

# OHIO DEPARTMENT OF HEALTH REQUEST FOR QUOTATION (RFQ)

The Ohio Department of Health (ODH) is soliciting a quote for a scheduling software tool to perform the scheduling of surveyor field staff surveys (inspections) of long-term care and non-long-term care facilities. A description of the requirements for submission are included in this request.

## 1. PROJECT INFORMATION.

- 1.1 Project Title: Healthcare Facilities Scheduling Software
- 1.2 Posting and Due Dates: September 21, 2020 – October 30, 2020
- 1.3 Inquiry Start and End Dates: September 21, 2020 – September 30, 2020
- 1.4 Project Background.

The Ohio Department of Health is responsible for scheduling annual surveys, complaints surveys, desk reviews and on-site revisits for Healthcare facilities for the State of Ohio. It is vital that these surveys occur within the required state and federal timeframes. This is a very complex process which requires a system to use logic in the assignment of staff based upon specific parameters.

- 1.5 Project Objective. The objective of this project is to secure a no-cost contract for the initial build of the software.

Any maintenance costs for a minimum three-year maintenance agreement must be included beginning after the initial build of the software (year 1) for a total of four year. Please quote each year's maintenance separately. The first year must include build and annual maintenance at no cost and years 2-4 will be maintenance only. If enhancements or upgrades are required, they should be included in year 4. Enhancements made in years 2 and 3 of the contract shall be provided at no charge.

- 1.6 Project Budget. No cost
- 1.7 Project Award. January 1, 2020
- 1.8 Contract Term. June 30, 2024
- 1.9 Project Period. January 1, 2020 – June 30, 2024

ODH reserves the right to execute multiple agreements with awarded provider to fulfill the entire project period, subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds (if needed) for the biennium, satisfactory performance of the awarded providers and the needs of the Ohio Department of Health.

## 2. PROJECT REQUIREMENTS.

- 2.1 Contractor Experience Requirement:

Contractors responding to this request shall the following:

- Provide a short narrative with your submission, clarifying your understanding of the project.
- Five (5) years' experience working in software development.
- Three (3) years' experience successfully creating scheduling software or similar software.
- Provide a staffing plan that shows the experience and expertise of key personnel that will perform the work for the project and include a staffing matrix that outlines the responsibilities of each key personnel assigned.

- Provide a detailed work plan to meet project requirements and include a list of reference materials that will be left behind upon completion of the software installation (i.e. user manual, administrator manual etc.).
- Furnish their own support staff and services as necessary for the satisfactory performance of the work described.
- Provide a timeline for project milestones. Payment to the contractor will be based on the successful completion of project requirements by the milestone dates.
- Provide an opportunity for testing allowing a reasonable time period, of the scheduling system prior to State's acceptance of the system.
- Provide weekly status updates on the development and implementation of the project.
- Provide training/mentoring to State Program staff and Information Technology (IT) support staff assigned to the scheduling program.
- Provide weekly status updates on the development and implementation of the project to the identified point of contact at the State.
- The contractor shall provide a maintenance agreement which should include, but not be limited to, the following:
  - Pricing
  - provide service level agreement indicating availability (i.e. response call time for severe to low level issues)
  - support (i.e. helpdesk service)
  - performance (i.e. guarantee less than 7 second http response time)
  - license agreement
- Provide a statement of warranty for the software product and its customizations.
- Describe any manual maintenance requirements outside of the application for day-to-day operation of the software that must be conducted by IT or Program staff.
- Provide documentation of the software installation process and requirements.

2.2 Candidate Expertise Requirement:

At least five (5) years' experience in the software development and have developed least one (1) project of similar size and scope within the last three (3) years.

2.3 Notice of Award Requirements: None

2.4 Mandatory Licenses &/or Certifications Required: None

3. SCOPE OF WORK OR SPECIFICATIONS.

3.1 Scope of Work. Contractor's written response to this request shall be considered as a formal offer to provide the system.

