

## REQUEST FOR PROPOSALS

RFP NUMBER: CSP905110  
INDEX NUMBER: BWC006  
UNSPSC CATEGORY: 80141600

The state of Ohio, through the Department of Administrative Services (DAS), Office of Procurement Services, on behalf of the Ohio Bureau of Workers' Compensation (BWC) is requesting proposals for the:

OHIO BUREAU OF WORKERS' COMPENSATION (BWC)  
PHARMACEUTICAL REBATE ADMINISTRATOR

RFP ISSUED: November 24, 2009  
INQUIRY PERIOD BEGINS: November 24, 2009  
INQUIRY PERIOD ENDS: December 4, 2009 at 8:00 a.m.  
PROPOSAL DUE DATE: December 14, 2009 by 1:00 p.m.

Proposals received after the due date and time will not be evaluated.

OPENING LOCATION: Department of Administrative Services  
Office of Procurement Services  
4200 Surface Road  
Columbus, OH 43228-1395

Offerors must note that all Proposals and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a Proposal or supporting materials because the State will have the right to use any materials or ideas submitted in any proposal without compensation to the Offeror. Additionally, all Proposals will be open to the public after the award of the Contract has been posted on the State Procurement Web site. Refer to the Ohio Administrative Code, Section 123:5-1-08 (E).

This RFP consists of five (5) parts and ten (10) attachments totaling fifty nine (59) consecutively numbered pages. Please verify that you have a complete copy.

## PART ONE: EXECUTIVE SUMMARY

**PURPOSE.** This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (the Revised Code) and Section 123:5-1-08 of the Ohio Administrative Code (the Administrative Code) through the Department of Administrative Services (DAS). The Ohio Bureau of Workers' Compensation (BWC) (the Agency), has asked the Office of Procurement Services to solicit competitive sealed proposals (Proposals) for a Pharmaceutical Rebate Administrator (the Work). This RFP is in response to that request. 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 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.

Once awarded, the term of the Contract will be from the award date through December 14, 2012, subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium.

Achieving the run-out collection of pharmaceutical rebates must be ongoing for all rebates with a bill pay date prior to the expiration of the pharmaceutical rebate services of this Contract. The rebate processing, and invoicing of administrative fees, must be completed no later three hundred sixty five (365) days after the completion of services of the Contract.

Any renewals will be by mutual agreement between the Contractor and the Department of Administrative Services for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed four (4) 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. The State may renew all or part of this Contract subject to the satisfactory performance of the Contractor and the needs of the agency.

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

Any failure to meet a deadline in the submission or evaluation phases and any objection to the dates for performance of the Project may result in the State refusing to consider the Proposal of the Offeror.

**OVERVIEW OF THE PROJECT'S SCOPE OF WORK.** The Scope of Work for the Project is provided in Attachment One: Part One of this RFP. Specific details with regard to Proposal format and content are contained in Attachment Two of this RFP. This section only gives a summary of that Work. If there is any inconsistency between this summary and the attachment's description of the Work, the attachment will govern.

The BWC's mission is to protect injured workers and employers from loss as a result of workplace accidents, and to enhance the general health and well-being of Ohioans and the Ohio economy. This RFP is issued with the intent of procuring a Contractor to provide Pharmaceutical Rebate Administrator services which will support these goals. DAS, on the behalf of BWC, intends to award a Contract to a Pharmaceutical Rebate Administrator to provide, at a minimum, the following services:

1. Rebates for all quantities of drugs that BWC has purchased.
2. Detailed reporting for reconciliation of rebate payments received.
3. Clinical support for the development of a formulary.

**BACKGROUND.** The Ohio Bureau of Workers' Compensation (BWC) is the agency of the state of Ohio responsible for the administration, establishment of premium rates and funding of workers' compensation insurance programs in Ohio. It is BWC's mission to provide a quality, customer-focused workers' compensation insurance system for Ohio's employers and employees.

Amended House Bill 107, passed in July of 1993, mandated the implementation of the Health Partnership Program (HPP), a managed care program for the delivery of health care services to injured workers of state fund employers. The HPP program, implemented in March 1997, authorized BWC to certify Managed Care Organizations (MCOs) to adjudicate medical bills and provide medical management of claims. BWC has contracted with a Pharmacy Benefit Manager (PBM) since 1997 to adjudicate and pay outpatient prescription bills as a result of workplace accidents.

BWC processes claims, pays compensation and medical benefits and underwrites workers' compensation coverage for employers doing business in Ohio. BWC also offers safety training and accident prevention programs to employers and sets policies for rehabilitation programs that promote optimal return to work for injured workers. BWC is the largest exclusive state fund system in the United States.

BWC exercises fiduciary authority with respect to the Ohio State Insurance Fund (OSIF). This fund is held for the benefit of the injured workers and employers of Ohio. All medical and disability benefits are paid from this fund with the exception of self-insured claims. Self-insuring employers have been granted the status of self-insurance by demonstrating the ability to meet certain obligations set forth in Ohio Revised Code §4123.35. Self-insuring employers administer their own workers' compensation claims and are monitored by BWC.

The following table includes statistics about BWC's Program and about BWC in general. The concept of "covered lives" does not apply to workers' compensation. As of October 24, 2008, BWC had approximately 1.35 million cases that were legally eligible for medical benefits. Of those, approximately 290,000 were considered active and were eligible for medical benefits without a special BWC review prior to the delivery of services to determine whether medical benefits requested are related to the workers' compensation claim. Even though that number is eligible, outpatient medication bills were paid for only approximately 81,000 claims and close to 79,000 unique individuals in fiscal year 2008. There are close to 690,000 claims that are covered by self-insuring employers or that have been disallowed, dismissed or settled. In these cases, the PBM houses records so that the pharmacy can be directed to bill either the employer or the injured worker (or their insurance carrier). Although the PBM is expected to house approximately 2 million eligibility records at start-up, it only expects to see payment in approximately 100,000 cases annually. Most of the statistics in the table are for fiscal year 2008 (July 1, 2007 - June 30, 2008).

BWC FISCAL YEAR 2008 STATISTICS – UNAUDITED	
OUTPATIENT MEDICATION PROGRAM	
Total Number of Pharmacy Bills Adjudicated & Paid:	1,820,173
Total Injured Workers Who Received Pharmacy Benefits:	
▪ Unique individuals	78,414
▪ Number of injuries	81,005
Total Dollars Paid:	\$ 128,272,705
Rebate Collection for Fourth Quarter- 4/1 – 6/30/08	\$ (Approx.) 1,500,000

GENERAL BWC STATISTICS	
State Fund Claims Filed:	
▪ Lost Time	18,738
▪ Medical Only	122,540
▪ Occupational Disease	1,685
▪ Death	236
▪ Disallowed or Dismissed	16,412
Total	159,611
Benefits Paid:	
▪ Compensation Paid	\$ 1,200,000,000
▪ Medical Paid	\$ 839,000,000
Total	\$ 2,039,000,000
Active Employers by Type:	
▪ Private	264,870
▪ Public (Local)	3,810
▪ Public (State)	125
▪ Black Lung	39
▪ Marine Industry Fund	92
▪ Self-Insuring	1,174
Total	270,110
Premium/Assessment Income:	
▪ Premium Income	\$ 2,100,000,000
Investments:	
▪ Net Investment Income	\$ 863,000,000
▪ Change in Fair Value	\$ (143,000,000)
Total	\$ 720,000,000
BWC Assets	\$ 22,300,000,000

For the purposes of understanding this RFP, "bill" refers to an outpatient medication invoice submitted to the PBM by a pharmacy; "claim" refers to an injury reported to BWC. BWC determines whether the claim is compensable under Ohio's workers' compensation law. The PBM determines whether a bill is payable based on BWC's eligibility and coverage rules. This terminology differs from health care insurance usage.

OBJECTIVES. The State has the following objectives that it wants this Work to fulfill, and it will be the Contractor's obligation to ensure that the personnel the Contractor provides are qualified to perform their portions of the Work.

BWC is seeking professional services to collect manufacturer rebates on behalf of BWC for pharmaceutical drugs dispensed to injured workers and paid for by the BWC. Administrative services are to include, but are not limited to, monthly billing, reconciliation, accounting and utilization reporting.

CALENDAR OF EVENTS. The schedule for the Project is given below, and is subject to change. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Web site question and answer area for this RFP. The Web site announcement will be followed by an addendum to this RFP, also available through the State Procurement Web site. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP addendum process. The State will make changes in the Project schedule after the Contract award through the change order provisions in the general terms and conditions of the Contract. It is each prospective Offeror's responsibility to check the Web site question and answer area for this RFP for current information regarding this RFP and its calendar of events through award of the Contract.

DATES:

Firm Dates

RFP Issued:	November 24, 2009
Inquiry Period Begins:	November 24, 2009
Inquiry Period Ends:	December 4, 2009 at 8:00 a.m.
Proposal Due Date:	December 14, 2009 at 1:00 p.m. *

Estimated Dates

Contract Award Notification:	Week of January 4, 2010
Work begins:	January 15, 2010

NOTE: These estimated dates are subject to change.

There are references in this RFP to the Proposal due date. Prospective Offerors must assume, unless it is clearly stated to the contrary, that any such reference means the date and time (Columbus, OH local time) that the Proposals are due.

\* Proposals received after 1:00 p.m. on the due date will not be evaluated.

PART TWO: STRUCTURE OF THIS RFP

ORGANIZATION. This RFP is organized into five (5) parts and ten (10) attachments as listed below.

PARTS.

Part One	Executive Summary
Part Two	Structure of this RFP
Part Three	General Instructions
Part Four	Evaluation of Proposals
Part Five	Award of the Contract

ATTACHMENTS.

Attachment One	Work Requirements and Special Provisions
Part One	Work Requirements
Part Two	Special Provisions
Attachment Two	Requirements for Proposals
Attachment Three	General Terms and Conditions
Part One	Performance and Payment
Part Two	Work and Contract Administration
Part Three	Ownership and Handling of Intellectual Property & Confidential Information
Part Four	Representations, Warranties and Liabilities
Part Five	Acceptance and Maintenance
Part Six	Construction
Part Seven	Law & Courts
Attachment Four	Contract
Attachment Five	Offeror Profile Data
Five-A	Offeror Profile Summary
Five-B	Offeror Profile Prior Project
Five-C	Offeror Profile Prior Project
Five-D	Offeror Profile Prior Project
Attachment Six	Offeror References Form
Attachment Seven	Offeror's Candidate Summary
Seven-A	Offeror's Candidate References
Seven-B	Offeror's Candidate Information
Seven-C	Offeror's Candidate Experience Requirement
Attachment Eight	Offeror Performance Form
Attachment Nine	Performance Standard and Guarantee
Attachment Ten	Rebate Amounts and Administrative Fee Summary

### PART THREE: GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about an RFP and how to respond to this RFP. All responses must be complete and in the prescribed format.

CONTACTS. The following office will represent the State:

Department of Administrative Services  
Office of Procurement Services  
4200 Surface Road  
Columbus, OH 43228-1395

During the performance of the Project, a State representative (the "Agency Project Representative") will represent the Agency and be the primary contact for matters relating to the Project. The Agency Project Representative will be designated in writing after the Contract award.

INQUIRIES. Offerors may make inquiries regarding this RFP any time during the inquiry period listed in the Calendar of Events. To make an inquiry, Offeror must use the following process:

1. Access the State Procurement Web site at <http://www.ohio.gov/procure>;
2. From the Navigation Bar on the left, select "Find It Fast";
3. Select "Doc/Bid/Schedule #" as the Type;
4. Enter the RFP Number found on Page 1 of the document (RFP Numbers begin with the letters "CSP");
5. Click the "Find It Fast" button;
6. On the document information page, click the "Submit Inquiry" button;
7. On the document inquiry page, complete the required "Personal Information" section by providing:
  - a. First and last name of the prospective Offeror's representative who is responsible for the inquiry,
  - b. Name of the prospective Offeror;
  - c. Representative's business phone number, and
  - d. Representative's e-mail address.
8. Type the inquiry in the space provided including:
  - a. A reference to the relevant part of this RFP;
  - b. The heading for the provision under question; and
  - c. The page number of the RFP where the provision can be found.
9. Click the "Submit" button.

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

Offerors may view inquiries and responses using the following process:

1. Access the State Procurement Web site at <http://www.ohio.gov/procure>;
2. From the Navigation Bar on the left, select "Find It Fast";
3. Select "Doc/Bid/Schedule #" as the Type;
4. Enter the RFP Number found on Page 1 of the document (RFP Numbers begin with the letters "CSP");
5. Click the "Find It Fast" button;
6. On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.

The State will try to respond to all inquiries within 48 hours of receipt, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

Offerors are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, not on details of any other potentially related contract or project. If Offerors ask questions about existing or past contracts using the Internet Q&A process, the State will use its discretion in deciding whether to provide answers as part of this RFP process.

The State is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions or deadlines.

**PROTESTS.** Any potential or actual vendor who objects to the award of a Contract resulting from the issuance of this RFP may file a protest of the award of the Contract, or any other matter relating to the process of soliciting the Proposals. Such protest must comply with the following information:

The protest must be filed by a prospective or actual bidder objecting to the award of a Contract resulting from the RFP. The protest must be in writing and contain the following information:

- a. The name, address, and telephone number of the protester;
  - b. The name and number of the RFP being protested;
  - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
  - d. A request for a ruling by DAS;
  - e. A statement as to the form of relief requested from DAS; and
  - f. Any other information the protester believes to be essential to the determination of the factual and legal questions at issue in the written request.
2. A timely protest will be considered by DAS, on behalf of the agency, if it is received by the DAS Office of Procurement Services (OPS) within the following periods:
    - a. A protest based on alleged improprieties in the issuance of the RFP, or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals, must be filed no later than five (5) business days prior to the proposal due date.
    - b. If the protest relates to the recommendation of the evaluation committee for an award of the Contract, the protest must be filed as soon as practicable after the Offeror is notified of the State's decision regarding the Offeror's proposal.
  3. An untimely protest may be considered by DAS at the discretion of DAS. An untimely protest is one received by the DAS OPS after the time periods set in paragraph 2 above. In addition to the information listed in paragraph 1, untimely protests must include an explanation of why the protest was not made within the required time frame.
  4. All protests must be filed at the following location:

Department of Administrative Services  
Office of Procurement Services  
4200 Surface Road  
Columbus, OH 43228-1395

This protest language only pertains to this RFP offering.

**ADDENDA TO THE RFP.** If the State decides to revise this RFP before the Proposal due date, addenda will be announced on the State Procurement Web site.

Offerors may view addenda using the following process:

1. Access the State Procurement Web site at <http://www.ohio.gov/procure>;
2. From the Navigation Bar on the left, select "Find It Fast";
3. Select "Doc/Bid/Schedule #" as the Type;
4. Enter the RFP Number found on Page 1 of the document (RFP Numbers begin with the letters "CSP");
5. Click the "Find It Fast" button;
6. On the document information page, click on the addendum number to display the addendum.

When an addendum to this RFP is necessary, the State may extend the Proposal due date through an announcement on State Procurement Web site. Addendum announcements may be provided any time before 5:00 p.m. on the day before the proposal is due. It is the responsibility of each prospective Offeror to check for announcements and other current information regarding the RFP.

After the submission of Proposals, addenda will be distributed only to those Offerors whose submissions are under active consideration. When the State makes an addendum to the RFP after Proposals have been submitted, the State will permit Offerors to withdraw their Proposals. This withdrawal option will allow any Offeror to remove its Proposal from active consideration should the Offeror feel that the addendum changes the nature of the transaction so much that the Offeror's Proposal is no longer in its interests. Alternatively, the State may allow Offerors that have Proposals under active consideration to modify their Proposals in response to the addendum, as described below.

If, however, the State makes an addendum after the Proposal due date, the State will tell all Offerors whose Proposals are under active consideration whether they have the option to modify their Proposals in response to the addendum. Any time the State amends the RFP after the Proposal due date, an Offeror will have the option to withdraw its Proposal even if the State permits modifications to the Proposals. If the Offerors are allowed to modify their Proposals, the State may limit the nature and scope of the modifications. Unless otherwise stated in the State's notice, modifications and withdrawals must be made in writing and must be submitted within 10 business days after the addendum is issued. If this RFP provides for a negotiation phase, this procedure will not apply to changes negotiated during that phase. Withdrawals and modifications must be made in writing and submitted to the State at the address and in the same manner required for the submission of the original Proposals. Any modification that is broader in scope than the State has authorized may be rejected and treated as a withdrawal of the Offeror's Proposal.

