



Office of  
Procurement Services  
Service · Support · Solutions

### REQUEST FOR PROPOSAL

RFP NUMBER: CSP901614  
INDEX NUMBER: DOH067  
UNSPSC CATEGORY: 84131600

The state of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of the Ohio Department of Health, is requesting Proposals for:

#### STATEWIDE CONFLICT MANAGEMENT/DISPUTE RESOLUTION PROGRAM:

OBJECTIVE: Ohio Department of Health (ODH) requests to solicit with a qualified individual, agency, or organization with expertise in organizational assessment, design, development, and implementation of a statewide conflict management and/or dispute resolution program that supports the State of Ohio managers and employees with workplace conflict or relationship issues.

RFP ISSUED:	April 18, 2013
INQUIRY PERIOD BEGINS:	April 18, 2013
INQUIRY PERIOD ENDS:	May 06, 2013 at 8:00 AM
PROPOSAL DUE DATE:	May 13, 2013 by 1:00 PM
INTERVIEW/PRESENTATION (if applicable)	May 21, 2013, by appointment

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.

<b>Offeror Name and Address:</b>  _____  _____  _____  _____  E-Mail Address: _____  Phone Number: (        ) _____ - _____, Ext. _____	<b>Name/Title:</b>  _____  _____  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
Contractor:	Vendor after Award
CSP:	Competitive Sealed Proposal
DAS:	Department of Administrative Services
EAP:	Employee Assistance Program
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
OCB:	Ohio Collective Bargaining
OEAP:	Ohio Employee Assistance Program
Offeror:	Vendor Submitting Proposal
OPS:	Office of Procurement Services
ORC:	Ohio Revised Code
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 Department of Health (the Agency), is soliciting competitive sealed proposals (Proposals) for Statewide Conflict Management/Dispute Resolution Program. 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 July 1, 2013 through June 30, 2014. 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 two (2) years and are subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium.

1.3 BACKGROUND At one time, the Ohio Commission on Dispute Resolution and Conflict Management provided State agencies/institutions assistance in addressing workplace conflict. The agency had trained mediators in place to assist State agencies/institutions with workplace conflict; however, the program lost its funding during the last biennium. Because workplace conflict or dispute resolution services are no longer in place, a number of state agencies have turned to the Ohio Employee Assistance Program (OEAP) for assistance in handling workplace conflict. Currently the services provided by the OEAP are limited to assisting employees and managers by providing guidance, direction and individual provider referrals. Since OEAP realize the need to be able to offer a broader range of services to address workplace conflict. Today, the areas where OEAP have been effective are providing consultation to managers and assistance to agencies/institutions through a series of course offerings and training on conflict management. While some agencies have taken advantage of these training offerings, additional services are still needed to assist many of the agencies; hence, the reason for this project. OEAP is seeking external assistance in designing a program suitable to meet the needs of the workplace.

1.3.1 OBJECTIVES: The primary objectives of this project are to improve workplace conflict in state agencies and institutions by:

- a) Developing a workplace conflict process to assist management and employees in: identifying issues, reducing misunderstandings, improving relationships and communication between employee and supervisor, better manage conflict and stress, and improve performance and differences in the workplace;
- b) Assisting individuals who have work related issues that may impact their well-being, work performance, safety and workplace morale;
- c) Providing conflict coaching to help individuals work towards mutually acceptable solution(s) to resolve workplace issue(s); and
- d) Combining conflict coaching with the utilization of the appropriate tools and resources that supports the ongoing development of managers' conflict management skills.

1.3.2 MINIMUM QUALIFICATIONS OF THE OFFERORS Qualified Offeror are individuals, agencies or organizations and must provide a brief description of the work to be performed, including history, and number of years the Offeror has been providing these types of services. The following are the preferred requirements:

- a) Graduate degree in areas of conflict management or conflict management or conflict dispute (strongly preferred), and provide a copy of transcripts to verify specific college degree.
- b) Possess a minimum of 5-7 years of experience (strongly preferred) working with an EAP or workplace conflict program or mediation or dispute resolution program or similar.
- c) At least 1-2 years of federal experience working with government agencies (strongly preferred).
- d) Formal training in Alternative Dispute Resolution (a minimum of 32 university credit hours). Provide information regarding formal dispute resolution training including complete transcripts for academic programs. In addition, include any continuing education that you have attended in the last four years, including provider name, dates and duration of training (hours).(strongly preferred)

Also, please provide the general and technical requirements by indicating detailed experience in the following:

- a) Managing conflict management or dispute resolution professionals; please indicate 1) how many years in this capacity/role; 2) The specific role and tasks/responsibilities including the level of involvement (provide examples).
- b) Experience coaching, mediating, resolving conflict with individuals
- c) Experience training others on conflict resolution.
- d) Experience coordinating or administering a system of conflict management or dispute resolution involving complex multi-participant cases and various dispute/conflict resolution processes.
- e) Experience in conflict management / dispute resolution program design.
- f) Experience in implementing a large scale conflict management or dispute resolution program.