SCOPE OF WORK	
3.1.1	A. The installation of a web-based vendor hosted scheduling solution for Ohio's Healthcare survey staff who conduct Healthcare facility surveys. The software must be configurable to accommodate the needs of the Bureau of Survey and Certification to align with any federally required updates or modifications to the survey process. The software must be able to capture all data related to scheduling and notification activities required by the Centers for Medicare and Medicaid Services (CMS) and the Bureau of Survey and Certification (BOSC) and have the ability to receive data from the required federal system as well as the State of Ohio's systems.

3.1.2	<p>B. The contractor's system will be capable of providing a solution that will include, at minimum, the following nine components:</p> <ol style="list-style-type: none"> <li>1. Ohio Department of Health Branding The system will need to follow Administrative Policy IT-08. <a href="https://das.ohio.gov/Portals/0/DASDivisions/DirectorsOffice/pdf/policies/informationtechnology/IT-08.pdf">https://das.ohio.gov/Portals/0/DASDivisions/DirectorsOffice/pdf/policies/informationtechnology/IT-08.pdf</a> The system will also need to be configured according to State survey rules and process which are identified throughout this document.</li> <li>2. Scheduling Web Application       <ol style="list-style-type: none"> <li>a. This is a secured Web application used to review, modify, add, or remove information pertaining to the facility and surveyor and survey (complaint and annual survey).</li> <li>b. This application will need to utilize IOP for authentication.</li> <li>c. An interactive map of Ohio should be displayed for the user to navigate to a county/region to see a listing of a facility receiving a survey, type of survey and the applicable surveyors assigned to that survey. Additionally, the map should have an alternate view of just the surveyors and where they live.</li> </ol> </li> <li>3. A master list of Training identifying:       <ol style="list-style-type: none"> <li>a. Ability to enter training requirements for each facility type i.e. nursing home, Residential Care Facilities etc.</li> <li>b. Easily identify on the schedule surveyors who are in a training plan based upon the requirements above;</li> <li>c. When a component of the training plan is placed on the schedule and completed it should be reflected on the training plan for each surveyor;</li> <li>d. Current provider types surveyors are trained in and surveyors who are in training.</li> </ol> </li> <li>4. An ability to import a list of surveys that need to be done for the upcoming federal fiscal year. Calculate the federal fiscal year and the state fiscal year average.</li> <li>5. An ability to import real time, a list of surveyors which include, their name, address, phone number, email, discipline type, facilities trained in, conflicts of interest and Surveyor Minimum Qualification Testing (SMQT) status. An ability to change existing surveyor information currently in the system.</li> <li>6. Based upon the survey averages in B4, the system must have an ability to provide survey projections to ensure performance measures are met per time frames listed in Section C of this document. Identify the new average and missed timeframes if a survey is moved.</li> <li>7. A master monthly calendar should be visible from the main launch screen which represents all the work occurring in the month. At a minimum it should contain:       <ol style="list-style-type: none"> <li>a. An ability to drill into each day's schedule details by facility and by surveyor</li> <li>b. An ability to sort the schedule by region of the state</li> <li>c. An ability to sort the monthly schedule by surveyor name</li> <li>d. An ability to move from month to month, scheduling months in advance is needed</li> <li>e. An ability to identify work scheduled and what is not scheduled</li> <li>f. An ability to identify surveys that must be put out for volunteer assignments or mandated.