**PROPOSAL SUBMITTAL.** Each Offeror must submit a Technical Proposal and a Cost Proposal as part of its Proposal package. The Proposal package consisting of both the Technical Proposal and the Cost Proposal must be submitted in a sealed envelope. Each Offeror must submit one (1) complete, signed original in blue ink and seven (7) copies for a total of seven (8) copies in individual sealed envelopes and each Proposal must be clearly marked "RFP# CSP905110, Pharmaceutical Rebate Administrator" on the outside of each envelope.

The Offeror must also submit, in the sealed package, a copy of the Proposals on CD-ROM in Microsoft Office (Word, Excel, or Project) 2000 or higher, format and/or PDF format as appropriate. In the event there is a discrepancy between the hard copy and the electronic copy, the hard copy will be the official Proposal.

Proposals are due no later than the proposal due date, at 1:00 p.m. Proposals submitted by e-mail or fax are not acceptable and will not be considered. Proposals must be submitted to:

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

The State will reject any Proposals or unsolicited Proposal addenda that are received after the deadline. An Offeror that mails its Proposal must allow for adequate mailing time to ensure its timely receipt. The State recommends that Offeror's submit proposals early as possible. The Proposals received prior to the deadline are stored unopened in a secured area until 1:00 p.m. of the due date. The Offerors must also allow for potential delays due to increased security. The State will reject late proposals regardless of the cause of the delay.

Each Offeror must carefully review the contents of its Proposal for conformity to the requirements of this RFP. Once opened, Proposals cannot be altered, except as allowed by this RFP.

By submitting a Proposal, the Offeror acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. The State is not responsible for the accuracy of any information regarding this RFP that was gathered through a source different from the inquiry process described in the RFP.

Ohio Revised Code Section 9.24 prohibits the State from awarding a Contract to any Offeror(s) against whom the Auditor of State has issued a finding for recovery if the finding for recovery is "unresolved" at the time of award. By submitting a proposal, the Offeror warrants that it is not now, and will not become subject to an "unresolved" finding for recovery under Section 9.24, prior to the award of a Contract arising out of this RFP, without notifying DAS of such finding. Ohio Revised Code Section 9.231 applies to this Contract.

The State may reject any Proposal if the Offeror takes exception to the terms and conditions of this RFP, fails to comply with the procedure for participating in the RFP process, or the Offeror's Proposal fails to meet any requirement of this RFP. Any question asked during the inquiry period will not be viewed as an exception to the Terms and Conditions.

**CONFIDENTIAL INFORMATION.** The Department of Administrative Services (DAS) procures goods and services through a Request for Proposal (RFP), in a transparent manner. As such, 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. Further, the DAS will open for public inspection all proposals provided to the DAS in response to this RFP. Therefore, an Offeror should not provide DAS with any information that the Offeror wishes the DAS not to provide to the public pursuant to a public request for such information. (Note: DAS will attempt to redact ancillary personal information such as social security and Tax Identification Numbers from public inspection). Additionally, the Offeror must understand that all Proposals and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a Proposal or supporting materials because the State will have the right to use any materials or ideas submitted in any Proposal without compensation to the Offeror.

However, if the Offeror chooses to include information it deems proprietary or trade secret information, the Offeror may designate such information as confidential and request that such information not be considered as public records and open for inspection. DAS shall review such requests provided the following:

1. The Offeror provides both an electronic copy and paper (hard) copies of the Proposal;
2. The Offeror clearly designates such information as confidential, proprietary, or trade secret, as appropriate at the time of Proposal submission;
3. The Offeror submits the designated material in a sealed container clearly marked "Confidential" and such material is readily separable from the Proposal; and
4. The Offeror redacts such information from the electronic copy of the Proposal.

DAS will review such information to determine whether the material is of such nature that confidentiality is warranted.

The decision as to whether such confidentiality is appropriate rests solely with DAS. If DAS determines that the information marked as confidential, trade secret, or proprietary, is not ancillary to the Proposal and that DAS needs such information in the evaluation of the proposal or that the information does not meet a statutory exception to disclosure, DAS will make the information available to the public. DAS will inform the Offeror, in writing, of the information DAS does not consider confidential for purposes of public disclosure.

Upon receipt of DAS' determination that all or some portion of the Offeror's designated information is not confidential, the Offeror may exercise the following options:

1. Withdraw the Offeror's entire Proposal;
2. Request that DAS evaluate the Proposal without certain information DAS deemed "public" (DAS will return such information to the Offeror); or
3. Withdraw the designation of confidentiality, trade secret, or proprietary information for such information and request DAS review the Proposal in its entirety.

Finally, if information submitted in the Proposal is not marked as "Confidential", it will be determined that the Offeror waived any right to assert such confidentiality.

The State will retain all Proposals, or a copy of them, as part of the Contract file for at least ten (10) years. After the retention period, the State may return, destroy, or otherwise dispose of the Proposals or the copies.

**WAIVER OF DEFECTS.** The State may waive any defects in any Proposal or in the submission process followed by an Offeror. The State will only do so if it believes that it is in the State's interests and will not cause any material unfairness to other Offerors.

**MULTIPLE OR ALTERNATE PROPOSALS.** The State accepts multiple Proposals from a single Offeror, but the State requires each such Proposal to be submitted separately from every other Proposal the Offeror makes. Additionally, the Offeror must treat every Proposal submitted as a separate and distinct submission and include in each Proposal all materials, information, documentation and other items this RFP requires for a Proposal to be complete and acceptable. No alternate Proposal may incorporate materials by reference from another Proposal made by the Offeror or refer to another Proposal. The State will judge each alternate Proposal on its own merit.

ADDENDA TO PROPOSALS. Addenda or withdrawals of Proposals will be allowed only if the addendum or withdrawal is received before the Proposal due date. No addenda or withdrawals will be permitted after the due date, except as authorized by this RFP.

PROPOSAL INSTRUCTIONS. Each Proposal must be organized in an indexed binder with its contents ordered in the same manner as the response items are ordered in the applicable attachment(s) to this RFP.

The State wants clear and concise Proposals. Offerors should, however, take care to completely answer questions and meet the RFP's requirements thoroughly. All Offerors, including current contract holders, if applicable, must provide detailed and complete responses as Proposal evaluations, and subsequent scores, are based solely on the content of the Proposal. No assumptions will be made or values assigned for the competency of the Offeror whether or not the Offeror is a current or previous contract holder.

The requirements for the Proposal's contents and formatting are contained in an attachment to this RFP.

The State will not be liable for any costs incurred by an Offeror in responding to this RFP, regardless of whether the State awards the Contract through this process, decides not to go forward with the Project, cancels this RFP for any reason, or contracts for the Project through some other process or by issuing another RFP.

## PART FOUR: EVALUATION OF PROPOSALS

DISCLOSURE OF PROPOSAL CONTENTS. The State will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, the State will seek to keep the contents of all Proposals confidential until the Contract is awarded. The State will prepare a registry of Proposals containing the name and address of each Offeror. That registry will be open for public inspection after the Proposals are opened.

REJECTION OF PROPOSALS. The State may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, or that the State believes is excessive in price or otherwise not in its interests to consider or to accept. In addition, the State may cancel this RFP, reject all the Proposals, and seek to do the Project through a new RFP or other means.

EVALUATION OF PROPOSALS GENERALLY. The evaluation process may consist of up to four distinct phases:

1. The procurement representative's initial review of all Proposals for defects;
2. The State's evaluation of the Proposals;
3. Request for more information (interviews, presentations, and/or demonstrations); and
4. Negotiations.

The State may decide whether phases three and four are necessary. The State has the right to eliminate or add phases three or four at any time in the evaluation process. The State also may add or remove sub-phases to phases 2 through 4 at anytime if the State believes doing so will improve the evaluation process.

REFERENCE CHECKS. The State may conduct reference checks to verify and validate the Offeror's or proposed candidates past performance. Reference checks indicating poor or failed performance by the Offeror or proposed candidate may be cause for rejection of the proposal. In addition, failure to provide requested reference contact information may result in the State not including the reference experience in the evaluation process.

The reference evaluation will measure the criteria contained in this part of the RFP as it relates to the Offeror's previous contract performance including but not limited to its performance with other local, state and federal entities. The State reserves the right to check references other than those provided in the Offeror's Proposal. The State may obtain information relevant to criteria in this part of the RFP, which is deemed critical to not only the successful operation and management of the Project, but also the working relationship between the State and the Offeror.

To maintain fairness in the evaluation process, all information sought by the State will be obtained in a manner such that no Offeror is provided an unfair competitive advantage.

INITIAL REVIEW. The procurement representative will review all Proposals for their format and completeness. The procurement representative normally rejects any incomplete or incorrectly formatted Proposal, though he or she may waive any defects or allow an Offeror to submit a correction.

If the Auditor of State does not certify a proposal due to lateness, the procurement representative will not open it or evaluate it for format or completeness.

The procurement representative will forward all timely, complete, and properly formatted Proposals to an evaluation committee, which the procurement representative will chair.

COMMITTEE REVIEW OF THE PROPOSALS. The evaluation committee will evaluate each Proposal that the procurement representative has determined is timely, complete and properly formatted. The evaluation will be according to the criteria contained in this Part of the RFP. An attachment to this RFP may further refine these criteria, and the committee has a right to break these criteria into components and weight any components of a criterion according to their perceived importance.

The committee may also have the Proposals or portions of them reviewed and evaluated by independent third parties or various State personnel with technical or professional experience that relates to the Work or to a criterion in the evaluation process. The committee may also seek reviews of end users of the Work or the advice or evaluations of various State committees that have subject matter expertise or an interest in the Work. In seeking such reviews, evaluations, and advice, the committee will first decide how to incorporate the results in the scoring of the Proposals. The State may adopt or reject any recommendations it receives from such reviews and evaluations.

The evaluation will result in a point total being calculated for each Proposal. At the sole discretion of the State, any Proposal,

in which the Offeror received a significant number of zeros for sections in the technical portions of the evaluation, may be rejected. Those Offerors submitting the highest-rated Proposals may be scheduled for the next phase. The number of Proposals forwarded to the next phase will be within the committee's discretion, but regardless of the number of Proposals selected for the next phase, they will always be the highest rated Proposals from this phase.

At any time during this phase, the committee may ask an Offeror to correct, revise, or clarify any portions of its Proposal. The evaluation committee will document any major decisions in writing and make these a part of the Contract file along with the evaluation results for each Proposal considered.

**PROPOSAL EVALUATION CRITERIA.** In the proposal evaluation phase, the committee will rate the Proposals submitted in response to this RFP based on the following criteria and weight assigned to each criterion. If the Offeror meets the mandatory requirements in the First Table, the Offeror's Proposal will be included in the next part of this evaluation phase in the Second Table.

In the event of a case where no Proposal meets all the mandatory requirements, it may be that an upper ranking Proposal contains a failure to meet a mandatory requirement that the committee believes is critical to the success of the RFP's objectives. When this is so, the committee may reject that Proposal and consider lower ranking Proposals. Before doing so, the State must notify the Offeror of the situation and give the Offeror an opportunity to cure the critical mandatory requirement.

If the Offeror cures its failure to meet a critical mandatory requirement, its Proposal will continue to be considered. If the Offeror is unwilling or unable to cure the failure, its Proposal may be rejected. The committee then may continue to consider the other remaining Proposals including, if the committee so chooses, proposals that ranked lower than the rejected Proposal.

**FIRST TABLE – MANDATORY REQUIREMENTS**

MANDATORY OFFEROR REQUIREMENTS	ACCEPT	REJECT
The Offeror shall demonstrate it has successfully implemented and managed the administration of pharmacy rebate programs for a minimum of three (3) accounts		
The Offeror must demonstrate a minimum of three (3) references, with supporting documentation, substantiating the Offeror has experience in pharmacy rebate administration similar to this Project.		
The Offeror must submit with its Proposal its last three (3) audited annual financial statements prepared in accordance with Generally Accepted Accounting Principles (GAAP).		

The scale below (0-5) will be used to rate each proposal on the technical criteria listed in Second Table.

DOES NOT MEET 0 POINTS	WEAK 1 POINT	MODERATE 2 POINTS	MEETS 3 POINTS	STRONG 4 POINTS	GREATLY EXCEEDS 5 POINTS
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The Evaluation Committee will rank the Proposals by multiplying the score received in each category by its assigned weight and add all categories together to calculate the Offeror's total technical score. Representative numerical values are defined as follows:

Does Not Meet (0) – Proposal does not comply substantially with requirements.

Weak (1) – Response was poor related to meeting the objectives.

Moderate (2) - Proposal meets most requirements, and any weaknesses or deviations from requirements are minor, acceptable and may be readily corrected or minimized in terms of material impact.

Meets (3) – Proposal generally meets the objectives (or expectations).

Strong (4) – Proposal exceeds objectives (or expectations) in ways that are beneficial to the State and meets objectives (or expectations) and contains at least one enhancing feature that provides some benefit to the State. Weaknesses are minor and are more than offset by the enhancing feature.

Greatly Exceeds (5) – Proposal 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.

TECHNICAL REQUIREMENTS, EVALUATION, AND SCORING. Each Proposal will be scored and numerical technical point values will be assigned according to the criteria listed in the Second Table.

SECOND TABLE – TECHNICAL CRITERION, SCORING AND WEIGHTS

TECHNICAL CRITERION	WEIGHT	RATING (0 -5)	LINE SCORE
The Offeror must provide documentation that demonstrates five (5) years of experience in implementation and management of pharmaceutical rebate administration programs. (Attachments Five A, B, C & D).	15		
The Offeror must submit with its Proposal its last three (3) audited annual financial statements prepared in accordance with Generally Accepted Accounting Principles (GAAP).	5		
The Offeror documents, a minimum of three (3) previous references for Projects performed within the last five (5) years and provides details of the similarities (Attachment Six)	15		
<p>The Offeror must demonstrate sufficient staffing and experience to administer this program for BWC.</p> <p>The Offeror must provide its primary rebate administrator contact who will be responsible for administering this Project. The Offeror must clearly demonstrate how this person has the necessary experience in the administration and management of Pharmacy Rebate programs.</p> <p>The Offeror must also submit a list of the key qualified personnel, which will be involved in the Work and demonstrate they are well-qualified for their assignments. The Offeror must identify the amount of time the Project Manager and key staff personnel will be expected to spend on this project.</p> <p>The key staff personnel must have specific experience in projects and circumstances of a similar nature. The Offeror is to complete Attachment Seven (A) (B) (C) for the candidate and attach their resume to the response to include curriculum vitae and their responsibility to the Work.</p>	25		
<p>The Offeror must:</p> <p>a. Clearly explain in the Work Plan how it will accomplish the Scope of Work incorporating all of the deliverables including a complete and clear plan of its ability to successfully administer a pharmaceutical rebate program.</p> <p>b. Include an estimated Project Timeline for a typical calendar quarter of collections.</p> <p>c. Demonstrate and explain a sound and thorough grasp of the intentions, realities, and dynamics of the state of Ohio BWCs pharmaceutical rebate program.</p> <p>d. Include any anticipated difficulties in performing the specified Project requirements and proposed solutions to those difficulties.</p>	25		

TECHNICAL CRITERION		WEIGHT	RATING (0 -5)	LINE SCORE
The Offeror must:				
a. Provide reporting examples which include, but not limited to, how money received reconciles with drug files provided.				
b. Provide copies of the reports it proposes to use for this project as pharmacy rebate administrator.		15		
Offeror's Total Technical Proposal Score				
Net Rebate Amount (Attachment Ten)	(Maximum possible score is 500 points)			
Offeror's Total Score				

**REBATE AMOUNTS AND ADMINISTRATIVE FEE SUMMARY (NET REBATE AMOUNT).** The Offeror's Rebate Amounts and Administrative Fee Summary (Net Rebate Amount), Attachment Ten, will be calculated using the following formula:

Net Rebate Amount = (Offeror's Net Rebate Amount (rebate amounts less administrative fee percentage dollar amount) / highest Offeror's Net Rebate Amount (rebate amounts less administrative fee percentage dollar amount)) x 500 Possible Net Rebate Amount (rebate amounts less administrative fee percentage dollar amount).