Also, provide brief resumes and relevant work experience of all team members or partners who would be assigned to work on the project.

- g) Provide references that may be contacted to verify the experience in the areas above.

- 1.4 SCOPE OF WORK The successful Offeror shall perform services that align with the current Ohio EAP program services by providing an effective and proactive conflict management strategy that supports all agencies. Strategies proposed must help employees gain conflict management skills and insights to improve performance issues, workplace conflict issues, as well as work-related challenges and stress. Also, the strategy has to be acceptable in a union environment or compatible with the collective bargaining agreements.

The successful Offeror shall perform all of the following activities for which there is an executed contract in consultation with, and with the approval of the ODH Contract Manager.

The successful Contractor shall also meet the program objectives described above in Section 1.3.1.

- 1.4.1 With guidance from the OEAP, the successful Contractor shall plan, facilitate, and assist in conducting 2 to 4 half-day meetings with existing OEAP staff, management, agency and institutional representatives, Ohio Collective Bargaining (OCB), Labor Relations, OEAP Advisory Committee, etc. Meetings will focus on topics identified by the OEAP as needed to assess, plan and design a workplace conflict and dispute resolution program for state agencies and institutions. Specific topics will be determined using feedback from previous meetings with OEAP's and agency assessment data. All meetings are to be held in a central location in Ohio, and the successful Contractor will be responsible for preparing and delivering presentations, along with materials on the identified topics of interest at each meeting, with the guidance of the OEAP. All meetings must be in accordance with state of Ohio ORC, 126.31(D), 126.07, 126.08(A), and 126.21(8). All meetings and travel will be in accordance with state of Ohio Office of Business Management (OBM) Travel Rule. Two or four – half-day meetings, Offeror must designate the number of meetings proposed, how and why; and what is included in the costs. All meetings must be in compliance with Ohio Law and Regulations and the Office of Budget and Management with regard to travel and facilities; food is not to be provided for any meetings or presentations. All costs for any on-site and face to face meetings must be provided in detail to include staff labor costs; itemized by name, hours and cost, non-labor direct costs (e.g. travel for meetings), subcontractor costs (if applicable), and any other costs to be included in the totals for the project.
- 1.4.2 The successful Contractor shall conduct an initial needs and readiness assessment along with a report of results and recommendations to present to appropriate parties in a formal presentation to ODH Management. The needs assessment shall be for both unions (OCSEA and 1199).
- 1.4.3 Respond to phone and e-mail inquiries from OEAP, OCB, and interested agencies in Workplace Conflict training and/or certification as directed by the OEAP. Inquiries from agencies given to the OEAP will be given to the successful Contractor on a regular basis. The successful Contractor will be responsible for responding to any agency inquiries within one week of receipt of inquiry. Also, if appropriate, the Contractor shall incorporate inquiry information into meeting discussions and the planning process.
- 1.4.4 Provide one-on-one consultation with up to 10-12 potential agency sites on an as-needed basis. On-site consultation for potential agency sites, in addition to consultation via phone and email, may be needed. Consultation may include, but not be limited to, technical assistance on the requirements for certification, financial feasibility analysis, procedures, and reimbursement policies under relevant law, including confidentiality laws authorized under the Ohio Administrative Code (OAC).
- 1.4.5 Prepare a project schedule describing major activities and tasks to be performed, along with estimated timelines (begin and end dates). The project schedule shall be updated and modified monthly with copies distributed to the OEAP.
- 1.4.6 Prepare a final year one (1) report to ODH by June 30, 2014 that includes all contacts, summarized assessment findings, success measures, details of the consultations and meetings provided, and future recommendations for action and training.