</li> </ol> </li> <li>8. System must be able to receive continuous feeds from other systems at a minimum ie. Federal system Qies, States Certification and Licensing (CALs) system, complaint tracking system and the OAKS/KRONOS timekeeping system and allow for changes to those feeds if the state and federal systems change. These feeds must be a continuous update and not a onetime pull of data. A vendor defined standard API for purposes of system integration.</li> <li>9. System must allow for surveys and surveyors to be changed and moved on the scheduled regardless of date.</li> <li>10. System must be able to provide alerts to scheduling team when a new complaint comes in for a survey already scheduled.</li> <li>11. System must maximize routing of scheduled staff i.e. not crossing paths, not sending outside of the radius, sending the closest qualified surveyor.</li> </ol>
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	<p>12. System must allow for rerouting of the surveys multiple times a day when new surveys are added, must have the ability to “lock” surveys and the team assigned, once locked this should not be impacted by rerouting.</p> <p>13. System must be able to project more than 1 week at a time in a minimal amount of time.</p> <p>14. System must allow for status change recognition, if a complaint is initially triaged as a 10 day and then changes to a 2 day the system must recognize this change and schedule accordingly.</p>
<p>3.1.3</p>	<p>C. Survey Assignments</p> <p>1. System must be able to identify survey by status (annual, initial, post survey revisit complaint) and display this status for the surveyor. Annual Status is an annual survey occurring anywhere from 9 months to 15.9 months with a statewide average of 12.9 months or lower for nursing home surveys. A complaint survey can occur any time and time requirements are dependent upon the severity of the complaint. See c iv below. NLTC timeframes vary depending upon provider type.</p> <p>2. System must allow for updates to the assignment status of the survey staff:</p> <ul style="list-style-type: none"> <li>a. Annuals</li> <li>b. Complaints</li> <li>c. Desk Reviews</li> <li>d. Post-survey revisits</li> <li>e. Training-New Hire Orientation <ul style="list-style-type: none"> <li>i. Week-1 New Orientation Training</li> <li>ii. Week-2 New Orientation Training</li> <li>iii. Week-3 New Orientation Training</li> <li>iv. Week-4 New Orientation Training</li> <li>v. Week-5 New Orientation Training</li> <li>vi. Week-6 New Orientation Training</li> </ul> </li> <li>f. Out of Service-Vacation</li> <li>g. Out of Service-COMP Leave</li> <li>h. Out of Service--Personal Leave</li> <li>i. Out of Service-SICK</li> <li>j. Out of Service-Training</li> <li>k. Out of Service-Other</li> </ul> <p>3. System must allow for identification of discipline or job classification by staff member:</p> <ul style="list-style-type: none"> <li>a. Nurse, RN</li> <li>b. Registered Dietician, RD</li> <li>c. License Social Worker, LSW</li> <li>d. Health and Safety Consultant, HSC</li> </ul> <p>4. System must be able to select staff for annual or complaint surveys based upon the following type, what discipline can survey that provider type, who is trained to survey that provider type and the required number of surveyors:</p> <ul style="list-style-type: none"> <li>a. Intermediate Care Facilities for Individuals with Intellectual disabilities (ICF/IID)</li> <li>b. Life Safety Code</li> <li>c. Hospitals</li> <li>d. Home Health Agency</li> <li>e. Hospices</li> <li>f. Dialysis Centers</li> <li>g. Ambulatory Surgical Centers</li> <li>h. Rural Health Clinics</li> <li>i. Psychiatric Residential Treatment</li> <li>j. Community Mental Health Centers</li> <li>k. Transplant I. Portable X-Rays</li> <li>m. Maternity</li> <li>n. Licensure-non-long-term care</li> </ul>