The number of points assigned to the cost evaluation will be prorated, with the highest accepted Net Rebate Amount offered given the maximum number of points possible for this criterion. The highest accepted Net Rebate Amount Points will result in the highest total rebate amount returnable to BWC, after the Offeror's administrative fee has been deducted, for drugs dispensed to injured workers. Other acceptable Net Rebate Amount proposals will be scored as the ratio of the proposal being scored to the highest Net Rebate Amount proposal, multiplied by the maximum number of points possible for this criterion.

No cost points will be given to any Offeror that does not complete the Excel file in the format provided as a Web-link on Attachment Ten.

**TOTAL POINTS.** The Offeror with the highest point total from all phases of evaluation (Technical Merit Points + Net Rebate Amount Points) will be recommended for the next phase of the evaluation. If the committee finds that one or more Proposals should be given further consideration, the committee may select one or more of the highest scoring Proposals to move to the next phase. The committee may alternatively choose to bypass any or all subsequent phases and make an award based solely on the evaluation phase.

The maximum values for technical and cost points are listed in Third Table.

**THIRD TABLE – COMBINED POSSIBLE POINTS BASED ON A GREATLY EXCEEDS TECHNICAL SCORE**

CRITERIA	TOTAL POSSIBLE POINTS	OFFEROR'S ACTUAL POINTS
TECHNICAL REQUIREMENTS	500	
NET REBATE AMOUNT	500	
TOTAL	1,000	

The evaluation committee will rank the Proposals by multiplying the score received in each section by its assigned weight and adding all categories together for the Offeror's total technical score.

This RFP 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 may 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 the State received. It is not a basis for determining the importance of meeting any requirement to participate in the Proposal process.

If the State does not receive any Proposals that meet all the mandatory requirements, the State may cancel this RFP. Alternatively, if the committee believes it is in the State's interest, the State may evaluate the Proposals despite their failure to meet all the mandatory requirements. In doing this, the State may consider one or more of the highest-ranking Proposals. The State may not consider any lower-ranking Proposals unless all Proposals ranked above it are also considered, except as provided below.

FINANCIAL ABILITY. Part of the Proposal evaluation criteria is the qualifications of the Offeror which include, as a component, the Offeror's financial ability to perform the Contract. This RFP may expressly require the submission of financial statements from all Offerors in the Proposal contents attachment. If the Proposal does not make this an expressed requirement, the State may still insist that an Offeror submit reviewed or audited financial statements for up to the past three (3) years if the State is concerned that an Offeror may not have the financial ability to carry out the Contract.

In evaluating an Offeror's financial ability, the weight the State assigns, if any, to that financial ability will depend on whether the Offeror's financial position is adequate or inadequate. That is, if the Offeror's financial ability is adequate, the value assigned to the Offeror's relative financial ability in relation to other Offerors may or may not be significant, depending on the nature of the Work. If the State believes the Offeror's financial ability is not adequate, the State may reject the Proposal despite its other merits.

DETERMINATION OF RESPONSIBILITY. The State may review the highest-ranking Offeror or its key team members to ensure that the Offeror is responsible. The Contract may not be awarded to an Offeror that is determined not to be responsible. The State's determination of an Offeror's responsibility may include, but is not limited to, the following factors: the experience of the Offeror and its key team members; past conduct on previous contracts; past performance on previous contracts; ability to execute this contract properly; and management skill. The State will make such determination of responsibility based on the Offeror's Proposal, reference evaluations and any other information the State requests or determines to be relevant.

CLARIFICATIONS AND CORRECTIONS. During the evaluation process, the State may request clarifications from any Offeror under active consideration and may give any Offeror the opportunity to correct defects in its Proposal if the State believes doing so does not result in an unfair advantage for the Offeror and it is in the State's interests. Any clarification response that is broader in scope than what the State has requested may result in the Offeror's proposal being disqualified.

INTERVIEWS, DEMONSTRATIONS, AND PRESENTATIONS. The State may require top Offerors to be interviewed. Such presentations, demonstrations, and interviews will provide the Offeror with an opportunity to clarify its Proposal and to ensure a mutual understanding of the Proposal's content. This will also allow the State an opportunity to test or probe the professionalism, qualifications skills and work knowledge of the proposed candidates. The presentations, demonstrations, and interviews will be scheduled at the convenience and discretion of the State. The State may record any presentations, demonstrations, and interviews.

The State normally will not rank interviews, demonstrations, and presentations. Rather, the State may decide to revise its existing proposal evaluations based on the interviews, demonstrations, and/or presentations.

CONTRACT NEGOTIATIONS. The final phase of the evaluation process may be contract negotiations. Negotiations will be scheduled at the convenience of the State. The selected Offeror(s) must negotiate in good faith.

Negotiations may be conducted with any Offeror who submits a competitive Proposal, but the State may limit discussions to specific aspects of the RFP. Any clarifications, corrections, or negotiated revisions that may occur during the negotiations phase will be reduced to writing and incorporated in the RFP or the Offeror's Proposal, as appropriate. Any Offeror whose response continues to be competitive will be accorded fair and equal treatment with respect to any clarification, correction, or revision of the RFP and will be given the opportunity to negotiate revisions to its Proposal based on the amended RFP. Should the evaluation process have resulted in a top-ranked Proposal, the State may limit negotiations to only that Offeror and not hold negotiations with any lower-ranking Offeror. If negotiations are unsuccessful with the top-ranked Offeror, the State may then go down the line of remaining Offerors, according to rank, and negotiate with the next highest-ranking Offeror. Lower-ranking Offerors do not have a right to participate in negotiations conducted in such a manner.

If the State decides to negotiate with all the remaining Offerors, or decides that negotiations with the top-ranked Offeror are not satisfactory and negotiates with one or more of the lower-ranking Offerors, the State will then determine if an adjustment in the ranking of the remaining Offerors is appropriate based on the negotiations. The Contract award, if any, will then be based on the final ranking of Offerors, as adjusted.

Auction techniques that reveal one Offeror's price to another or disclose any other material information derived from competing Proposals are prohibited. Any oral modification of a Proposal will be reduced to writing by the Offeror as described below.

Following negotiations, the State may set a date and time for the submission of best and final Proposals by the remaining Offeror(s) with which the State conducted negotiations. If negotiations were limited and all changes were reduced to signed writings during negotiations, the State need not require the submissions of best and final Proposals.

If best and final Proposals are required, they may be submitted only once; unless the State makes a written determination that it is in the State's interest to conduct additional negotiations. In such cases, the State may require another submission of best and final Proposals. Otherwise, discussion of or changes in the best and final Proposals will not be allowed. If an Offeror does not submit a best and final Proposal, the Offeror's previous Proposal will be considered the Offeror's best and final Proposal.

It is entirely within the discretion of the State whether to permit negotiations. An Offeror must not submit a Proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal. The State is free to limit negotiations to particular aspects of any Proposal, to limit the Offerors with whom the State wants to negotiate, or to dispense with negotiations entirely.

The State generally will not rank negotiations. The negotiations will normally be held to correct deficiencies in the preferred Offeror's Proposal. If negotiations fail with the preferred Offeror, the State may negotiate with the next Offeror in ranking. Alternatively, the State may decide that it is in the interests of the State to negotiate with all the remaining Offerors to determine if negotiations lead to an adjustment in the ranking of the remaining Offerors.

From the opening of the Proposals to the award of the Contract, everyone working on behalf of the State to evaluate the Proposals will seek to limit access to information contained in the Proposals solely to those people with a need to know the information. They will also seek to keep this information away from other Offerors, and the evaluation committee will not be allowed to tell one Offeror about the contents of another Offeror's Proposal in order to gain a negotiating advantage.

Before the award of the Contract or cancellation of the RFP, any Offeror that seeks to gain access to the contents of another Offeror's Proposal may be disqualified from further consideration.

Negotiated changes will be reduced to writing and become a part of the Contract file open to inspection to the public. The written changes will be drafted and signed by the Contractor and submitted to the State within five business days. If the State accepts the change, the State will give the Offeror written notice of the State's acceptance. The negotiated changes to the successful offer will become a part of the Contract.

**FAILURE TO NEGOTIATE.** If an Offeror fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the State may terminate negotiations with that Offeror and collect on the Offeror's bid bond, if a bid bond was required in order to respond to this RFP.

PART FIVE: AWARD OF THE CONTRACT

CONTRACT AWARD. The State plans to award the Contract based on the schedule in the RFP, if the State decides the Project is in its best interests and has not changed the award date.

The signature page for the Contract is included as Attachment Four of this RFP. In order for an Offeror's Proposal to remain under active consideration, the Offeror must sign, the two (2) copies enclosed, in blue ink and return the signed Contracts to the State with its response. Submittal of a signed Contract does not imply that an Offeror will be awarded the Contract. In awarding the Contract, the State will issue an award letter to the selected Contractor. The Contract will not be binding on the State until the State's duly authorized representative signs both copies and returns one (1) to the Contractor, the State issues a purchase order, and all other prerequisites identified in the Contract have occurred.

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

CONTRACT. If this RFP results in a Contract award, the Contract will consist of this RFP including all attachments, 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 change orders issued under the Contract. The form of the Contract is attached as a one-page attachment to this RFP, but it incorporates all the documents identified above. The general terms and conditions for the Contract are contained in Attachment Three of this RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This RFP, as amended;
2. The documents and materials incorporated by reference in the RFP;
3. The Contractor's proposal, as amended, clarified, and accepted by the State; and
4. The documents and materials incorporated by reference in the Contractor's Proposal.

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

ATTACHMENT ONE: WORK REQUIREMENTS AND SPECIAL PROVISIONS  
PART ONE: WORK REQUIREMENTS

This attachment describes the Project and what the Contractor must do to complete the Project satisfactorily. It also describes what the Contractor must deliver as part of the completed Project (the "Deliverables"), and it gives a detailed description and recommendation of the Project's schedule.

The Contractor shall undertake the work and activities enumerated, defined, and described as follows:

BWC shall provide the Contractor data for pharmacy bills that have been paid by BWC for dates of service during the Contract on a monthly basis. The data provided by BWC under shall include sufficient and timely information in order for the Contractor to acquire manufacturer rebates from the respective manufacturers of the drugs identified in those bills. Contractor shall utilize the data provided to collect all available rebates from the manufacturers of the drugs identified in the bills identified and aggregate the rebates for BWC.

As requested, the Contractor will advise BWC on the development of a custom formulary to maximize rebates and to minimize BWC's overall expenditures.

I. DEFINITIONS.

- A. Agency. The Ohio Bureau of Workers' Compensation (BWC).
- B. AWP. The average wholesale price of the covered drug based on its 11 digit National Drug Code (NDC), as supplied by First Data Bank, used by the PBM when determining the amount reimbursed to the pharmacy. The applicable AWP will be determined by the date of service.
- C. Bill. An outpatient medication invoice submitted to the Pharmaceutical Rebate Administrator by BWC.
- D. Brand Name Drugs. Drugs that are marketed under a specific trade name by a pharmaceutical manufacturer.
- E. Business Days. All days except Saturdays, Sundays, and state holidays. All references to "day(s)" are to calendar days unless "business day" is specified.
- F. Calendar Year. January 1 through December 31 of the respective year.
- G. Claim. A work-related illness or injury reported to BWC.
- H. Contract Administrator. The BWC representative responsible for Contract administration.
- I. Contract Quarter. The full three (3) month period commencing on December 15 and each full consecutive three (3) month period thereafter, March 15, June 15, September 15, that this Contract remains in effect.
- J. Contract Year. The full twelve (12) month period commencing on December 15 and each full consecutive twelve (12) month period thereafter that this Contract remains in effect.
- K. FTP. File transfer protocol.
- L. National Council for Prescription Drug Programs, Inc., (NCPDP). Is a not-for-profit ANSI-Accredited Standards Development Organization consisting of over 1,500 members representing virtually every sector of the pharmacy service industry.
- M. Project Manager. The Contractor's Primary Rebate Program Contact that will be responsible for the administration and management of the Project.

N. Receipt Date. The date on which the Pharmaceutical Rebate Administrator receives any documents or information necessary for the Pharmaceutical Rebate Administrator to carry out its contractual obligations. The Pharmaceutical Rebate Administrator shall be deemed to have received documents or information according to the following schedule:

1. Fax Receipt Date – The date printed at the top of the incoming fax by the Pharmaceutical Rebate Administrator's receiving fax machine (including subcontractor(s) where such subcontractor(s) initially receive the incoming fax document or information). The Pharmaceutical Rebate Administrator (and its applicable subcontractor(s) is required to use fax machine(s) with date/time indicators (showing either a.m./p.m. or military time) and to leave the date/time indicators on at all times.
2. Hard Copy Receipt Date – The date the first Pharmaceutical Rebate Administrator employee, or the first Pharmaceutical Rebate Administrator directed personnel (including subcontractor(s) where such subcontractor(s) has the initial contact with the hard copy document or information), touches the hard copy document or information for the first time.
3. Electronic Data (EDI or E-Mail) Receipt Date – The date the electronic data is received by the Pharmaceutical Rebate Administrator (including subcontractor(s) where such subcontractor(s) initially receive the electronic data or information).
4. Internet Data Receipt Date – The date the internet data is retrieved from the BWC's World Wide Web site [www.ohioobwc.com](http://www.ohioobwc.com) or BWC's contracted Pharmacy Benefits Manager, by the Pharmaceutical Rebate Administrator, or, if the Pharmaceutical Rebate Administrator retrieves electronic data and/or documents from its subcontractor(s) via the internet (including but not limited to electronic bills and/or documents), the date the subcontractor(s) initially received the electronic data, information or documents.
5. Telephone Call Receipt Date – The date the telephone call is received by the Pharmaceutical Rebate Administrator or a message is left on the Pharmaceutical Rebate Administrator's answering machine(s) (including calls or messages received by answering services of subcontractor(s) where such answering services, contractors or subcontractor(s) initially receive the call or message on behalf of the Pharmaceutical Rebate Administrator).

II. SCOPE OF WORK AND DELIVERABLES. In order to attain the objectives as outlined previously, the following minimum tasks will be accomplished by the Contractor.

- A. Scope of Work and Deliverables. The Contractor shall undertake the work and activities enumerated, defined, and described as follows:
1. Secure for BWC all pharmaceutical manufacturer rebates from the respective manufacturers of the drugs identified in bills provided by the BWC for service bill pay dates during the term of contract.
  2. The base rebate collection period for paid bills will be from December 15, 2009 thru December 14, 2012.
  3. Utilize the data provided to collect all available rebates from the manufacturers of the drugs identified in the bills identified and aggregate the rebates for the BWC.
  4. Must forward the appropriate negotiated percentage of manufacturer rebates to BWC based on actual drug utilization provided.
  5. Contractor shall provide rebate reports containing, but not limited to, the following fields:
    - a. NDC Number
    - b. Description – Drug description
    - c. Claims Submitted – Rebatable claims received from the PBM file
    - d. Quantity Submitted – Rebatable quantity associated with rebatable claims' received from the PBM file
    - e. Claims Accepted – Rebatable claims accepted to submit for rebates on behalf of BWC

- f. Quantity Accepted - Rebateable quantity associated with rebateable claims accepted from the file received from the PBM
  - g. Rebate Amount – Total rebate amount received for all claims / quantities accepted
5. Forward to BWC all rebate monies collected as described in Attachment One: Work Requirements and Special Provision; Part Two: Special Provisions, within thirty (30) calendar days of Contractor's receipt of all rebate monies from the drug manufacturers.
  6. Advise the amount of rebates available for reimbursement for all new pharmaceuticals as they become available for use.
  7. Advise BWC staff of pharmaceutical manufacturers that at any time do not have contracts in place for rebates with the Contractor.
  8. Provide written documentation showing the anticipated effect on the rebate if BWC considers a formulary change.
  9. Upon request of BWC, the Contractor shall contribute to the development of custom formulary to enhance the BWC pharmacy program.
  10. Must monitor and advise BWC, in advance, of upcoming patent expiration dates for brand rebate pharmaceuticals.
  11. Upon request of BWC, contractor shall utilize BWC's secure Portal site to retrieve paid bill data file extracts and/or to post required reports. Contractor will be required to establish the means to exchange reports and files electronically through a secure and encrypted FTP or Portal site if needed.
  12. Contractor agrees to accept BWC's PBM standard format for bill data file extracts. To review a copy of the BWC data file formats see the following Web-link:  
  
[http://procure.ohio.gov/pdf/BWC006\\_Data\\_File\\_Extracts.pdf](http://procure.ohio.gov/pdf/BWC006_Data_File_Extracts.pdf)
  13. Submit to the BWC reports, accompanying the rebate checks, containing a full accounting of the rebates collected by Contractor. Contractor shall also supply an electronic copy of the report to the BWC, in a format to be specified by the BWC.
  14. The Offeror must agree to be bound to the Performance Standards and Guarantees in Attachment Nine.
  15. The run-out period for pharmaceutical rebates and administrative fees will cover rebate amounts established prior to the final bill pay date of the Contract but which were unable to be processed and paid to BWC prior to the expiration of the Contract. The Contractor shall be responsible for providing ongoing collection of BWC's pharmaceutical rebates and invoice its administrative fees for a period not to exceed three hundred sixty five (365) days from the expiration date of the Contract. During the run-out period the Contractor will not process any rebates beyond the contractual last bill pay date of its Contract.
  16. Data transfers: The Offeror will be expected to utilize the BWC secured Portal for data file and report transfers. Upon request, the Offeror will be able to provide a secure encrypted FTP or Portal site as or if needed. Each Offeror should provide technical specifications of its FTP site demonstrating data security.