- 1.4.7 Prepare quarterly written informational updates on topics of relevance to OEAP to be sent electronically by the OEAP to agencies, OCB, Labor Relations. Specific topics will be determined by the OEAP with feedback from the agencies, OCB, Labor Relations, etc.
- 1.4.8 DELIVERABLES: The Offeror will provide a proposed detailed plan description of how all of the requirements specific to this project will be implemented, including each item under Section 1.4 through 1.4.8.2, Scope of Work and Deliverables. All the tasks outlined must be clearly identified and discussed. Responses should address and specify the exact section number as described in this document.
- 1.4.8.1 REPORT DELIVERABLES
- a) The successful Contractor shall correspond with the OEAP Administrator on a bi-weekly basis in a written report sent by email, in regards to assignments and related progress.
  - b)
  - c) The successful Contractor shall deliver to ODH a six (6) month report by December 31, 2013, that includes all contacts, critical success measures, summarized findings, details of the consultations provided, and future recommendations for action and training.
  - d) The successful Contractor shall deliver to ODH a final one year report by June 30, 2014 that includes all contacts, critical success measures, summarized findings, details of the consultations provided, and future recommendations for action and training.
- 1.4.8.2 PRODUCT DELIVERABLES:
- a) Design a workplace conflict model where parties in conflict can mutually work together to understand and resolve conflict in an appropriate and professional manner; offer guidance, resources and tools to ensure the model is consistently applied by OEAP Consultants with all agencies and agency designated representatives. The bidder should include in the proposal best practices used in the industry that would be applicable to the model.
  - b) Design and document a process for delivering face-to-face conflict coaching services. The process has to ensure confidentiality for each party, in accordance with Ohio Revised Code 3701.041, Federal Regulations (42 CFR part 1), and HIPAA standards.
  - c) Design process for manager and supervisory consultation support; consultation to managers/supervisors may be done via telephone or face-to-face.
  - d) Identify appropriate tools and resources that support ongoing development of agency manager's conflict skills; explore tools that may be needed to support the program and ensure all coaches are trained to use them.
  - e) Design and develop program marketing materials; create materials such as referral process, agreements, Web site information, brochures, posters, presentations, and learner guides for training.
  - f) Draft communication and implementation plan; create a communication strategy for announcing, piloting, and implementing the program within all state agencies.
  - g) Develop a training plan for OEAP and agency designated staff on conflicting coaching or dispute resolution with agencies; conduct training sessions with identified individuals to prepare them for providing conflict coaching sessions and support implementation of program. Also, the training plan may include training to designated union representatives in each union (OCSEA and 1199) prior to program implementation or roll out.
  - h) Finally, the Contractor shall deliver a draft of the program within three months from date of contract award, and includes a detailed project work plan with projected dates for completion for each phase of the program. This must be presented for a first review and feedback from the Project Manager to ensure all parties are in agreement of the program direction, and if not, this would allow OEAP sufficient time to change the course of direction.
- 1.4.9 TECHNICAL PROPOSAL SUBMISSION The technical proposal shall include a description of the bidder's experience and expertise conducting similar projects. The description must include how the Offeror meets the qualifications in Section 1.3.2. The technical proposal shall identify and describe the Offeror's experience, including success stories as an example of the Offeror's capacity. Identification and qualifications of key project personnel and their responsibilities to the project; completing forms in Section 5, and attach resumes. Identification of the amount of time that lead and key personnel will be expected to work on this project. A description of contingency plans for completing the project (to include a detailed project work plan with projected dates for completion for each phase of the program) should the lead or key project personnel become unavailable for any reason. Identification of any anticipated difficulties in meeting the project specifications and a description of proposed solutions to these difficulties.
- 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 five (5) copies for a total of six (6) 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 2 of the Offeror's Proposal in the "Offeror Required Information and Certification" section.

DAS will evaluate Tab 2 alone to determine whether the Proposal meets all Mandatory Requirements (accept/reject). If the information contained in Tab 2 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
None		