- o. Other-non-long-term care
  - p. Other-long-term care
5. System must be able to allow for manual changes made by staff.
  6. System must recognize if a complaint is identified RN only to assign an RN to that assignment.
  7. System must recognize if a complaint is a weekend or late/ evening observations are needed.
  8. System must schedule complaints or annuals based upon the following date/number# of days parameter:
    - a. Annual Surveys (next onsite survey based upon previous survey date), system should automatically propose schedule
    - b. IJ-2days (Immediate Jeopardy)
    - c. Non-IJ High (10 days or 45 days)
    - d. Non-IJ Medium (30 days/next onsite)
    - e. Non-IJ Low (30 days/next onsite)
    - f. Non-IJ Admin Review/offsite survey
    - g. Referral-Immediately
    - h. Referral-Other
    - i. No Action Necessary
  9. Surveys must then be assigned by distance to facility from surveyor's home to LTC facility based upon the following parameters:
    - a. 0-75 miles
    - b. 76-89 miles
    - c. 90 miles and above
    - d. Non-Long-Term Care facilities need to be scheduled by identified staff trained in that provider type
  10. The system must have the ability to designate a Team Coordinator on annual surveys, must be rotated.
  11. System must be able to link multiple surveys types
    - a. Annuals
    - b. Complaints
    - c. Desk Reviews
      - i. Health
      - ii. Life Safety Code
      - iii. Both
    - d. Post-survey revisits
      - i. Health
      - ii. Life Safety Code
      - iii. Both
    - e. Validations
    - f. Initials
    - g. Focused Infection Control (FIC) Surveys
    - h. Other survey types
  12. System must be able to schedule 10-hour shifts per day and be able to schedule over weekends when identified by user to start schedules on a Sunday, or late in the evening or early morning.
  13. System must have the ability to adjust the day of the week a survey starts Sun-Weds, M-Th, Tues-Fri etc.
  14. System must be able to capture the weeks identify by scheduling unit as an off-hour survey week, identify and schedule off hours surveys, starting on a Sunday, before 8am or after 6pm.
  15. System must recognize the 10 state holidays.
  16. System must allow for the ability to see who is scheduled on an annual survey, surveyors must be able to identify the other survey on the Team and the team coordinator.