**B. Financial and Audit Requirements.**

1. BWC Compliance and Audit Scope. The Contractor will agree to engage a certified public accountant to perform specific agreed upon procedures as defined by BWC and prepare a report documenting the results of those agreed upon procedures. BWC retains the right to perform audits and compliance reviews of any and all processes conducted by the Contractor which are related to BWC data or funds.
2. Financial Statements. The Contractor shall provide and maintain three (3) years of audited financial statements prepared in accordance with GAAP. New audited financial statements must be provided to BWC annually, by June 30. Auditor opinions of the financial statements must be unqualified for two of the three years.

3. The Contractor shall maintain a separate, dedicated bank account for the sole purpose of receiving and processing BWC drug manufacturer rebates ("BWC pharmacy rebate account"). The BWC pharmacy rebate account shall not be an interest-bearing account and shall not be a "sweep account" (an account where funds over a certain amount are temporarily placed in an interest-bearing account until called on for payment). Any bank fees associated with the BWC pharmacy rebate account, if applicable, shall be the responsibility of Contractor. Any residual balance required to maintain an active account of if applicable shall the responsibility of the Contractor.
4. Compliance and Audit Reports. The BWC Compliance & Performance Monitoring Department will issue a Compliance Analysis Report (CAR) and the Office of Internal Audit will issue a Possible Audit Report Comment (PARC) form during reviews and audits for each process with a finding. The Pharmaceutical Rebate Administrator will provide responses to the findings and comments as necessary, within three (3) weeks of receipt of either report. The Pharmaceutical Rebate Administrator shall resolve, through the implementation of action plans, all weaknesses identified by BWC arising out of a review or audit within one month after the Pharmaceutical Rebate Administrator receives such findings, or a time agreed upon by both parties.

C. Additional Requirements.

1. Attachment Ten, Rebate Amount and Fee Summary, is only a method of assessing the Offeror's ability to return the highest total rebate amount to BWC. The Contractor shall be required to collect and return all available rebates from the manufacturers of any and all drugs identified in the data provided by BWC on pharmacy bills paid by the BWC for dates of service for the Contract duration, which shall include, but shall not be limited to, those drugs listed in Attachment Ten. Throughout the Contract the Contractor shall notify BWC of any new or deleted manufacturers, additions or deletions of specific drugs, or other changes which will affect the amount of rebate the Contractor has negotiated to receive from any manufacturer.
2. The administrative fee percentage proposed by the Offeror shall be the maximum percentage applied to all rebates collected under the Contract.
3. Technical Guidance. The Contractor shall provide technical guidance to BWC as needed.

**CONTRACTOR RESPONSIBILITIES AND DELIVERABLES.** The Offeror must meet all RFP requirements and complete all Project, Delivery and Completion Dates as defined in the Scope of Work.

ATTACHMENT ONE: WORK REQUIREMENTS AND SPECIAL PROVISIONS  
PART TWO: SPECIAL PROVISIONS

THE OFFEROR'S FEE STRUCTURE. The Contractor will be paid as proposed on the Rebate Amounts and Fee Summary, Attachment Ten.

REBATE PAYMENT. The Contractor shall forward to BWC any and all rebate monies collected as described in this section, within thirty (30) calendar days of Contractor's receipt of any and all rebate monies from the drug manufacturers. Contractor shall issue payment to BWC by electronic funds transfer (EFT) or check. If Contractor submits payment via EFT, the Contractor shall transfer the payment to the BWC designated account and notify the BWC Cash Control Supervisor (or designee) at 614-466-0661 of the transfer. If Contractor submits payment via check, the Contractor shall mail the pharmacy rebate check, payable to the Ohio Bureau of Workers' Compensation, to:

Carol Wander  
BWC Accounts Receivable  
30 W. Spring St., 24<sup>th</sup> Floor  
Columbus, OH 43215-2256

ADMINISTRATIVE FEE BILL TO ADDRESS. The Contractor shall submit an invoice for payment, based on the agreed-upon administrative fee percentage of the collected rebates, to:

BWC Accounts Payable  
P.O. Box 15369  
Columbus, OH 43215-0369

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.

Protected Health Information (PHI) is information received by the Contractor from or on behalf of the State Department of Administrative Services that meets the definition of PHI as defined by HIPAA and the regulations promulgated by the United States Department of Health & Human Services, specifically 45 C.F.R. 164.501 and any addenda thereto.

HIPAA compliance requires, at minimum, that the Contractor:

1. Shall not use or disclose PHI except as specifically required under the terms of the Contract with the State (DAS), or as otherwise required under the HIPAA regulations or other applicable law.
2. Shall use appropriate safeguards to protect against use or disclosure not provided for by this Agreement.
3. Shall promptly report to the State (DAS) any knowledge of uses or disclosures of PHI that are not in accordance with the Contract or applicable law. In addition, the Contractor shall mitigate any adverse effects of such a breach to the extent possible.
4. Shall ensure that all its agents and subcontractors that receive PHI from or on behalf of the Contractor and/or the State (DAS) agree to the same restrictions and conditions that apply to the Contractor with respect to the use or disclosure of PHI.
5. Shall make available to the State (DAS) such information as the State (DAS) may require fulfilling its obligations to provide access to, provide a copy of, and account for disclosures with respect to PHI pursuant to HIPAA and related regulations.
6. Shall make PHI available to the State (DAS) in order for the State (DAS) to fulfill its obligations pursuant to HIPAA to amend the information and shall, as directed by the State (DAS), incorporate any amendments into the information held by the Contractor and ensure incorporation of any such amendments into information held by its agents or subcontractors.

7. Shall make available its internal practices, books and records relating to the use and disclosure of PHI received from DAS, or created and received by the contractor on behalf of DAS, to DAS and to the Secretary of the U.S. Department of Health and Human Services for the purpose of determining the State's (DAS) compliance with HIPAA and the regulations promulgated by the United States Department of Health and Human Services and any amendment thereto.
8. Shall, upon termination of this Agreement, at the option of the State (DAS) return to the State (DAS), or destroy, all PHI in its possession, and keep no copies of the information except as requested by the State (DAS) or required by law.
9. If the Contractor or its agent or subcontractor destroys any PHI, then the Contractor will provide the State (DAS) with documentation evidencing such destruction. Any PHI maintained by the Contractor shall continue to be extended the same as required by HIPAA and the State (DAS) for as long as it is maintained.

In the event of a material breach of Contractor obligations under this section, the State (DAS) may at its option terminate the Contract according to provisions within the contract for termination.

## ATTACHMENT TWO: REQUIREMENTS FOR PROPOSALS

**PROPOSAL FORMAT.** Each Proposal must include sufficient data to allow the State to verify the total cost for the Project and all of the Offeror's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply will be an unacceptable response and may cause the Proposal to be rejected.

These instructions describe the required format for a responsive Proposal. The Offeror may include any additional information it believes is relevant. An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Each Proposal must contain the following information in chronological order as stated below:

1. Cover Letter
2. Certification
3. Offeror Disclosure of Location of Services and Data
4. Signed Contracts
5. Offeror Profile and Prior Projects
6. Offeror References
7. Staffing Plan
8. Personnel Profile Summary
9. Contract Performance
10. Work Plan
11. Transition Plans (Not Required for this RFP)
12. Support Requirements
13. Conflict of Interest Statement
14. Payment Address
15. Proof of Insurance
16. W-9 Form and Additional Vendor Information Form
17. Declaration Regarding Material Assistance (DMA) Form
18. Affirmative Action Plan
19. Assumptions
20. Performance Standards and Guarantees
21. FTP - Data Transfers
22. Rebate Amount and Administrative Fee Summary

1. Cover Letter. The cover letter must be in the form of a standard business letter and must be signed by an individual authorized to legally bind the Offeror. The cover letter shall provide an executive summary of the solution the Offeror plans to provide. Offeror shall address each and every mandatory requirement as specified in the First Table, Mandatory Offeror Requirements, of Part Four, Evaluation of Proposals. Offeror shall explain its understanding and agreement with the goals and objectives as outlined in the Scope of Work and Deliverables Attachment One, Part One. Further, if applicable, the Offeror shall indicate whether its Proposal addresses any optional requirements that may be required. The letter must also have the following:
  - a. A statement regarding the Offeror's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business;
  - b. A list of the people who prepared the Proposal, including their titles;
  - c. The name, phone number, fax number, e-mail address, and mailing address of a contact person who has authority to answer questions regarding the Proposal;
  - d. A list of all subcontractors, if any, that the Offeror will use on the Work if the Offeror is selected to do the Work;
  - e. For each proposed subcontractor, the Offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:
    1. The subcontractor's legal status, tax identification number, and principal place of business address;
    2. The name, phone number, fax number, e-mail address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
    3. A description of the work the subcontractor will do;
    4. A commitment to do the Work if the Offeror is selected;
    5. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP; and
    6. A statement that the subcontractor will maintain any permits, licenses, and certifications required to perform work;

- f. A statement that the Offeror's proposed solution for the Project meets all the requirements of this RFP;
- g. A statement that the Offeror has not taken any exception to the Terms and Conditions;
- h. A statement that the Offeror does not assume there will be an opportunity to negotiate any aspect of the proposal;
- i. A statement indicating the Offeror will comply with all Federal and Ohio (Ohio Revised Code) Laws and Rules of the Ohio Administrative Code as those law and rules are currently enacted and promulgated, and as they may subsequently be amended and adopted;
- j. A statement that the Contractor shall not substitute, at Project start-up, different personnel from those evaluated by the State except when a candidate's unavailability is no fault of the Contractor (e.g. Candidate is no longer employed by the Contractor, is deceased, etc.);
- k. A statement that the Offeror is not now, and will not become subject to an "unresolved" finding for recovery under Revised Code Section 9.24, prior to the award of a Contract arising out of this RFP, without notifying DAS of such finding; and
- l. A statement that all the Offeror's personal and business associates are in compliance with Chapter 3517 of the Ohio Revised Code regarding limitations on political contributions and will remain in compliance for the duration of the Contract and with all applicable provisions that extend beyond the expiration of the Contract. Refer to the Political Contributions paragraph in Attachment Three, Part Seven of this RFP document.
- m. All contractors from whom the State or any of its political subdivisions make purchases in excess of \$2500.00 shall have a written affirmative action program for the employment and effective utilization of economically disadvantaged persons, as referred to in division (E)(1) of section 122.71 of the Revised Code. Annually, each such Contractor shall file a description of the affirmative action program and a progress report on its implementation with the Equal Employment Opportunity office of the Department of Administrative Services. Please provide a statement that the Offeror has been approved through this affirmative action program. Offeror must visit the website at <http://www.das.ohio.gov/Eod/AAEEO.htm> to make the submission for approval.
- n. A statement that the Offeror agrees to the Performance Guarantee as supplied in Attachment Nine.

All Offerors who seek to be considered for a contract award must submit a response that contains an affirmative statement using the language in paragraph(s) a. through n. above.

2. Certification. Each proposal must include the following certification on company letterhead signed by an individual authorized to legally bind the Offeror.

*(Insert Company name)* affirms they are the prime Contractor.

*(Insert Company name)* affirms it shall not and shall not allow others to perform work or take data outside the United States without express written authorization from the Department of Administrative Services.

*(Insert Company name)* affirms that all personnel provided for the Project, who are not United States citizens, will have executed a valid I-9 form and presented valid employment authorization documents.

*(Insert Company name)* affirms that any small business program participants will provide necessary data to ensure program reporting and compliance.

*(Insert Company name)* agrees that it is a separate and independent enterprise from the state of Ohio and the Department of Administrative Services and the Agency. *(Insert Company name)* has a full opportunity to find other business and has made an investment in its business. Moreover *(insert Company name)* will retain sole and absolute discretion in the judgment of the manner and means of carrying out its obligations and activities under the Contract. This Contract is not to be construed as creating any joint employment relationship between *(insert Company name)* or any of the personnel provided by *(insert Company name)* or the Department of Administrative Services and the Agency.

*(Insert Company name)* affirms that the individuals supplied under the Contract are either (1) employees of *(insert Company name)* with *(insert Company name)* withholding all appropriate taxes, deductions or contributions required under law or (2) independent contractors to *(insert Company name)*.

*If the Offeror's personnel are independent contractors to the Offeror, the certification must also contain the following sentence:*

*(Insert Company name)* affirms that it has obtained a written acknowledgement from its independent contractors that they are separate and independent enterprises from the state of Ohio, the Department of Administrative Services and the Agency for all purposes including the application of the Fair Labor Standards Act, Social Security Act, Federal Unemployment Tax Act, Federal Insurance Contributions Act, the provisions of the Internal Revenue Code, Ohio tax law, worker's compensation law and unemployment insurance law.

3. Offeror Disclosure of Location of Services and Data. As part of the Proposal, the Offeror must disclose the following:
  - a. The location(s) where all services will be performed;
  - b. The location(s) where any state data applicable to the contract will be maintained or made available;
  - c. The principal location of business for the contractor and all subcontractors; and
  - d. A listing of the location(s) of other offices the Offeror may have.  
During the performance of this contract, the Offeror must not change the location(s) of the country where the services are performed, change the location(s) of the country where the data are maintained, or made available without prior written approval of the Department of Administrative Services.
4. Signed Contracts. The Offeror must provide two (2) originally signed, blue ink copies of the included Contract, Attachment Four. Offeror must complete, sign and date both copies of the Contract and include it with their Proposal, Attachment Four.
5. Offeror Profile and Prior Projects. Each Proposal must include a profile of the Offeror's capability, capacity, and relevant experience working on projects similar to this Work. The profile must also include the Offeror's legal name, address, telephone number, and fax number; home office location; date established; ownership (such as public firm, partnership, or subsidiary); firm leadership (such as corporate officers or partners); number of employees; number of employees engaged in tasks directly related to the Work; and any other background information that will help the State gauge the ability of the Offeror to fulfill the obligations of the Contract. The financial stability of the company should also be described and is considered a necessary component of this portion of the Proposal's response. This RFP includes Offeror Profile Summary Form as Attachment Five A which must be completed for the Offeror. The Offeror must use this form and fill it out completely to provide the Offeror requirement information. Failure to recreate the form accurately to include all fields, may lead to the rejection of the Offeror's Proposal.

The Offeror shall also provide information on the firm's background as well as evidence that it has in place the personnel, internal procedures, and any other resources required under the terms of the Contract to ensure successful performance and contract compliance. Offerors must describe current operational capacity of the organization and the Offeror's ability to absorb the additional workload resulting from this Project.

This RFP also includes three (3) Offeror Profile Prior Project Forms as Attachments Five B, C and D which must be filled out to describe prior completed projects similar to this Work. The Offeror must use these forms and fill them out completely to provide the Offeror requirement information.

6. Offeror References. The Offeror must include a minimum of three (3), references for organizations and/or clients for whom the Offeror has successfully provided services on projects that were similar in their nature, size, and scope to the Work. These references must relate to work that was completed within the past five (5) years. This RFP includes an Offeror Reference Form as Attachment Six. Failure to recreate the form accurately may lead to the rejection of the Offeror's Proposal. Each reference must be willing to discuss the Offeror's performance with the evaluation committee.

The State does not assume that since the experience requirement is provided at the top of the page that all descriptions on that page relate to that requirement. Offerors must reiterate the experience being described, including the capacity in which the experience was performed and the role of the Offeror on the Project. It is the Offeror's responsibility to customize the description to clearly substantiate the qualification. Previous experience must include the conduct, management, and coordination of projects. Incumbents must ensure specifics are addressed. Evaluations will not be based on intrinsic knowledge of evaluation committee members.