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	1143 Points
Proposal Cost	280 Points
Total	1423 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
<b>Offeror Profile (General Instructions – (as completed in form 5.2.3))</b>			
1. Company history, years of relevant experience, minimum of 5-7 years of experience of in workplace conflict or dispute resolution program design, administration and training development.	10		
2. Number of years in business, number of employees, financial stability	3		
3. Capacity to do the Work	5		
<b>Offeror Prior Projects (as completed in forms 5.2)</b>			
1. Three prior project of similar scope and size, in workplace conflict, dispute resolution program design, administration and training development	8		
2. Previous public sector clients (state, city, or federal)	4		
3. Relevant experience of the Offeror within past five years	3		
4. References provided for prior projects of similar work	3		
<b>Staffing Plan in compliance with Minimum Qualifications Section all of 1.3.2 (as completed in formal response and in forms 5.2)</b>			
1. Staff Qualifications demonstrates experience in managing conflict management or dispute resolutions professionals, number of years providing these services and history. Offeror clearly indicates key staff, specific roles and tasks/responsibilities with level of involvement.	10		
2. Formal Education, Graduate degree in areas of conflict management or conflict resolution or conflict dispute for key staff who will work on this project.	8		
3. Experience Relevant, demonstrates a minimum of 5-7 years working with an EAP or workplace conflict program or mediation or dispute resolution.	10		
4. Demonstrates 1-2 years' experience working with federal government agencies.	8		
5. Provides proof of training in Alternative Dispute Resolution (minimum of 32 university credit hours), including transcripts for academic programs and includes any continuing education in the past four years, including provider name, dates and duration of training.	5		
<b>Scope of Work (Work Plan)</b>			
1. Methodologies proposed that align with the current Ohio EAP Program services by providing an effective and proactive conflict management strategy that supports all agencies.	10		
2. Plan of Action that will help employees gain conflict management skills and insights to improve performance issues, workplace conflict issues, as well as work-related challenges and stress.	8		
3. Demonstrates understanding of Project to meet the program objectives in Section 1.3.1	5		
4. Timeline proposed and includes project schedule describing major activities and tasks to be performed, with estimated timelines (1.4.5).	5		
5. Solution proposes details how the objectives and Work Plan will be performed;	8		
6. Proposed strategy acceptable in a union environment or compatible with the collective bargaining agreements.	4		
7. Proposed plan to facilitate meetings, handling of phone and email inquiries, one-on-one consultation on an as-needed basis as stated in Sections 1.4.3 and 1.4.4	5		
8. Provides capability to provide all written reports, quarterly updates on relevant topics, and correspondence as required in the Scope of Work.	5		

Total Technical Score: \_\_\_\_\_

- 2.6 PRESENTATIONS AND INTERVIEWS DAS may require top Offerors to be interviewed. Such interviews will provide an Offeror with an opportunity to present its Proposal and to ensure a mutual understanding of the Proposal's content. This will also allow DAS and the Agency an opportunity to test or probe the professionalism, qualifications, skills, and work knowledge of the proposed candidates. The interviews will be scheduled at the convenience and discretion of DAS and the Agency. DAS or the Agency may record any presentations and interviews. The one (1) to three (3) highest scoring Offerors; but no more than the top three (3) may be required to participate. Interviews will be scheduled for May 21, 2013 (tentative) by invitation from DAS, to be held in Columbus, Ohio at the vendor's expense.

Presentations, Interviews, Demonstrations (if applicable)			
1. Oral Presentation	50		

Total Presentation 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.

- 2.7 COST PROPOSAL POINTS DAS will use the information Offeror gives on the Cost Summary Form to calculate 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: \_\_\_\_\_

- 2.8 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.

- 2.9 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.



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3.0 COST SUMMARY

3.1 SUBMISSION The Cost Summary shall be submitted with the Proposal (under separate cover labeled as the Cost Proposal). 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, by deliverable. All costs for furnishing the services must be included in the Cost Proposal.

3.2 THE OFFEROR'S FEE STRUCTURE The Contractor will be paid as proposed on the Cost Summary after the Agency approves the receipt of product(s)/services and continued completion of all deliverables. All costs must be in U.S. Dollars.

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.

3.4 BILL TO ADDRESS

Ohio Department of Health  
PO Box 118  
Columbus, OH 34216-0118

3.5 COST SUMMARY (CONT'D)

RFP: Statewide Conflict Management and Dispute Resolution Program  
CSP901614

UNSPSC CATEGORY CODE: 84131600, 80111500, 80101511, 92111500, 80110000, 80122001

BUDGET: \$60,000.00 Total for the complete project (not to exceed) if published.

OFFEROR: \_\_\_\_\_

Note: The cost summary must reflect the project work plan timeline for completion of each deliverable listed below. Offeror is to provide a complete and detailed breakdown of the costs for each deliverable.

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

All costs must be in U.S. Dollars.

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 5.2.2
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.