17. System must have a mechanism to allow for input of conflict of interests and recognize that when proposing schedule.
18. System must be able to identify if a new assignment comes in for a facility that already has a survey scheduled or not scheduled. System must be able to link survey types and requirements:
- a. System must allow for multiple assignments to be scheduled on one day
  - b. System must allow for identification of the following when a survey is scheduled:
  - c. Special Focus Facility (SFF)
  - d. Late Adopter
  - e. Evening observations or Weekend observations or both
  - f. Directed Inservice Training (DIT)
  - g. Directed Plan of Correction (DPOC)
  - h. Alternate Work Location/Write-up
  - i. Volunteer or mandated assignment
  - j. Off-hour survey
    - i. Evenings
    - ii. Mornings
    - iii. Weekends
  - k. On-site revisit required
  - l. Expedited Survey
  - m. Do Not move
  - n. Must Exit
  - o. Associated Residential Care Facility (RCF)
  - p. Associated Nurse Aid Training and Competency program (NATCEP)
  - q. The ability to allow for free text notes
19. The system must have the ability to assign teams to surveys based upon number of beds

**Nursing Homes**

# of beds	# of surveyors	Life Safety Code (LSC)
0-20	3	1
30-60	3	1
60+	4	1
150+	4-5	1

**Intermediate Care Facilities (ICFs)**

# of beds	# of surveyors	# of days	LSC
4-8	1	2	½ day
9-16	1-2	2-3	½ day
17-50	2-3	3-4	½ day
51-100	3-4	4	Full day
100-500	4-5	4	Full day

20. System must then be able to propose schedule in advance for annual surveys based on facility type and discipline needs.

**Long-Term Care**

Type	Time Period	# of facilities
Nursing homes (NH)	12.9 months or less	961
Intermediate Care Facility	12.9 months or less	428

Residential Care Facility (RCF)	12.9 months or less	771
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Non-Long Term Care