The description of the related service shows the Offeror's experience, capability, and capacity to develop this Project's deliverables and/or to achieve this Project's milestones. Details such as the size of the contracting organizations, duration of involvement, level of responsibility, significant accomplishments, as well as a thorough description of the nature of the experience will be required for appropriate evaluation by the committee.

- a. Contact Information. The contact name, title, phone number, e-mail address, company name, and mailing address must be completely filled out. If the primary contact cannot be reached, the same information must be included for an alternate contact in lieu of the primary contact. Failure to provide requested contact information may result in the State not including the reference in the evaluation process.
- b. Project Name. The name of the project where the mandatory experience was obtained and/or service was provided.
- c. Dates of Experience. Must be completed to show the length of time the Offeror performed the experience being described, not the length of time the Offeror was engaged for the reference. The Offeror must complete these dates with a beginning month and year and an ending month and year.
- d. Description of the Related Service Provided. The State does not assume that since the experience requirement is

provided at the top of the page that all descriptions on that page relate to that requirement. Offerors must reiterate the experience being described, including the capacity in which the experience was performed and the role of the Offeror on the Project. It is the Offeror's responsibility to customize the description to clearly substantiate the qualification.

- e. Description of how the related service shows the Offeror's experience, capability and capacity to develop this Project's deliverables and/or to achieve this Project's milestones.
  - f. The Offeror's project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.
7. Staffing Plan. The Offeror must provide a staffing plan that identifies all personnel required to do the Project and their responsibilities on the Project. The State is seeking a staffing plan that matches the proposed Project key personnel and qualifications to the activities and tasks that will be completed on the Project. In addition, the plan must have the following information:
- a. A matrix matching each team member to the staffing requirements in this RFP. The matrix must identify which team member will perform the duties of Account Manager;
  - b. A contingency plan that shows the ability to add more staff if needed to ensure meeting the Project's due date(s); and
  - c. A discussion of the Offeror's ability to provide qualified replacement personnel.
8. Personnel Profile Summary. RFP includes Offeror Candidate Forms as Attachments Seven A, B and C. The Offeror must use these forms and fill them out completely for each candidate referenced. The forms must be completed using typewritten or electronic means. The forms may be recreated electronically, but all fields and formats must be retained. Failure to recreate the forms accurately may lead to the rejection of the Offeror's Proposal.

All candidate requirements must be provided using the Offeror Candidate Forms (See Attachments Seven A, B and C.) The various sections of the form are described below:

- a) Candidate References. If less than three (3) projects are provided, the Offeror must include information as to why less than three (3) projects were provided. The State may disqualify the proposal if less than three (3) projects are given. (Refer to Attachment Seven A.)
- b) Education and Training. This section must be completed to list the education and training of the proposed candidates and will demonstrate, in detail, the proposed candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP. (Refer to Attachment Seven B.)
- c) Required Experience and Qualifications. This section must be completed to show how the candidate meets the required experience requirements. If any candidate does not meet the required requirements for the position the candidate has been proposed to fill, the Offeror's Proposal may be rejected as non-responsive. (Refer to Attachment Seven C.)

For each reference the following information must be provided:

1. Candidate's Name.
2. Contact Information. The contact name, title, phone number, e-mail address, company name, and mailing address must be completely filled out. If the primary contact cannot be reached, the same information must be included for an alternate contact in lieu of the primary contact. Failure to provide requested contact information may result in the State not including the reference experience in the evaluation process.
3. Dates of Experience. Must be completed to show the length of time the candidate performed the technical experience being described, not the length of time the candidate worked for the company. The Offeror must complete these dates with a beginning month and year and an ending month and year.
4. Description of the Related Service Provided. The State does not assume that since the technical requirement is provided at the top of the page that all descriptions on that page relate to that requirement. Contractors must reiterate the technical experience being described, including the capacity in which the experience was performed and the role of the candidate in the reference project as it relates to this RFP Project. It is the Contractors' responsibility to customize the description to clearly substantiate the candidate's qualification.

The candidate's project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

One of the criteria on which the State may base the award of the Contract is the quality of the Offeror's Work Team.

Switching personnel after the award will not be accepted without due consideration. The Offeror must propose a Work Team that collectively meets all the requirements in this RFP. Additionally, each team member may have mandatory requirements listed in this RFP that the team member must individually meet. All candidates proposed must meet the technical experience for the candidate's position and be named.

9. **Contract Performance.** The Offeror must complete Attachment Eight, Offeror Performance Form.
10. **Work Plan.** The State encourages responses that demonstrate a thorough understanding of the nature of the Project and what the Contractor must do to complete the Project satisfactorily. Offeror must fully describe its approach, methods, and specific work steps for doing the Work on this Project. To this end, the Offeror must submit for this section of the proposal the Project plan that will be used to create a consistent and coherent management plan of action that will be used to guide the Project. The Project plan should include detail sufficient to give the State an understanding of the Offeror's knowledge and approach. Specifically:

The State seeks insightful responses that describe proven state-of-the-art methods. Recommended solutions should demonstrate that the Offeror would be prepared to quickly undertake and successfully complete the required tasks. The Offeror's Work Plan should clearly and specifically identify key personnel assignments (NOTE: The staffing plan should be consistent with the Work Plan).

The Offeror should address potential problem areas, recommended solutions to the problem areas, and any assumptions used in developing those solutions.

11. **Transition Plans.** (Not Required for this RFP)  
The Offeror must describe its approach, methods and specific steps required to pre-stage operations for the actual assumption of work associated with this RFP. The State is seeking a response that provides assurance of a smooth continuity of service during the transition of this Contract from the current to the new Contractor. Further, the Offeror will describe its approach, methods and specific steps for transitioning the Work of the state from this Contract to another Contractor upon completion of the Contract which is the subject of this RFP. Failure to provide the transition plans as requested may result in the Offeror's Proposal being rejected.

Should the current Contractor fail to win a future contract award, said current Contractor will be required to fulfill its obligations while assisting the subsequent Contractor during the "transition out" period. The transition out period will occur sixty to ninety (60 - 90) calendar days prior to the expiration of the Contract.

12. **Support Requirements.** The Offeror must describe the support it wants from the State other than what the State has offered in this RFP. Specifically, the Offeror should address the following:
- Nature and extent of State support required in terms of staff roles, percentage of time available, etc.;
  - Assistance from State staff and the experience/qualification level required; and
  - Other support requirements.

The State may not be able or willing to provide the additional support the Offeror lists in this part of its Proposal. The Offeror must therefore indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the State may reject the Offeror's Proposal if the State is unwilling or unable to meet the requirements.

13. **Conflict of Interest Statement.** Each Proposal must include a statement indicating whether the Offeror or any people that may work on the Project through the Offeror have a possible conflict of interest with the State, and, if so, the nature of that conflict. The State has the right to reject a Proposal in which a conflict is disclosed or cancel the Contract if any interest is later discovered that could give the appearance of a conflict.
14. **Payment Address.** The Offeror must give the address to which payments to the Offeror will be sent.
15. **Proof of Insurance.** In this section, the Offeror must provide the certificates of insurance required by the General Terms & Conditions. Refer to Attachment Three, Part Two for required insurance requirements and coverages.
16. **W-9 Form and Additional Vendor Information Form.** The Offeror must complete Federal Form W-9, Request for Taxpayer Identification Number and Certification form and the Vendor Information Form (OBM-5657) in their entirety. At least one (1) original of each (signed in blue ink) must be submitted with the original Proposal. All other copies of the Proposal may contain copies of these forms. If a subsidiary company is involved, Offerors must have an original W-9 and OBM-5657 for both the parent and subsidiary companies. These documents and directions can be found on the OBM Web site at <http://obm.ohio.gov/MiscPages/Forms/default.aspx>

17. Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization (DMA). The Offeror being awarded this Contract must be registered with the Ohio Business Gateway (OBG) at <http://obg.ohio.gov> to file for DMA pre-certification; if you are not already registered you must:
1. Register with the Ohio Business Gateway (OBG) at:  
<http://obg.ohio.gov>
  2. Review the Terrorist Exclusion List at:  
[http://www.publicsafety.ohio.gov/links/terrorist\\_exclusion\\_list.pdf](http://www.publicsafety.ohio.gov/links/terrorist_exclusion_list.pdf)
  3. Complete the Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization (DMA) form at:  
<http://www.publicsafety.ohio.gov/links/HLS0038.pdf>

Submit a hardcopy of this completed form with your RFP response. You must then return to the OBG and complete the form for online submission under "Electronic Filing." It is important that you submit the DMA form online at OBG and in hardcopy with the Proposal.

Failure to complete the certification may result in the Offeror being deemed not responsive and/or may invalidate any Contract award. If not submitted with the proposal response, the Offeror will have seven (7) calendar days, after notification, to submit the form.

18. Equal Employment Opportunity. The Offeror will comply with all state and federal laws regarding equal employment opportunity, including Ohio Revised Code Section 125.111 and all related Executive Orders.

Before a contract can be awarded or renewed, an Affirmative Action Program Verification Form must be submitted to the DAS Equal Opportunity Division to comply with the affirmative action requirements. Affirmative Action Verification Forms and approved Affirmative Action Plans can be found by going to the Equal Opportunity Departments web site:  
<http://www.das.ohio.gov/eod/aapv.htm>

19. Assumptions. The Offeror must provide a comprehensive listing of any and all of the assumptions that were made in preparing the proposal. If any assumption is unacceptable to the State, it may be cause for rejection of the Proposal. No assumptions shall be included regarding negotiation, terms and conditions, and requirements.
20. Performance Standard and Guarantee. The Contractor will be expected to meet the performance guarantee as outlined in Attachment Nine. The Offeror's ability to adhere to this requirement must be met in order for the Offeror's Proposal to be considered by the State.
21. FTP - Data Transfers. The Contractor may be expected to utilize the BWC secured Portal for data file and report transfers. Upon request, the Contractor must be able to provide a secure encrypted FTP or Portal site as or if needed. Each Offeror should provide technical specifications of its FTP site demonstrating data security. If not submitted with the Offer, copies must be provided within seven (7) after notification by the Office of Procurement Services.
22. Rebate Amount and Administrative Fee Summary (Net Rebate Amount). This RFP includes a Rebate Amount and Administrative Fee Summary provided as Attachment Ten which must be included as part of the Offeror's Proposal. Each Offeror must complete the Rebate Amount and Administrative Fee Summary file in the format provided.

The Offeror must use the Web link provided in Attachment Ten to obtain a copy of the Rebate Amount and Administrative Fee Summary file. The Offeror is to complete applicable cells of the spreadsheet. No cost points will be given to any Offeror that does not complete the Excel file in the format provided on Attachment Ten.

A hard copy of the Offeror's Rebate Amount and Administrative Fee Summary file must be submitted in the Offeror's Proposal. Failure by the Offeror to submit a hard copy Summary will result in no points being assigned to the Offeror's Cost Proposal.

Once the Offeror's Rebate Amount and Administrative Fee Summary is calculated, the Offeror must transfer its Rebate Amount Total to the table on Attachment Ten. The Offeror must deduct its Administrative Fee percentage dollar amount, based on the Offeror's Rebate Amount Total, and subtract the Administrative Fee dollar amount from Rebate Amount Total to establish the Offeror's quoted Net Rebate Due BWC Summary. These amounts must match the amounts on the Offeror's Rebate Amount and Administrative Fee Summary file that was calculated on the spreadsheet provided. Any discrepancy by the Offeror in this transfer will lead to the rejection of the Offeror's Proposal.

Both the Offeror's Rebate Amount and Administrative Fee Summary pages and Attachment Ten must be completed and returned in a separate envelope as required in the Proposal Submittal paragraph of Part Three: General Instructions, under paragraphs Proposal Submittal.

The State will not be liable for any costs the Offeror does not identify in its Proposal. The Cost Proposal must not include exceptions to the Contract Terms and Conditions or additional terms and conditions or assumptions.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART ONE: PERFORMANCE AND PAYMENT

**STATEMENT OF WORK.** The RFP and the Contractor's Proposal (Collectively referred to as the "RFP") are a part of this Contract and describe the Work (the "Project") the Contractor will do and any materials the Contractor will deliver (the "Deliverables") under this Contract. The Contractor will do the Project in a professional, timely, and efficient manner and will provide the Deliverables in a proper fashion. The Contractor will also furnish its own support staff necessary for the satisfactory performance of the Project.

The Contractor will consult with the appropriate State representatives and others necessary to ensure a thorough understanding of the Project and satisfactory performance. The State may give instructions to or make requests of the Contractor relating to the Project, and the Contractor will comply with those instructions and fulfill those requests in a timely and professional manner. Those instructions and requests will be for the sole purpose of ensuring satisfactory completion of the Project and will not amend or alter the scope of the Project.

**TERM.** Unless this Contract is terminated, or expires without renewal, it will remain in effect until the Project is completed to the satisfaction of the State and the Contractor is paid. The current General Assembly cannot commit a future General Assembly to an expenditure. Therefore, this Contract will automatically expire at the end of each biennium. The State however, may renew this Contract in the next biennium by issuing written notice to the Contractor of the decision to do so. This expiration and renewal procedure will also apply to the end of any subsequent biennium during which the Project continues. Termination or expiration of this Contract will not limit the Contractor's continuing obligations with respect to Deliverables that the State paid for before termination or limit the State's rights in such.

It is understood that the State'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 and other obligations due as part of this Contract, the State's obligations under this Contract are terminated as of the date that the funding expires without further obligation of the State.

The Project has a completion date that is identified in the RFP. The RFP may also have several dates for delivery of Deliverables or reaching certain milestones in the Project. The Contractor must make those deliveries, meet those milestones, and complete the Project within the times the RFP and the mutually agreed to Project plan requires. If the Contractor does not meet those dates, the Contractor will be in default, and the State may terminate this Contract under the termination provision contained below. The State may also have certain obligations to meet. Those obligations, if any, are also listed in the RFP. If the State agrees that the Contractor's failure to meet the delivery, milestone, or completion dates in the RFP is due to the State's failure to meet its own obligations in a timely fashion, then the Contractor will not be in default, and the delivery, milestone, and completion dates affected by the State's failure to perform will be extended by the same amount of time as the State's delay. The Contractor may not rely on this provision unless the Contractor has in good faith exerted all professional management skill to avoid an extension and has given the State meaningful written notice of the State's failure to meet its obligations within five (5) business days of the Contractor's realization that the State's delay will impact the Project. The notice to the State must be directed at making the State aware of its delay and the impact of its delay. It must be sent to the Agency Project Representative and the State Procurement Representative. Remedies resulting from the State's delay will be at the State's discretion.

The State seeks a complete Project. Any incidental items omitted in the RFP will be provided as part of the Contractor's not-to-exceed fixed price. The Contractor must fully identify, describe, and document all systems that are delivered as a part of the Project. All hardware, software, supplies, and other required components (such as documentation, conversion, training, and maintenance) for the Project to be complete and useful to the State are included in the Project and the not-to-exceed fixed price.

**COMPENSATION.** In consideration of the Contractor's promises and satisfactory performance, the State will pay the Contractor the amount(s) identified in the RFP (the "Fee"), plus any other expenses identified as reimbursable in the RFP. In no event will payments under this Contract exceed the "not-to-exceed" amount in the RFP without the prior, written approval of the State and, when required, the Ohio Controlling Board and any other source of funding. The Contractor's right to the Fee is contingent on the complete and satisfactory performance of the Project or, in the case of milestone payments or periodic payments of an hourly, daily, weekly, monthly, or annual rate, all relevant parts of the Project tied to the applicable milestone or period. Payment of the Fee is also contingent on the Contractor delivering a proper invoice and any other documents required by the RFP. An invoice must comply with the State's then-current policies regarding invoices and their submission. The State will notify the Contractor in writing within 15 business days after it receives a defective invoice of any defect and provide the information necessary to correct the defect.

