Controlling Board has approved the purchase or service when applicable.

Non-appropriation. Commerce's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails at any time to continue funding for the payments or any other obligation due by Commerce, then Commerce will be released from its obligations on the date the funding expires.

The current General Assembly cannot commit a future General Assembly to expenditure. Any agreement between the Contractor and Commerce will expire at the end of the next biennium if not sooner by agreement of the parties.

Taxes. Commerce is exempt from federal excise taxes and all state and local taxes, unless otherwise provided herein. Commerce does not agree to pay any taxes on commodities, goods, or services acquired from any Contractor.

Payments, Invoices and Interest. Any payments will be due on the 30th calendar day after the later of: (1) the date of actual receipt of a proper invoice by Commerce's Fiscal Office, or (2) the date the Deliverable(s) is/are accepted in accordance with the terms of the purchase. The date of the warrant issued in payment will be considered the date payment is made. Section 126.30 of the Ohio Revised Code may be applicable and, if so, requires payment of interest on overdue payments for proper invoices. The interest charge shall be at a rate per calendar month, which equals one-twelfth of the rate per annum prescribed by Section 5703.47 of the Ohio Revised Code.

Insurance. The State of Ohio is self-insured.

Ohio Election Law. Contractor affirms that it is compliant with Section 3517.13 of the Ohio Revised Code.

Ohio Ethics Law. Contractor affirms that it is currently in compliance and will continue to adhere to the requirements of Ohio Ethics law as provided by Section 102.03 and 102.04 of the Ohio Revised Code.

Drug-Free Workplace. Contractor agrees to comply with all applicable Ohio laws regarding maintaining a drug-free workplace. Contractor will make a good faith effort to ensure that all Contractor's employees,

while working on State property, will not have or be under the influence of illegal drugs or alcohol or abuse prescription drugs in any way.

Equal Employment Opportunity. Contractor agrees that it complies with the requirements of Section 125.111 of the Ohio Revised Code and that it will comply with all state and federal laws regarding equal employment opportunity and fair labor and employment practices.

Workers' Compensation. Contractor shall provide its own workers' compensation coverage for the entire duration of all work performed. Commerce is hereby released from any and all liability for injury received by the Contractor, its employees, agents, or subcontractors, while performing tasks, duties, work, or responsibilities for Commerce.

Prohibiting the Expenditure of Public Funds on Offshore Services. The Contractor affirms to have read, understands Executive Order-12 K, and shall abide by those requirements in the performance of any work for Commerce. Commerce reserves the right to recover any funds paid for services the Contractor performs outside of the United States for which it did not receive a waiver. The State does not waive any other rights and remedies provided herein.

State Audit Findings. Contractor affirmatively represents to Commerce that it is not subject to a finding for recovery under R.C. 9.24 or that it has taken the appropriate remedial steps required under R.C. 9.24 or otherwise qualifies under that section. Contractor agrees that if this representation is deemed to be false, any Agreement between Contractor and Commerce shall be void *ab initio* and any funds paid by Commerce hereunder shall be immediately repaid to Commerce, or an action for recovery may be immediately commenced by Commerce for recovery of said funds.

Indemnification, Hold Harmless, Attorney's Fees and Representation. Any provisions requiring Commerce to indemnify, hold harmless or pay attorney's fees to Contractor, do not meet the requirements of state law and shall be considered stricken from any agreement made between the parties. Any requirement that Contractor defend a lawsuit where Commerce has been named as a party is subject to Section 109.02 of the Ohio Revised Code.

Termination. Any agreement may be terminated by the unilateral action of the State by giving 30 days written notice to the Contractor of election to so terminate, or if the Ohio General Assembly fails to appropriate funds for any part of the work contemplated.

Governing Law. This purchase shall be governed, construed, and interpreted in accordance with the laws of the State of Ohio. To the extent that Commerce is a party to any litigation arising out of, or relating in any way to, this purchase or the performance thereunder, such an action shall be brought only in a court of competent jurisdiction in Franklin County, Ohio.

Warranties. Any provision disclaiming all express and implied warranties has no effect on the Contractor's duty to perform work in a workmanlike manner and does not disclaim the warranties provide in any maintenance agreements.

Assignment/Delegation. Contractor will not assign any of its rights nor delegate any of its duties without the written consent of Commerce.

Confidentiality. Contractor may learn of information, documents, data, records, or other material that is confidential or contains confidential information during its performance of work for Commerce. The

Contractor may not disclose any information obtained as a result of its work for Commerce without Commerce's written permission. The Contractor must assume that that all state information, documents, data, records or other material is confidential unless the information is considered a public record under Ohio Revised Code § 149.43. Contractor is advised to check with Commerce before disclosing any information. The Contractor also agrees to abide by the provisions in Ohio Revised Code § 1347.15 and Ohio Administrative Code §1301-1-03.

Product Recall. Contractor agrees to notify Commerce if a product purchased by Commerce has been recalled.

Publicity. Contractor will not advertise that it is doing business with Commerce as a marketing or sales tool without the prior written consent of Commerce.

√ Checklist – Travel Agent Services – COM2014-ADM004	
General Instructions -	
	Cover Letter - provide a summary of the contractor’s services along with the name, telephone number, federal tax identification number, State of Ohio MBE certification letter, and business address.
Response to Scope of Work – provide a narrative describing the manner by which the contractor will perform the services requested within Section III. Response shall include the following items:	
	Airfare booking and reservations Component – Online/Website services
	Delivery of Itinerary
	Local Airport Shuttling and Parking Services
	Lodging Component
	Price Adjustments
	Reporting
	Training
Contractor Qualifications – provide a narrative describing the manner and means by which the contractor meets the minimum qualifications requested within Section V. Response shall include the following items:	
	State of Ohio Certified MBE contractor
	Years of Experience
	Memberships
	References
	Staffing Outline
	Customer Service
	Points of Contact
Cost Proposal	
	Provide a cost proposal for each of the type of services specified below as well as outlined in the Scope of Work, Section III of the RFP.
Proposal Submission Deadlines	
	Proposal submitted by 5:00pm on January 9, 2015 to Joy.McKee@com.ohio.gov