Non-Long Term Care			
	Type	Time Period	# of facilities
1	<b>Psychiatric Hospital</b>	3 yrs average 36.9	32
2	<b>Acute Hospital</b>	3 yrs average 36.9	129
	> <i>Non-deemed</i>	3 yrs average 36.9	1
3	<b>Critical Access Hospital</b>	3 yrs average 36.9	34
	> <i>Non-deemed</i>	3 yrs average 36.9	1
4	<b>LTC Hospital</b>	3 yrs average 36.9	20
	> <i>Non-deemed</i>	3 yrs average 36.9	0
5	<b>Rehabilitation Hospital</b>	3 yrs average 36.9	11
6	<b>Children's Hospitals</b>	3 yrs average 36.9	7
7	<b>Home Health Agency</b>	3 yrs average 36.9	1,066
	> <i>Deemed</i>	3 yrs average 36.9	263
8	<b>Hospice - Certification &amp; Licensure</b>	3 yrs average 36.9	146
	> <i>Deemed</i>	3 yrs average 36.9	82
9	<b>Dialysis Center - Certification &amp; Licensure</b>	3 yrs average 36.9	343
10	<b>Ambulatory Surgical Centers</b>	6 yrs 25%	208
	> <i>Non-Deemed</i>	6 yrs 25%	92
11	<b>Rural Health Clinics</b>	7 yrs average 6 yrs	80
	> <i>Deemed</i>	7 yrs average 6 yrs	46
12	<b>Psychiatric Residential treatment</b>	5 yrs	0
13	<b>Community Mental Health Centers</b>	5 yrs	23
14	<b>Portable X-Ray</b> > <i>Non-Deemed</i>	7 yrs average 6 yrs	23
15	<b>Comprehensive Outpatient Rehabilitation Facilities</b> > <i>Non-Deemed</i>	7 yrs average 6 yrs	2
16	<b>Outpatient Physical Therapy/Speech</b>	7 yrs average 6 yrs	97
	> <i>Deemed</i>	7 yrs average 6 yrs	12
18	<b>Health Care Service</b>	3 yrs 33%	96
19	<b>Maternity Units</b>	3 yrs 3rd a year	106
20	<b>Maternity Homes</b>	3 yrs 3rd a year	0
21	<b>Birthing Centers</b>	3 yrs 3rd a year	0
22	<b>Free Standing Inpatient Rehabilitation Facilities</b>	1 year	3
23	<b>Ambulatory Surgical Facility</b>	1 year	283
24	<b>Transplant</b>	5 years	8
25	<b>Hospice Licensure</b>	3 yrs average 36.9	151
26	<b>Health Care Services</b>		

3.1.4	<p>D. Mandated and Volunteer</p> <ol style="list-style-type: none"> <li>1. Unscheduled assignments must be identified every day, these unscheduled assignments must then be put out for volunteer opportunities, staff will bid on the assignments and receive in seniority order, schedulers must be able to go in and manually assign those surveys and then “lock the survey in” so it isn’t moved.</li> <li>2. All remaining assignments where the due date would be missed, must then be mandated. The system shall have the ability to determine who should be mandated for an assignment based upon the following criteria: <ol style="list-style-type: none"> <li>a. Location of assignment</li> <li>b. Distance surveyors live from facility, based upon union requirements. The least senior qualified surveyor within 50-mile radius from facility, if no qualified surveyor, then its 51-74-mile radius for least senior qualified surveyor</li> <li>c. Provider type</li> <li>d. Discipline type required</li> <li>e. Previous volunteer history</li> <li>f. Seniority</li> <li>g. System must track and provide a report if an unassigned survey was scheduled as a result of mandate or a surveyor volunteered</li> </ol> </li> </ol>
3.1.5	<p>E. Schedule Report Manager Requirements</p> <ol style="list-style-type: none"> <li>1. The schedule must be able to be exported into a report format to allow for tables and graphs to be developed, excel is preferred.</li> <li>2. At a minimum the following information must show up on the schedule report: <ol style="list-style-type: none"> <li>a. Surveyor (s) name</li> <li>b. Facility Information</li> <li>c. Type of survey</li> <li>d. Status of surveyors (out of service)</li> <li>e. Lead (Team Coordinator) Surveyor report</li> <li>f. When facilities are due to be inspected based upon previous survey time frame</li> </ol> </li> <li>3. Allow application users to extract data from the application (i.e. generate reports from the Web application to allow for sorting and filtering).</li> <li>4. Ad hoc reporting must be a component of the scheduling system to allow for reports to run at a minimum on the following data: <ol style="list-style-type: none"> <li>a. Final daily schedule</li> <li>b. Number of complaints per day/month</li> <li>c. Team Leader Report</li> <li>d. Volunteer vs mandate report</li> <li>e. Surveyor status report (annual, complaints, out of service or training)</li> <li>f. Projection report for 12.9 average</li> <li>g. A running survey average screen which shows the projected work and the impact to survey average if surveys are moved</li> </ol> </li> <li>5. The following custom reports must be developed <ol style="list-style-type: none"> <li>a. Unscheduled complaints</li> <li>b. Complaints with Annual</li> <li>c. Complaints scheduled with complaints</li> <li>d. Licensure scheduled with an annual</li> <li>e. Licensure for New Application</li> <li>f. Complaint ID mismatch report-connection with CTS</li> <li>g. Activity Report Error</li> <li>h. Non-Long-Term Care (NTLC) reports</li> </ol> </li> </ol>