The Contractor will send all invoices under this Contract to the "bill to" address in the RFP or in the applicable purchase order. The State will pay the Contractor interest on any late payment as provided in Section 126.30 of the Ohio Revised Code (the "Revised Code"). That section of the Revised Code currently requires monthly interest payments of one 12<sup>th</sup> of the annual rate in Section 5703.47 of the Revised Code. If the State disputes a payment for anything covered by an invoice, within 15 business days after receipt of that invoice, the State will notify the Contractor, in writing, stating the grounds for the dispute. The State may then deduct the disputed amount from its payment as a non-exclusive remedy. If, in the opinion of the State, a material breach has occurred by the Contractor, the State retains the right to withhold payment from the Contractor. Both parties agree that an attempt at resolution of any claims or material breach or disputes will first be made jointly by the Contractor Project Manager, the Contractor Project Principal, the Agency Project Representative and the State Purchasing Administrator. If, within 30 calendar days following the above notification, the claim or dispute has not been resolved, only then will it be submitted to non-binding mediation. A claim or dispute must be submitted to non-binding mediation prior to the initiation of any formal legal process. The State will consult with the Contractor as early as reasonably possible about the nature of the claim or dispute and the amount of payment affected. When the Contractor has resolved the matter to the State's satisfaction, the State will pay the disputed amount within 30 business days after the matter is resolved. No payments are required to be made by the State until the matter is resolved.

If the State has already paid the Contractor on an invoice but later disputes the amount covered by the invoice, and if the Contractor fails to correct the problem within 30 calendar days after written notice, the Contractor will reimburse the State for that amount at the end of the 30 calendar days as a non-exclusive remedy for the State. On written request from the Contractor, the State will provide reasonable assistance in determining the nature of the problem by giving the Contractor reasonable access to the State's facilities and any information the State has regarding the problem.

CONTRACT NON-COMPLIANCE. A primary goal of the Agency is to assure that the program receives high quality services from the Contractor. To this end, the Agency will work in partnership with the Contractor(s) to meet this goal. The partnership is defined by the Contract and it is important that communication between the Contractor and state agencies be open and supportive. Should contract non-compliance be an issue, the Agency shall make every effort to resolve the problem.

1. Non-Compliance Issues. Contractor non-compliance with the specifications and terms and conditions outlined in the Contract may result in the imposition of remedies as explained below in paragraph 2.

The Agency must be promptly notified of any procedural changes outside the technical requirements listed herein.

2. Resolution for Contract Non-Compliance. The Agency will be responsible for monitoring the Contractor's performance and compliance with the terms, conditions, and specifications of the contract.
  - a. For any infractions not immediately remedied by the Contractor, the Agency will notify DAS through a Complaint to Vendor (CTV) to help resolve the infraction.
  - b. DAS will impose upon the Contractor remedies for non-compliance regarding contract specifications and terms and conditions. Remedies imposed will be in proportion with the severity of the non-compliance and may be progressive in nature.

CONTRACT REMEDIES.

- a. Actual Damages. Contractor is liable to the state of Ohio for all actual and direct damages caused by Contractor's default. The State may buy substitute supplies or services, from a third party, for those that were to be provided by Contractor. The State may recover the costs associated with acquiring substitute supplies or services, less any expenses or costs saved by Contractor's default, from Contractor.
- b. Liquidated Damages. If actual and direct damages are uncertain or difficult to determine, the State may recover liquidated damages in the amount of 1% of the value of the order, deliverable or milestone that is the subject of the default, for every day the default is not cured by Contractor.
- c. Deduction of Damages from Contract Price. The State may deduct all or any part of the damages resulting from Contractor's default from any part of the price still due on the contract, upon prior written notice being issued to the Contractor by the State.

REIMBURSABLE EXPENSES. The State will pay all reimbursable expenses identified in the RFP, if any, in accordance with the terms in the RFP and, where applicable, Section 126.31 of the Revised Code. The Contractor will assume all expenses that it incurs in the performance of this Contract that are not identified as reimbursable in the RFP.

In making any reimbursable expenditure, the Contractor will always comply with the more restrictive of its own, then-current internal policies for making such expenditures or with the State's then-current policies. All reimbursable travel will require the advance written approval of the State's Agency Project Representative. All reimbursable expenses will be billed monthly and paid by the State within 30 business days of receiving the Contractor's invoice.

CERTIFICATION OF FUNDS. None of the rights, duties, or obligations in this Contract will be binding on the State, and the Contractor will not begin its performance, until all the following conditions have been met:

- a. All statutory provisions under the Revised Code, including Section 126.07, have been met;
- b. All necessary funds are made available by the appropriate state agencies;
- c. If required, approval of this Contract is given by the Ohio Controlling Board; and
- d. If the State is relying on Federal or third-party funds for this Contract, the State gives the Contractor written notice that such funds have been made available.

EMPLOYMENT TAXES. Each party will be solely responsible for reporting, withholding and paying all employment related taxes, payments and withholdings for its own personnel, including, but not limited to, Federal, state and local income taxes, social security, unemployment or disability deductions, withholdings, and payments (together with any interest and penalties not disputed with the appropriate taxing authority). All people the Contractor provides to the State under this Contract will be deemed employees of the Contractor for purposes of withholdings, taxes, and other deductions or contributions required under the law.

SALES, USE, EXCISE, AND PROPERTY TAXES. The State is exempt from any sales, use, excise, and property tax. To the extent sales, use, excise, or any similar tax is imposed on the Contractor in connection with the Project, such will be the sole and exclusive responsibility of the Contractor. The Contractor will pay such taxes, together with any interest and penalties not disputed with the appropriate taxing authority, whether they are imposed at the time the services are rendered or at a later time.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART TWO: WORK & CONTRACT ADMINISTRATION

RELATED CONTRACTS. The Contractor warrants that the Contractor has not and will not enter into any Contracts without written approval of the State to perform substantially identical services for the State such that the Project duplicates the work done or to be done under the other Contracts.

SUBCONTRACTING. The Contractor may not enter into subcontracts for the Work after award without written approval from the State. The Contractor will not need the State's written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the Work. All subcontracts will be at the sole expense of the Contractor unless expressly stated otherwise in the RFP.

The State's approval of the use of subcontractors does not mean that the State will pay for them. The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the Project in a timely and professional manner. The Contractor will hold the State harmless for and will indemnify the State against any such claims.

The Contractor will assume responsibility for all Deliverables whether it, a subcontractor, or third-party manufacturer produces them in whole or in part. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the Contract. And the Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractors, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate this Contract by reference. The agreement must also pass through to the subcontractor all provisions of this Contract that would be fully effective only if they bind both the subcontractor and the Contractor. Among such provisions are the limitations on the Contractor's remedies, the insurance requirements, record keeping obligations, and audit rights. Some sections of this Contract may limit the need to pass through their requirements to subcontracts to avoid placing cumbersome obligations on minor subcontractors. This exception is applicable only to sections that expressly provide exclusions for small-dollar subcontracts. Should the Contractor fail to pass through any provisions of this Contract to one of its subcontractors and the failure damages the State in any way, the Contractor will indemnify the State for the damage.

RECORD KEEPING. The Contractor will keep all financial records in accordance with generally accepted accounting procedures consistently applied. The Contractor will file documentation to support each action under this Contract in a manner allowing it to be readily located. And the Contractor will keep all Project-related records and documents at its principal place of business or at its office where the work was performed.

The Contractor will keep a separate account for the Project (the "Project Account"). All payments made from the Project Account will be only for obligations incurred in the performance of this Contract and will be supported by contracts, invoices, vouchers, and any other data needed to audit and verify the payments. All payments from the Project Account will be for obligations incurred only after the effective date of this Contract unless the State has given specific written authorization for making prior payments from the Project Account.

AUDITS. During the term of this Contract and for three (3) years after the payment of the Contractor's Fee, on reasonable notice and during customary business hours, the State may audit the Contractor's records and other materials that relate to the Project. This audit right will also apply to the State's duly authorized representatives and any person or organization providing financial support for the Project.

Unless it is impracticable to do so, all records related to this Contract must be kept in a single location, either at the Contractor's principle place of business or its place of business where the work was done. If this is not practical, the Contractor will assume the cost of collecting, organizing, and relocating the records and any technology needed to access the records to the Contractor's office nearest Columbus whenever the State or anyone else with audit rights requests access to the Contractor's Project records. The Contractor will do so with all due speed, not to exceed five (5) business days.

If any audit reveals any material deviation from the Project's specifications, any misrepresentation, or any overcharge to the State, the State will be entitled to recover damages, as well as the cost of the audit.

For each subcontract in excess of \$25,000.00, the Contractor will require its subcontractors to agree to the requirements of this section and of the record-keeping section. Subcontracts with smaller amounts involved need not meet this requirement. The Contractor may not artificially break up contracts with its subcontractors to take advantage of this exclusion.

INSURANCE. The Contractor must provide proof that the Contractor is covered by and maintaining insurance. The Contractor shall provide the following insurance coverages at its own expense throughout the term of the contract: Failure of

the Contractor to maintain this coverage for the duration of the Contract, and any renewals thereto, may be considered as a default.

1. Workers' Compensation coverage, as required by Ohio law, and, if some of the work will be done outside Ohio, the laws of the appropriate state(s) where the work will be done. The Contractor will also maintain Employer's Liability (Stop Gap) coverage with least a \$1,000,000 limit.
2. Commercial General Liability insurance including coverage for bodily injury, personal injury, wrongful death and property. The costs of defense shall be outside of the policy limits. Such policy shall designate the state of Ohio as an Additional Insured, as its interest may appear. The policy will also be endorsed to include a blanket waiver of subrogation and that the Contractor's Commercial General Liability shall be primary over any other insurance coverage. At a minimum, the limits of the insurance shall be:

\$2,000,000	General Aggregate
\$2,000,000	Products/Completed Operations Aggregate
\$1,000,000	Occurrence Limit
\$1,000,000	Personal and Advertising Injury Limit
\$ 10,000	Medical Payments

The policy shall be also be endorsed to provide the State with thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Director, Department of Administrative Services.

3. Commercial Automobile Liability insurance with a combined single limit of \$500,000.
4. The Contractor shall furnish a Certificate(s) of Insurance to the State for the required coverages evidencing insurance from an insurance carrier, or carriers, authorized to do business in the state of Ohio. The certificate(s) must be in a form that is reasonably satisfactory to the State as to the contents of the policies and the quality of the insurance carriers. All carriers must have at least an "A-" rating by A.M. Best.

STATE PERSONNEL. During the term of this Contract and for one (1) year after completion of the Project, the Contractor will not hire or otherwise contract for the services of any state employee involved with the Project, as addressed by the requirements of the Ohio ethics law, O.R.C. §102.03.

REPLACEMENT PERSONNEL. If the Offeror's Proposal contains the names of specific people who will work on the Project, then the quality and professional credentials of those people were material factors in the State's decision to enter into this Contract. Therefore, the Contractor will use all commercially reasonable efforts to ensure the continued availability of those people. Also, the Contractor will not remove those people from the Project without the prior, written consent of the State, except as provided below.

The Contractor may remove a person listed in its Proposal from the Project if doing so is necessary for legal or disciplinary reasons. The Contractor must make a reasonable effort to give the State 30 calendar days' prior, written notice of the removal.

The Contractor must have qualified replacement people available to replace any people listed by name in its Proposal. When the removal of a listed person is permitted under this Section, or if a person becomes unavailable, the Contractor will submit the resumes for two (2) replacement people for each person removed or who otherwise becomes unavailable. The Contractor will submit the two (2) resumes, along with such other information as the State may reasonably request, within five (5) business days after the decision to remove a person is made or the unavailability of a listed person becomes known to the Contractor.

The State will select one of the two proposed replacements or will reject both of them within ten business days after the Contractor has submitted the proposed replacements to the State. The State may reject the proposed replacements for any legal reason(s). Should the State reject both replacement candidates due to their failure to meet the minimum qualifications identified in the RFP, or should the Contractor fail to provide the notice required under this Section or fail to provide two qualified replacement candidates for each removed or unavailable person, the Contractor will be in default and the cure period for default specified elsewhere in this Contract will not apply. In the event of such a default, the State will have the right to terminate this Contract and to have the damages specified elsewhere in this Contract for termination due to default.

The State may determine that proposed replacement candidates meet the minimum qualifications of this Contract and still substantially reduce the value the State perceived it would receive through the work of the original individual(s) the Contractor proposed and on whose credentials the State decided to enter into this Contract. Therefore, the State will have the right to reject any candidate that the State determines will provide it with diminished value.

Should the State reject both proposed candidates for any legal reason other than their failure to meet the minimum qualifications identified in the RFP, then such rejection may be deemed a termination for convenience.

The State has an interest in providing a healthy and safe environment for its employees and guests at its facilities. The State also has an interest in ensuring, and right to ensure, that its operations are carried out in an efficient, professional, legal, and secure manner. The State, therefore, will have the right to require the Contractor to remove any individual working on the Project if the State determines that any such individual has or may interfere with the State's interests identified above. In such a case, the request for removal will be treated as a case in which an individual providing services under this Contract has become unavailable, and the Contractor will follow the procedures identified above for replacing unavailable people. This provision applies to people engaged by the Contractor's subcontractors if they are listed as key people on the RFP.

SUSPENSION AND TERMINATION. The State may terminate this Contract if the Contractor defaults in meeting its obligations under this Contract and fails to cure its default within the time allowed by this Contract, or if a petition in bankruptcy (or similar proceeding) has been filed by or against the Contractor. The State may also terminate this Contract if the Contractor violates any law or regulation in doing the Project, or if it appears to the State that the Contractor's performance is substantially endangered through no fault of the State. In any such case, the termination will be for cause, and the State's rights and remedies will be those identified below for termination for cause.

On written notice, the Contractor will have 30 calendar days to cure any breach of its obligations under this Contract, provided the breach is curable. If the Contractor fails to cure the breach within 30 calendar days after written notice or if the breach is not one that is curable, the State will have the right to terminate this Contract. The State may also terminate this Contract in the case of breaches that are cured within 30 calendar days but are persistent. "Persistent" in this context means that the State has notified the Contractor in writing of the Contractor's failure to meet any of its obligations three (3) times. After the third notice, the State may terminate this Contract without a cure period if the Contractor again fails to meet any obligation. The three (3) notices do not have to relate to the same obligation or type of failure. Some provisions of this Contract may provide for a shorter cure period than 30 calendar days or for no cure period at all. Those provisions will prevail over this one. If a particular section does not state what the cure period will be, this provision will govern.

The State may also terminate this Contract for its convenience and without cause or if the Ohio General Assembly fails to appropriate funds for any part of the Project. If a third party is providing funding for the Project, the State may also terminate this Contract should that third party fail to release any Project funds. The RFP identifies any third party source of funds for the Project.

The notice of termination, whether for cause or without cause, will be effective as soon as the Contractor receives it. Upon receipt of the notice of termination, the Contractor will immediately cease all work on the Project and take all steps necessary to minimize any costs the Contractor will incur related to this Contract. The Contractor will also immediately prepare a report and deliver it to the State. The report must be all-inclusive; no additional information will be accepted following the initial submission. The report must detail the work completed at the date of termination, the percentage of the Project's completion, any costs incurred in doing the Project to that date and any Deliverables completed or partially completed but not delivered to the State at the time of termination. The Contractor will also deliver all the completed and partially completed Deliverables to the State with its report. If delivery in that manner would not be in the State's interest, then the Contractor will propose a suitable alternative form of delivery.

If the State terminates this Contract for cause, it will be entitled to cover for the Project by using another Contractor on such commercially reasonable terms as it and the covering contractor may agree. The Contractor will be liable to the State for all costs related to covering for the Project to the extent that such costs, when combined with payments already made to the Contractor for the Project before termination, exceed the costs that the State would have incurred under this Contract. The Contractor will also be liable for any other direct damages resulting from its breach of this Contract or other action leading to termination for cause.

If the termination is for the convenience of the State, the Contractor will be entitled to compensation for any work on the Project that the Contractor has performed before the termination. Such compensation will be the Contractor's exclusive remedy in the case of termination for convenience and will be available to the Contractor only once the Contractor has submitted a proper invoice for such, with the invoice reflecting the amount determined to be owing to the Contractor by the State. The State will make that determination based on the lesser of the percentage of the Project completed or the hours of work performed in relation to the estimated total hours required to perform the entire applicable unit(s) of Work.

The State will have the option of suspending rather than terminating the Project where the State believes that doing so would better serve its interests. In the event of a suspension for the convenience of the State, the Contractor will be entitled to receive payment for the work performed before the suspension. In the case of suspension of the Project rather than termination for cause, the Contractor will not be entitled to any compensation for any work performed. If the State reinstates the Project after suspension for cause, rather than terminating this Contract after the suspension, the Contractor may be

entitled to compensation for work performed before the suspension, less any damage to the State resulting from the Contractor's breach of this Contract or other fault. Any amount due for work before or after the suspension for cause will be offset by any damage to the State from the default or other event giving rise to the suspension.