4.3 HEALTH INSURANCE PORTABILITY & ACCESSIBILITY ACT (HIPAA) REQUIREMENTS. As a condition of receiving a contract from the State, the Contractor, and any subcontractor(s), will be required to comply with 42 U.S.C. Sections 1320d through 1320d-8, and to implement regulations at 45 C.F.R. Section 164.502 (e) and 164.504 (e) [relating to privacy] and 164.308 and 164.314 [relating to security] regarding disclosure and safeguarding of protected health information under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, as amended by the American Recovery and Reinvestment Act of 2009.

## 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	<a href="http://eodreporting.oit.ohio.gov/searchEODReporting.aspx">http://eodreporting.oit.ohio.gov/searchEODReporting.aspx</a>
Office of Budget and Management	<a href="http://obm.ohio.gov/LandingPages/Vendor/default.aspx">http://obm.ohio.gov/LandingPages/Vendor/default.aspx</a>
Office of Procurement Services	<a href="http://procure.ohio.gov/proc/index.asp">http://procure.ohio.gov/proc/index.asp</a>
Ohio Shared Services	<a href="http://www.ohiosharedservices.ohio.gov/Home.aspx">http://www.ohiosharedservices.ohio.gov/Home.aspx</a>
Ohio Business Gateway	<a href="http://business.ohio.gov/">http://business.ohio.gov/</a>
Ohio Secretary of State	<a href="http://www.sos.state.oh.us/SOS/Businesses.aspx">http://www.sos.state.oh.us/SOS/Businesses.aspx</a>

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](mailto: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 responses 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.

SUPPLEMENT ONE



Ohio Employee Assistance Program Employee Confidential Agreement

As an employee of the Ohio Employee Assistance Program (EAP), I understand and recognize the confidential nature of the work performed by the Ohio EAP and have had the opportunity to review and discuss the confidentiality policies (i.e., Standard Operating Procedures) with management.

For the purpose of understanding the key terms “*confidentiality and protection of privacy*”, the following describes these terms as it applies to the Ohio EAP employees:

***Confidentiality***

- Information concerning a participant’s status with the Ohio EAP may not be divulged without the express written consent of the participant or as governed by State Law (Ohio Revised Code 3701.041 and Federal Regulations (42 CFR Part 2).
- All records relating to substance abuse shall be handled confidentially.
- EAP staff members responding to inquiries regarding an individual’s former or current EAP status shall state that they can neither confirm nor deny an individual’s participation in the EAP without an EAP executed release.
- Also, the following transmittals of information are considered “confidential” and require written releases: (1) transmittals of information between EAP staff conducting EAP-related business; and (2) transmittals of information between UBH providers contracted by the State of Ohio, Department of Administrative Services (DAS) to provide counseling and assessment services for State of Ohio employees.

***Protection of Privacy***

- Ohio EAP staff shall collect only the information that is necessary for identification, or that is relevant to the services provided. All personal information is considered ***confidential*** and is not discussed or disclosed unless required by law (as in the suspicion of child abuse or duty to warn regarding persons at imminent risk of physical harm to themselves).
- All clinical files and data are the sole property of the Ohio EAP and shall be stored in a secure location or on a secure server.
- No client files or data are to be disclosed or released to anyone without consent from the client, an agreement of confidentiality (for staff and third party audits), or under court order.
- Ohio EAP staff must adhere to strictly enforced protocols for the protection of client privacy as a condition of employment.
- Ohio EAP staff must not allow others (i.e., non EAP staff, agency employees, family members) to enter the EAP secured office unless the person is there for the expressed purpose of conducting EAP business.

I have read and understand the terms “*confidentiality and protection of privacy*”, received a copy of the Standard Operating Procedures guidelines, and I agree to abide by this information while employed at the Ohio EAP. If my employment with the Ohio EAP should terminate, I will continue to abide by the confidentiality guidelines, as well as those of any professional licensing or credentialing bodies to which I may subscribe.

I understand that all personal and clinical information relating to clients must be treated as strictly confidential, and I agree to hold all such information in confidence.

I understand that, if at any time I violate or breach the confidentiality of any clinical or personal information that may be encountered during the course of my employment or volunteer activities I am subject to penalties under Ohio laws. In addition, any violation of confidentiality maybe considered a violation of the ODH Standards of Conduct Grid (Directive 31a) and may result in disciplinary action up to and including removal.

\_\_\_\_\_  
EAP Employee Signature Date

\_\_\_\_\_  
EAP Employee Name (Printed) Date

\_\_\_\_\_  
EAP Supervisor Signature Date

\_\_\_\_\_  
EAP Administrator Signature Date