3.1.6	<p>F. Scheduling or Complaint Alert and Scheduling Change Notification interface</p> <ol style="list-style-type: none"> <li>1. The system will have a mobile application which will notify surveyors</li> <li>2. Upon administrator approval the system will automatically generate a notification to be sent to the appropriate individual when schedules are finalized, complaints are received, or changes occur to the schedule.</li> <li>3. The notification must include the following information: <ol style="list-style-type: none"> <li>a. Facility name</li> <li>b. Facility address</li> <li>c. Facility phone number</li> <li>d. Complaint information if applicable</li> <li>e. Due date</li> <li>f. Team members if applicable. <ol style="list-style-type: none"> <li>i. Mobile Notification system must allow for user confirmation to verify alert was received.</li> <li>ii. System must notify administrators when unassigned tasks or new complaints arrive.</li> <li>iii. System must allow for manual manipulations of schedules</li> </ol> </li> </ol> </li> </ol>
3.1.7	<p>G. User Administration module</p> <ol style="list-style-type: none"> <li>1. This component will be used to perform the administration of application user accounts, security roles, and assigned disciplines. Allow State to provide the input and order of operation used to determine the assignment of a person to a survey.</li> <li>2. This component will be used to maintain facility information to include: <ol style="list-style-type: none"> <li>a. Facility name</li> <li>b. Facility address</li> <li>c. Facility phone number</li> <li>d. CCN number</li> <li>e. Facility type (ICFIID, hospital, dialysis center, nursing home etc.)</li> <li>f. Bed Count of each facility</li> </ol> </li> <li>3. This component will be used to maintain surveyor information to include: <ol style="list-style-type: none"> <li>a. Surveyor name</li> <li>b. Surveyor address</li> <li>c. Surveyor phone number</li> <li>d. E-mail address</li> <li>e. Surveyor disciplines</li> <li>f. Facilities trained in</li> <li>g. Conflicts of interest</li> <li>h. SMQT status</li> <li>i. Surveyor seniority credits</li> </ol> </li> <li>4. System must allow for manual manipulations of schedules by the administrator and the ability to add new surveys through manual entry.</li> <li>5. Proposed schedules must be approved by the administrator prior to sending notifications to surveyors.</li> <li>6. Free Text Field must be available to enter necessary information about the surveyors and schedules.</li> <li>7. System must be able to support at a minimum 300 users and not to exceed 500 users with the following access roles <ol style="list-style-type: none"> <li>a. Administrators-Ability to add/delete users, update and approve schedules</li> <li>b. Read/Write users-ability to update schedules and update users</li> <li>c. Read-only users-ability to receive notifications and view schedule</li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>d. System must allow multiple users to work in the system at the same time on the same item.</li> <li>8. System must be able to support over 3000 facilities.</li> <li>9. System must have the ability to allow for the administrator to configure fields within each module: <ul style="list-style-type: none"> <li>a. Add new fields</li> <li>b. Delete current fields</li> <li>c. Update existing fields</li> </ul> </li> </ul>
3.1.8	<ul style="list-style-type: none"> <li>H. Implementation and Training-See Contractor Requirements</li> <li>1. Vendor shall provide weekly updates on the implementation and development of the system to the State system administrator. Weekly updates should include opportunities for demos of the system</li> <li>2. The vendor must establish a schedule for User acceptance testing throughout the development of the system</li> <li>3. Vendor must provide on-site training upon completion of the system to a minimum of 15 users. <ul style="list-style-type: none"> <li>a. First training must include 2 days; the first day is to train staff and the second day is to shadow staff to assist with any questions</li> <li>b. Two weeks after first training, a representative must come back to provide on-site technical assistance to the schedulers</li> </ul> </li> <li>4. Vendor must develop and provide at the training user manuals with how to guides on the use of the system.</li> </ul>
3.1.9	<ul style="list-style-type: none"> <li>I. Maintenance agreement</li> <li>1. Vendor must provide detailed information on an annual maintenance agreement. Detail what is included in the maintenance agreement.</li> <li>2. Annual maintenance must include development hours to make minor enhancements to the system.</li> <li>3. Vendor must detail how they will provide customer support/technical support Monday thru Friday 8am-5pm EST.</li> </ul>