In the case of a suspension for the State's convenience, the amount of compensation due to the Contractor for work performed before the suspension will be determined in the same manner as provided in this section for termination for the State's convenience. The Contractor will not be entitled to compensation for any other costs associated with a suspension for the State's convenience. No payment under this provision will be made to the Contractor until the Contractor submits a proper invoice.

Any notice of suspension, whether with or without cause, will be effective immediately on the Contractor's receipt of the notice. The Contractor will prepare a report concerning the Project just as is required by this Section in the case of termination. After suspension of the Project, the Contractor will perform no work without the consent of the State and will resume work only on written notice from the State to do so. In any case of suspension, the State retains its right to terminate this Contract rather than to continue the suspension or resume the Project. If the suspension is for the convenience of the State, then termination of the Contract will be a termination for convenience. If the suspension is with cause, the termination will also be for cause.

The State will not suspend the Project for its convenience more than once during the term of this Contract, and any suspension for the State's convenience will not continue for more than 30 calendar days. If the Contractor does not receive notice to resume or terminate the Project within the 30-day period, then this Contract will terminate automatically for the State's convenience at the end of the 30 calendar day period.

Any default by the Contractor or one of its subcontractors will be treated as a default by the Contractor and all of its subcontractors. The Contractor will be solely responsible for satisfying any claims of its subcontractors for any suspension or termination and will indemnify the State for any liability to them. Each subcontractor will hold the State harmless for any damage caused to them from a suspension or termination. They will look solely to the Contractor for any compensation to which they may be entitled.

The Contractor may, at its discretion, request termination with a minimum 60 day notice in writing. The State will review the request and respond in writing to the Contractor with its findings.

REPRESENTATIVES. The State's representative under this Contract will be the person identified on the RFP or a subsequent notice to the Contractor as the "Agency Project Representative". The Agency Project Representative will review all reports made in the performance of the Project by the Contractor, will conduct all liaison with the Contractor, and will accept or reject the Deliverables and the complete Project. The Agency Project Representative may assign to a manager, responsibilities for individual aspects of the Project to act as the Agency Project Representative for those individual portions of the Project.

The Contractor's Project Manager under this Contract will be the person identified on the RFP as the "Project Manager". The Project Manager will conduct all liaisons with the State under this Contract. Either party, upon written notice to the other party, may designate another representative. The Project Manager may not be replaced without the approval of the State if that individual is identified in the RFP as a key individual on the Project.

WORK RESPONSIBILITIES. The State will be responsible for providing only those things expressly identified, if any, in the RFP. If the State has agreed to provide facilities or equipment, the Contractor, by signing this Contract, warrants that the Contractor has either inspected the facilities and/or equipment or has voluntarily waived an inspection and will work with the equipment and/or facilities on an "as is" basis.

The Contractor will assume the lead in the areas of management, design, and development of the Project. The Contractor will coordinate the successful execution of the Project and direct all Project activities on a day-to-day basis, with the advice and consent of the Agency Project Representative. The Contractor will be responsible for all communications regarding the progress of the Project and will discuss with the Agency Project Representative any issues, recommendations, and decisions related to the Project.

If the Project, or parts of it, requires installation on the State's property, the State will provide the Contractor with reasonable access to the installation site for the installation and any site preparation that is needed. After the installation is complete, the Contractor will complete an installation letter and secure the signature of Agency Project Representative certifying that installation is complete and the Project, or applicable portion of it, is operational. The letter will describe the nature, date, and location of the installation, as well as the date it was certified as installed and operational by the Agency Project Representative.

Unless otherwise provided in the RFP, the Contractor will be responsible for obtaining all official permits, approvals, licenses,

certifications, and similar authorizations required by any local, state, or Federal agency for the Project and maintaining them throughout the duration of this Contract.

**CHANGES.** The State may make reasonable changes, within the general scope of the Project. The State will do so by issuing a written order under this Contract describing the nature of the change ("Change Order"). Additionally, if the State provides directions or makes requests of the Contractor without a change order, and the Contractor reasonably believes the directions or requests are outside the specifications for the Project, the Contractor will have the right to request a Change Order from the State. Scope of Work changes will be managed as follows: pricing will be provided from the Contractor to the State. The State will execute a Change Order once it and the Contractor have agreed on the description of and specifications for the change as well as any equitable adjustments that need to be made in the Contractor's Fee or the performance schedule for the Work. Within five (5) business days after receiving the Change Order, the Contractor will sign it to signify agreement with it.

If a change causes an increase in the cost of, or the time required for, the performance of the Project, the Contractor will notify the State in writing and request an equitable adjustment in the Contractor's Fee, the delivery schedule, or both before the Contractor signs the Change Order. If the Contractor claims an adjustment under this section in connection with a change to the Project not described in a written Change Order, the Contractor must notify the State of the claim within five (5) business days after the Contractor is notified of the change and before work on the change begins. Otherwise, the Contractor will have waived the claim. In no event will the State be responsible for any increase in the Fee or revision in any delivery schedule unless the relevant change was specifically ordered in writing by the State and the Contractor has complied with the requirements of this section. Provided the State has complied with the procedure for Change Orders in this section, nothing in this clause will excuse the Contractor from proceeding with performance of the Project, as changed.

Where an equitable adjustment to the Contractor's Fee is appropriate, the State and the Contractor may agree upon such an adjustment. If the State and the Contractor are unable to agree, and the Contractor seeks an equitable adjustment in its Fee, either party may submit the dispute to the senior management of the Contractor and the State for resolution. If, within 30 calendar days following referral to senior management, the claim or dispute has not been resolved, only then will it be submitted to non-binding mediation (pursuant to the rules as stipulated by the American Arbitration Association). A claim or dispute must be submitted to non-binding mediation prior to the initiation of any formal legal process. Costs of mediation will be shared equally. Both parties further agree to use best efforts to resolve any claims or disputes arising during the performance of this Contract within 30 calendar days following the initiation of the dispute process. The resolved amount will be the not-to-exceed amount of the Change Order. If the change involves removing a requirement from the Project or replacing one part of the Project with the change, the State will get a credit for the work no longer required under the original scope of the Project. The credit will be calculated in the same manner as the Contractor's Fee for the change, and the not-to-exceed amount will be reduced by this credit. The State reserves the right to withhold payment in situations where a dispute arises between the Contractor and the State. All payments withheld pursuant to this provision will be placed into a separate account until such time as the dispute is resolved. In situations where payment is withheld and all or a portion of the payment is ultimately sent to the Contractor, the Contractor shall be entitled to interest in accordance with Section 126.30 of the Ohio Revised Code.

The Contractor will be responsible for coordinating changes with its subcontractors and adjusting their compensation and performance schedule. The State will not pay any subcontractor for the Change Order. If a subcontractor will perform any work under a Change Order that work must be included in the Contractor's not-to-exceed amount and calculated in the same manner as the Contractor's equitable adjustment for the portion of the work the Contractor will perform. The Contractor will not receive an overhead percentage for work a subcontractor will do under a Change Order.

**EXCUSABLE DELAY.** Neither party will be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delayed party will notify the other promptly of any material delay in performance and will specify in writing the proposed revised performance date as soon as practicable after notice of delay. In the event of any such excusable delay, the date of performance or of delivery will be extended for a period equal to the time lost by reason of the excusable delay. The delayed party must also describe the cause of the delay and what steps it is taking to remove the cause. The delayed party may not rely on a claim of excusable delay to avoid liability for a delay if the delayed party has not taken commercially reasonable steps to mitigate or avoid the delay. Things that are controllable by the Contractor's subcontractors will be considered controllable by the Contractor, except for third-party manufacturers supplying commercial items and over whom Contractor has no legal control.

**INDEPENDENT STATUS OF THE CONTRACTOR.** The parties will be acting as independent contractors. The partners, employees, officers, and agents ("Personnel") of one party, in the performance of this Contract, will act only in the capacity of representatives of that party and not as Personnel of the other party and will not be deemed for any purpose to be Personnel of the other. Each party assumes full responsibility for the actions of its Personnel while they are performing services pursuant to this Contract and will be solely responsible for paying its Personnel (including withholding of and/or paying income taxes and social security, workers' compensation, disability benefits and the like). Neither party will commit, nor be authorized to commit, the other party in any manner. The Contractor's subcontractors will be considered the agents of the Contractor for purposes of this Contract.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART THREE: OWNERSHIP & HANDLING OF INTELLECTUAL PROPERTY & CONFIDENTIAL INFORMATION

CONFIDENTIALITY. The State may disclose to the Contractor written material or oral or other information that the State treats as confidential ("Confidential Information"). Title to the Confidential Information and all related materials and documentation the State delivers to the Contractor will remain with the State. The Contractor must treat such Confidential Information as secret if it is so marked, otherwise identified as such, or when, by its very nature, it deals with matters that, if generally known, would be damaging to the best interests of the public, other contractors or potential contractors with the State, or individuals or organizations about whom the State keeps information. By way of example, information should be treated as confidential if it includes any proprietary documentation, materials, flow charts, codes, software, computer instructions, techniques, models, information, diagrams, know-how, trade secrets, data, business records, or marketing information. By way of further example, the Contractor also must treat as confidential materials such as police and investigative records, files containing personal information about individuals or employees of the State, such as personnel records, tax records, and so on, court and administrative records related to pending actions, any material to which an attorney-client, physician-patient, or similar privilege may apply, and any documents or records expressly excluded by Ohio law from public records disclosure requirements.

The Contractor agrees not to disclose any Confidential Information to third parties and to use it solely to do the Project. The Contractor will restrict circulation of Confidential Information within its organization and then only to people in the Contractor's organization that have a need to know the Confidential Information to do the Project. The Contractor will be liable for the disclosure of such information whether the disclosure is intentional, negligent, or accidental, unless otherwise provided below.

The Contractor will not be liable for any unintentional disclosure of Confidential Information that results despite the Contractor's exercise of at least the same degree of care as it normally takes to safeguard its own secrets, except when the Contractor's procedures are not reasonable given the nature of the Confidential Information or when the disclosure nevertheless results in liability to the State.

The Contractor will not incorporate any portion of any Confidential Information into any work or product, other than a Deliverable, and will have no proprietary interest in any of the Confidential Information. Furthermore, the Contractor will cause all of its employees who have access to any Confidential Information to execute a confidentiality agreement incorporating the obligations in this section.

The Contractor's obligation to maintain the confidentiality of the Confidential Information will not apply where such: (1) was already in the Contractor's possession before disclosure by the State, and such was received by the Contractor without obligation of confidence; (2) is independently developed by the Contractor; (3) is or becomes publicly available without breach of this Contract; (4) is rightfully received by the Contractor from a third party without an obligation of confidence; (5) is disclosed by the Contractor with the written consent of the State; or (6) is released in accordance with a valid order of a court or governmental agency, provided that the Contractor (a) notifies the State of such order immediately upon receipt of the order and (b) makes a reasonable effort to obtain a protective order from the issuing court or agency limiting disclosure and use of the Confidential Information solely for the purposes intended to be served by the original order of production. The Contractor will return all originals of any Confidential Information and destroy any copies it has made on termination or expiration of this Contract.

The Contractor may disclose Confidential Information to its subcontractors on a need-to-know basis, but they will be obligated to the requirements of this section.

HANDLING OF THE STATE'S DATA. The Contractor must use due diligence to ensure computer and telecommunications systems and services involved in storing, using, or transmitting State data are secure and to protect that data from unauthorized disclosure, modification, or destruction. To accomplish this, the Contractor must:

1. Apply appropriate risk management techniques to ensure security for all sensitive data, including but not limited to any data identified as Confidential Information elsewhere in this Contract.
2. Ensure that its internal security policies, plans, and procedures address the basic security elements of confidentiality, integrity, and availability.
3. Maintain plans and policies that include methods to protect against security and integrity threats and vulnerabilities, as well as and detect and respond to those threats and vulnerabilities.
4. Maintain appropriate identification and authentication process for information systems and services associated with State data.
5. Maintain appropriate access control and authorization policies, plans, and procedures to protect system assets and other information resources associated with State data.
6. Implement and manage security audit logging on information systems, including computers and network devices.

The Contractor must maintain a robust boundary security capacity that incorporates generally recognized system hardening techniques. This includes determining which ports and services are required to support access to systems that hold State data, limiting access to only these points, and disable all others. To do this, the Contractor must use assets and techniques such as properly configured firewalls, a demilitarized zone for handling public traffic, host-to-host management, Internet protocol specification for source and destination, strong authentication, encryption, packet filtering, activity logging, and implementation of system security fixes and patches as they become available. The Contractor must use two-factor authentication to limit access to systems that contain particularly sensitive State data, such as personally identifiable data.

Unless the State instructs the Contractor otherwise in writing, the Contractor must assume all State data is both confidential and critical for State operations, and the Contractor's security policies, plans, and procedure for the handling, storage, backup, access, and, if appropriate, destruction of that data must be commensurate to this level of sensitivity. As part of the Contractor's protection and control of access to and use of data, the Contractor must employ appropriate intrusion and attack prevention and detection capabilities. Those capabilities must track unauthorized access and attempts to access the State's data, as well as attacks on the Contractor's infrastructure associated with the State's data. Further, the Contractor must monitor and appropriately address information from its system tools used to prevent and detect unauthorized access to and attacks on the infrastructure associated with the State's data.

The Contractor must use appropriate measures to ensure that State's data is secure before transferring control of any systems or media on which State data is stored. The method of securing the data must be appropriate to the situation and may include erasure, destruction, or encryption of the data before transfer of control. The transfer of any such system or media must be reasonably necessary for the performance of the Contractor's obligations under this Contract.

The Contractor must have a business continuity plan in place. The Contractor must test and update the IT disaster recovery portion of its business continuity plan at least annually. The plan must address procedures for response to emergencies and other business interruptions. Part of the plan must address backing up and storing data at a location sufficiently remote from the facilities at which the Contractor maintains the State's data in case of loss of that data at the primary site. The plan also must address the rapid restoration, relocation, or replacement of resources associated with the State's data in the case of a disaster or other business interruption. The Contractor's business continuity plan must address short- and long-term restoration, relocation, or replacement of resources that will ensure the smooth continuation of operations related to the State's data. Such resources may include, among others, communications, supplies, transportation, space, power and environmental controls, documentation, people, data, software, and hardware. The Contractor also must provide for reviewing, testing, and adjusting the plan on an annual basis.

The Contractor may not allow the State's data to be loaded onto portable computing devices or portable storage components or media unless necessary to perform its obligations under this Contract properly. Even then, the Contractor may permit such only if adequate security measures are in place to ensure the integrity and security of the data. Those measures must include a policy on physical security for such devices to minimize the risks of theft and unauthorized access that includes a prohibition against viewing sensitive or confidential data in public or common areas. At a minimum, portable computing devices must have anti-virus software, personal firewalls, and system password protection. In addition, the State's data must be encrypted when stored on any portable computing or storage device or media or when transmitted from them across any data network. The Contractor also must maintain an accurate inventory of all such devices and the individuals to whom they are assigned.

Any encryption requirement identified in this provision must meet the Ohio standard as defined in Ohio IT standard ITS-SEC-01, "Data Encryption and Cryptography".

The Contractor must have reporting requirements for lost or stolen portable computing devices authorized for use with State data and must report any loss or theft of such to the State in writing as quickly as reasonably possible. The Contractor also must maintain an incident response capability for all security breaches involving State data whether involving mobile devices or media or not. The Contractor must detail this capability in a written policy that defines procedures for how the Contractor will detect, evaluate, and respond to adverse events that may indicate a breach or attempt to attack or access State data or the infrastructure associated with State data.

In case of an actual security breach that may have compromised State data, including but not loss or theft of devices or media, the Contractor must notify the State in writing of the breach within 24 hours of the Contractor becoming aware of the breach, and fully cooperate with the State to mitigate the consequences of such a breach. This includes any use or disclosure of the State data that is inconsistent with the terms of this Contract and of which the Contractor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or subcontractor of the Contractor.

The Contractor must give the State full access to the details of the breach and assist the State in making any notifications to potentially affected people and organizations that the State deems are necessary or appropriate. The Contractor must document all such incidents, including its response to them, and make that documentation available to the State on request. In addition to any other liability under this Contract related to the Contractor's improper disclosure of State data, and regardless of any limitation on liability of any kind in this Contract, the Contractor will be responsible for acquiring one year's identity theft protection service on behalf of any individual or entity whose personally identifiable information is compromised while it is in the Contractor's possession.