#### 4. REQUEST FOR QUOTE CONTRACTOR INSTRUCTIONS.

4.1 Company Narrative. Responses to the RFQ shall include a short narrative describing the following:

4.1.1 Contractor's profile and experience with projects of similar size and scope.

4.1.2 Contractor's ability to meet minimum requirements.

4.1.3 Contractor's capacity to provide the services required and, the ability and experience of the staff intended to work on the Project.

4.1.4 Contractor's plan for successful execution of the project.

4.2 Contractor's Compensation. Contractor's proposed compensation by deliverable shall be submitted in the quote. If in the event a contract ensues as a result of this RFQ, the Contractor will be required to fulfill the contractual obligations at the amount quoted.

4.3 When Quotes May Be Delivered. The Ohio Department of Health (ODH) must receive quotes no later than 3:00 p.m. the day the quotes are scheduled due. Quotes received after 3:00 p.m. on the scheduled due date will not be opened.

4.4 Where Quotes Must Be Delivered. Quotes must be delivered via email to the following address:  
[procurement@odh.ohio.gov](mailto:procurement@odh.ohio.gov)

- 4.5 Quotes are a Public Record. After quotes are opened, they are public records as defined in Ohio Revised Code Section 149.43 and are subject to all laws appurtenant thereto. Contractor may request that certain information, such as trade secrets or proprietary data, be designated as confidential and not considered as public records. Pricing is not considered as confidential. The decision as to whether such trade secrets or proprietary data shall be disclosed shall rest solely with ODH.
- 4.6 Quotes are Firm for 90 Days. Unless stated otherwise, once opened all Quotes are irrevocable for ninety (90) days. Beyond ninety (90) days, the contractor will have the option to honor their Quote or make a written request to withdraw their Quote from consideration.
- 4.7 Contractor May Request Clarification. If a contractor discovers an inconsistency, error or omission in this RFQ, the Contractor should request clarification. Such clarification may be made only through the internet. No other form of clarification is acceptable. Failure of contractor to comply may result in the Contractor being deemed not responsive.
- 4.8 ODH Modifications to the RFQ. When it is necessary to modify an RFQ, ODH does so by written addendum only.
- 4.9 Rejected Quotes. ODH may reject any quote in whole or in part, if any of the following circumstances are true:
- 5.9.1 Quotes are not in compliance with the requirements stated in the RFQ.
  - 5.9.2 The price is excessive in comparison with market conditions or with the available funds of the Agency.
  - 5.9.3 ODH determines that awarding any item is not in the best interest of the Agency.
- 4.10 Quote Preparation. ODH assumes no responsibility for costs incurred by the Contractor prior to the award of the Contract resulting from this RFQ.
- 4.11 Damages Arising from RFQ Specifications. A contractor may not be compensated for damages arising from inaccurate or incomplete information in the RFQ, specifications or from inaccurate assumptions based upon the specifications.
- 4.12 Unit Costs. Contractors shall not insert a unit cost of more than two (2) digits to the right of the decimal point. Digits beyond the two (2) will be dropped and not used in the evaluation of the Quote.
- 4.13 Responsive Contractor. A contractor is responsive if its quote responds to the RFQ completely and contains no irregularities or deviations from the RFQ that would affect the quote or otherwise give the Contractor an unfair advantage.
- 4.14 Responsible Contractor. ODH will determine if a contractor is responsible using the following factors:
- 4.14.1 Experience of the contractor.
  - 4.14.2 Contractor's financial condition.
  - 4.14.3 Contractor's conduct and performance on previous contracts.
  - 4.14.4 Contractor's facilities.
  - 4.14.5 Contractor's management skills.
  - 4.14.6 Contractor's ability to execute the contract properly.
  - 4.14.7 Review of Federal and State debarment lists.
- 4.15 Information Requested. ODH may request additional information to evaluate a contractor's responsiveness to the RFQ or to evaluate a contractor's responsibility. If a contractor does not provide the requested information, it may adversely impact ODH evaluation of the Contractor's responsiveness or responsibility.
- 4.16 ODH Withdrawal of the RFQ. ODH reserves the right to withdraw the RFQ at any time prior to the award the contract.

- 4.17 Contract Evaluation. The ODH Project Manager will evaluate the quotes received and determine the quote that fulfills the project in the best interests of ODH.
- 4.18 Contract Negotiation. It is at the discretion of DOH whether to permit negotiations. A contractor must not submit a quote assuming that there will be an opportunity to negotiate any aspects of the RFQ. When it has been determined that it is in the Agency's best interest to conduct negotiations, ODH may request a submission of a best and final quotation.
- 4.19 Contract Contents. If this RFQ results in a Contract award, the Contract will consist of this RFQ, along with attachments, addenda, purchase orders, change orders, and terms and conditions. ODH reserves the right to award multiple contracts under this RFQ.
- 4.20 Contract Award. ODH plans to award the Contract based on the quote that provides services of the best value to the Agency.
- 4.21 Contractor Start Date. ODH expects the Contractor to commence work on the contract start date. If the Contractor is unable or unwilling to commence work, ODH reserves the right to cancel the award and resume the evaluation process with the next most advantageous quote.
- 4.22 Non-Collusion Certification. The Contractor certifies that he/she is (sole owner, partner, president, secretary, etc.) of the party making the forgoing quote, that such quote is genuine and not collusive or sham; that Contractor has not colluded, conspired or agreed, directly or indirectly, with any contractor or person, to submit a sham quote; or colluded or conspired to have another not quote; and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person to fix the quote price of its quote or any other contractor, or to fix any overhead, profit or cost element of the quote price, or of that of any other contractor, to secure any advantage against any contractor or any person or persons interested in the proposed Contract and that all statements contained in the quote are true; and further, that the Contractor has not, directly or indirectly, submitted this quote, or the contents thereof, or divulged any related information or data to any association or to any member or agent of any association.
- 4.23 Scope of Work and Specifications. ODH is authorized to prepare scope of work and specifications to obtain supplies and services. The purpose of the scope or work or deliverables is to describe the supplies or services to be purchased and will serve as a basis for comparison of quote response.