OWNERSHIP OF DELIVERABLES. All deliverables produced by the Contractor and covered by this Contract, including any software modifications, and documentation, shall be owned by the State, with all rights, title, and interest in all intellectual property that come into existence through the Contractor's custom work being assigned to the State. Additionally, the Contractor waives any author rights and similar retained interests in custom-developed material. The Contractor will provide the State with all assistance reasonably needed to vest such rights of ownership in the State. The Contractor will retain ownership of all tools, methods, techniques, standards, and other development procedures, as well as generic and preexisting shells, subroutines and similar material incorporated in any custom Deliverable ("Pre-existing Materials") if the Contractor provides the non-exclusive license described in the next paragraph.

The Contractor may grant the State a worldwide, non-exclusive, royalty-free, perpetual license to use, modify, sell, and otherwise distribute all Pre-existing Materials that are incorporated in any custom-developed Deliverable rather than grant the State ownership of the Pre-existing Materials provided however, that the State may distribute such Pre-existing materials to the extent required by governmental funding mandates. The Contractor will not include in any custom Deliverable any intellectual property unless such has been created under this Contract or qualifies as Pre-existing Material.

If the Contractor wants to incorporate any Pre-existing Materials in a custom Deliverable, the Contractor must first disclose this and seek the State's approval for doing so in advance. On the request of the Contractor, the State will incorporate any proprietary notice the Contractor may reasonably want for any Pre-existing Materials included in a custom Deliverable in all copies the State makes of that Deliverable.

Subject to the limitations and obligations of the State with respect to Pre-existing Materials, the State may make all custom Deliverables available to the general public without any proprietary notices of any kind.

LICENSE IN COMMERCIAL MATERIAL. As used in this section, "Commercial Material" means anything that has been developed at private expense by the Contractor or a third party, commercially available in the marketplace, subject to intellectual property rights, and readily copied through duplication on magnetic media, paper, or other media. Examples include written reports, books, pictures, videos, movies, computer programs, and computer source code and documentation.

Any Commercial Material that the Contractor intends to deliver as a Deliverable must have the scope of the license granted in such material disclosed in the RFP or as an attachment referenced in the RFP, if that scope of license is different from the scope of license contained in this section for Commercial Materials.

Except for Commercial Material that is software ("Commercial Software"), if the Commercial Material is copyrighted and published material, then the State will have the rights permitted under the Federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material is patented, then the State will have the rights permitted under the Federal patent laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material consists of trade secrets, then the State will treat the material as confidential. In this regard, the State will assume all obligations with respect to the Commercial Material that the Contractor assumes under the Confidentiality section of this Contract with respect to State secrets. Otherwise, the State will have the same rights and duties permitted under the Federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor, whether or not the material is copyrighted when delivered to the State.

For Commercial Software, the State will have the rights in items (1) through (8) of this section with respect to the software. The State will not use any Commercial Software except as provided in items (1) through (8) of this section or as expressly stated otherwise in this Contract. The Commercial Software may be:

1. Used or copied for use in or with the computer or computers for which it was acquired, including use at any State installation to which such computer or computers may be transferred.
2. Used or copied for use in or with a backup computer for disaster recovery and disaster recovery testing purposes or if any computer for which it was acquired is inoperative.

3. Reproduced for safekeeping (archives) or backup purposes.
4. Modified, adapted, or combined with other computer software, but the modified, combined, or adapted portions of the derivative software incorporating any of the Commercial Software will be subject to same restrictions set forth in this Contract.
5. Disclosed to and reproduced for use on behalf of the State by support service contractors or their subcontractors, subject to the same restrictions set forth in this Contract.
6. Used or copied for use in or transferred to a replacement computer.

However:

7. If the Commercial Software delivered under this Contract is published and copyrighted, it is licensed to the State without disclosure prohibitions.
8. If any Commercial Software is delivered under this Contract with the copyright notice in 17 U.S.C. 401, it will be presumed to be published, copyrighted, and licensed to the State without disclosure restrictions, unless a statement substantially as follows accompanies such copyright notice: "Unpublished -- rights reserved under the copyright laws of the United States." The State will treat such Commercial Software as Confidential Information to the extent that such is actually the case.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART FOUR: REPRESENTATIONS, WARRANTIES AND LIABILITIES

GENERAL WARRANTIES. The Contractor warrants that the recommendations, guidance, and performance of the Contractor under this Contract will: (1) be in accordance with sound professional standards and the requirements of this Contract and without any material defects; (2) unless otherwise provided in the RFP, be the work solely of the Contractor; and (3) no Deliverable will infringe on the intellectual property rights of any third party.

Additionally, with respect to the Contractor's activities under this Contract, the Contractor warrants that: (1) the Contractor has the right to enter into this Contract; (2) the Contractor has not entered into any other contracts or employment relationships that restrict the Contractor's ability to perform the contemplated services; (3) the Contractor will observe and abide by all applicable laws and regulations, including those of the State regarding conduct on any premises under the State's control; (4) the Contractor has good and marketable title to any goods delivered under this Contract and in which title passes to the State; (5) all hardware, software, firmware, and similar devices and materials provided under this Contract will be designed to operate without regard to the turning of a century and process dates in a manner that takes into account dates occurring before and after the turning of a century; and (6) the Contractor has the right and ability to grant the license granted in any Deliverable in which title does not pass to the State.

The warranty regarding material defects is a 1-year warranty. All other warranties will be continuing warranties. If any portion of the Project fails to comply with these warranties, and the Contractor is so notified in writing, the Contractor will correct such failure with all due speed or will refund the amount of the compensation paid for such portion of the Project. The Contractor will also indemnify the State for any direct damages and claims by third parties based on a breach of these warranties. This obligation of indemnification will not apply where the State has modified or misused the Deliverable and the claim is based on the modification or misuse. The State agrees to give the Contractor notice of any such claim as soon as reasonably practicable. If a successful claim of infringement is made, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor will do one (1) of the following four (4) things: (1) modify the Deliverable so that it is no longer infringing; (2) replace the Deliverable with an equivalent or better item; (3) acquire the right for the State to use the infringing Deliverable as it was intended for the State to use under this Contract; or (4) remove the Deliverable and refund the amount the State paid for the Deliverable and the amount of any other Deliverable or item that requires the availability of the infringing Deliverable for it to be useful to the State.

INDEMNITY. The Contractor will indemnify the State for any and all claims, damages, law suits, costs, judgments, expenses, and any other liabilities resulting from bodily injury to any person (including injury resulting in death) or damage to property that may arise out of or are related to Contractor's performance under this Contract, providing such bodily injury or property damage is due to the negligence of the Contractor, its employees, agents, or subcontractors.

The Contractor will also indemnify the State against any claim of infringement of a copyright, patent, trade secret, or similar intellectual property rights based on the State's proper use of any Deliverable under this Contract. This obligation of indemnification will not apply where the State has modified or misused the Deliverable and the claim of infringement, is based on the modification or misuse. The state agrees to give the Contractor notice of any such claim as soon as reasonably practicable and to give the Contractor the authority to settle or otherwise defend any such claim upon consultation with and approval by the Office of the State Attorney General. If a successful claim of infringement is made, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor will take one (1) of the following four (4) actions:

1. Modify the Deliverable so that is no longer infringing.
2. Replace the Deliverable with an equivalent or better item.
3. Acquire the right for the State to use the infringing Deliverable as it was intended for the State to use under this Contract; or
4. Remove the Deliverable and refund the fee the State paid for the Deliverable and the fee for any other Deliverable that required the availability of the infringing Deliverable for it to be useful to the State.

LIMITATION OF LIABILITY. NOTWITHSTANDING ANY LIMITATION PROVISIONS CONTAINED IN THE DOCUMENTS AND MATERIALS INCORPORATED BY REFERENCE INTO THIS AGREEMENT, THE PARTIES AGREE AS FOLLOWS:

1. NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS, EVEN IF THE PARTIES HAVE BEEN ADVISED, KNEW, OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
2. THE CONTRACTOR FURTHER AGREES THAT THE CONTRACTOR SHALL BE LIABLE FOR ALL DIRECT DAMAGES DUE TO THE FAULT OR NEGLIGENCE OF THE CONTRACTOR.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART FIVE: ACCEPTANCE AND MAINTENANCE

STANDARDS OF PERFORMANCE AND ACCEPTANCE. If the RFP does not provide otherwise, the acceptance procedure will be an informal review by the Agency Project Representative to ensure that each Deliverable and the Project as a whole comply with the requirements of this Contract. The Agency Project Representative will have up to 30 calendar days to do this. No formal letter of acceptance will be issued, and passage of the 30 calendar days will imply acceptance, though the State will issue a notice of noncompliance if a Deliverable or the Project as a whole does not meet the requirements of this Contract. If the Agency Project Representative issues a letter of noncompliance, then the Contractor will have 30 calendar days to correct the problems listed in the noncompliance letter. If the Contractor fails to do so, the Contractor will be in default without a cure period. If the Agency Project Representative has issued a noncompliance letter, the Deliverables or the Project as a whole will not be accepted until the Agency Project Representative issues a letter of acceptance indicating that each problem noted in the noncompliance letter has been cured. If the problems have been fixed during the 30 day period, the Agency Project Representative will issue the acceptance letter within 15 calendar days.

If the Project fails to meet the standard of performance after 90 calendar days from the start of the performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the Project.

PASSAGE OF TITLE. Title to any Deliverable will pass to the State only on acceptance of the Deliverable. All risk of loss, regardless of the cause, will remain with the Contractor until title to the Deliverable passes to the State.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART SIX: CONSTRUCTION

ENTIRE DOCUMENT. This Contract is the entire agreement between the parties with respect to the subject matter and supersedes any previous statements or agreements, whether oral or written.

BINDING EFFECT. This Contract will be binding upon and inure to the benefit of the respective successors and assigns of the State and the Contractor.

ADDENDA – WAIVER. No change to any provision of this Contract will be effective unless it is in writing and signed by both parties. The failure of either party at any time to demand strict performance by the other party of any of the terms of this Contract will not be a waiver of those terms. Waivers must be in writing to be effective. And either party may at any later time demand strict performance.

SEVERABILITY. If any provision of this Contract is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Contract will remain in full force and effect to the extent that such does not create an absurdity.

CONSTRUCTION. This Contract will be construed in accordance with the plain meaning of its language and neither for nor against the drafting party.

HEADINGS. The headings used herein are for the sole sake of convenience and will not be used to interpret any section.

NOTICES. For any notice under this Contract to be effective it must be made in writing and sent to the address of the appropriate contact provided elsewhere in the Contract, unless such party has notified the other party, in accordance with the provisions of this section, of a new mailing address. This notice requirement will not apply to any notices that this Contract expressly authorized to be made orally.

CONTINUING OBLIGATIONS. The terms of this Contract will survive the termination or expiration of the time for completion of Project and the time for meeting any final payment of compensation, except where such creates an absurdity.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS  
PART SEVEN: LAW & COURTS

COMPLIANCE WITH LAW. The Contractor agrees to comply with all applicable federal, State, and local laws in the conduct of the Work.

DRUG-FREE WORKPLACE. The Contractor will comply with all applicable State and Federal laws regarding keeping a drug-free workplace. The Contractor will make a good faith effort to ensure that all the Contractor 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.

CONFLICTS OF INTEREST. No Personnel of the Contractor may voluntarily acquire any personal interest that conflicts with their responsibilities under this Contract. Additionally, the Contractor will not knowingly permit any public official or public employee who has any responsibilities related to this Contract or the Project to acquire an interest in anything or any entity under the Contractor's control if such an interest would conflict with that official's or employee's duties. The Contractor will disclose to the State knowledge of any such person who acquires an incompatible or conflicting personal interest related to this Contract. And the Contractor will take steps to ensure that such a person does not participate in any action affecting the Work under this Contract. But this will not apply when the State has determined, in light of the personal interest disclosed, that person's participation in any such action would not be contrary to the public interest.

OHIO ETHICS AND ELECTIONS LAW.

A. Ethics Law

Contractor hereby certifies that all applicable parties listed in Division (I)(3) or (J)(3) of O.R.C. Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of O.R.C. Section 3517.13.

In accordance with Executive Order 2007-01S, Contractor, by signature on this document, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflict of interest laws, and (3) will take no action inconsistent with those laws and this order. The Contractor understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of this contract and may result in the loss of other contracts with the State of Ohio.

Contractor certifies that it is currently in compliance and will continue to adhere to the requirements of Ohio ethics laws.

B. Political Contributions

The Contractor affirms in its cover letter that, as applicable to the Contractor, all personal and business associates are in compliance with Chapter 3517 of the Revised Code regarding limitations on political contributions and will remain in compliance for the duration of the Contract and with all applicable provisions that extend beyond the expiration of the Contract.

DECLARATION OF MATERIAL ASSISTANCE. In accordance with R.C. 2909.33(C), I certify that I meet one of the following conditions:

A. I have not received, nor will receive as a result of this contract, an aggregate amount greater than one hundred thousand dollars (\$100,000) in business or funding, excluding personal benefits, from the state, instrumentalities, or political subdivisions during the current fiscal year;

Or,

B. 1. I have received, or will receive as a result of this contract, an aggregate amount greater than one hundred thousand dollars (\$100,000) in business or funding, excluding personal benefits, from the state, instrumentalities, or political subdivisions during the current fiscal year.

And,

2. I have either pre-certified with the Office of Budget and Management, or have completed the Declaration of Material Assistance form, certifying that I have not provided material assistance to any organization on the Terrorist Exclusion List, as that term is defined in R.C. 2909.21.

EQUAL EMPLOYMENT OPPORTUNITY. The Contractor will comply with all State and federal laws regarding equal employment opportunity, including Ohio Revised Code Section 125.111 and all related Executive Orders.

Before a contract can be awarded or renewed, an Affirmative Action Program Verification Form must be submitted to the DAS Equal Opportunity Division to comply with the affirmative action requirements. Affirmative Action Verification Forms and approved Affirmative Action Plans can be found by going to the Equal Opportunity Departments Web site: <http://www.das.ohio.gov/Eod/AAEEO.htm>

INJUNCTIVE RELIEF. Nothing in this Contract is intended to limit the State's right to injunctive relief if such is necessary to protect its interests or to keep it whole.

ASSIGNMENT. The Contractor may not assign this Contract or any of its rights or obligations under this Contract without the prior, written consent of the State.

GOVERNING LAW. This Contract will be governed by the laws of Ohio, and venue for any disputes will lie exclusively with the appropriate court in Franklin County, Ohio.

ATTACHMENT FOUR  
CONTRACT

THIS CONTRACT, which results from RFP CSP905110, entitled BWC Pharmaceutical Rebate Administrator is between the state of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of the Bureau of Workers' Compensation (BWC) (the "State") and

\_\_\_\_\_  
(the "Contractor").

If this RFP results in a Contract award, the Contract will consist of this RFP including all attachments, written addenda to this RFP, the Contractor's 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 change orders issued under the Contract. The form of the contract is this one page attachment to the RFP, which incorporates by reference all the documents identified above. The general terms and conditions for the Contract are contained in another attachment to the RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This RFP, as amended;
2. The documents and materials incorporated by reference in the RFP;
3. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
4. The documents and materials incorporated by reference in the Contractor's Proposal.

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

This Contract has an effective date of the later of January 15, 2010, or the occurrence of all conditions precedent specified in the General Terms and Conditions.

**IN WITNESS WHEREOF**, the parties have executed this Contract as of the dates below.

_____ (Contractor)	Department of Administrative Services _____ (State of Ohio Agency)
_____ (Signature)	_____ (Signature)
_____ (Printed Name)	Hugh Quill _____ (Printed Name)
_____ (Title)	Director, Department of Administrative Services _____ (Title)
_____ (Date)	_____ (Date)

ATTACHMENT FIVE A  
OFFEROR PROFILE FORM

Offeror's Legal Name:	Address:	
Phone Number:	Fax Number:	E-mail Address:
Home Office Location:	Date Established:	Ownership:
Number of Employees:	Number of Employees Directly Involved in Tasks Directly Related to the Work	
Additional Background Information:		

ATTACHMENT FIVE B  
OFFEROR PRIOR PROJECT FORM

Customer Company Name:	Contact:	
Address:	Phone Number:	
Project Name:	Beginning Date of Project (Month/Year):	Ending Date of Project (Month/Year):
Description of scope of the project in detail, including your company's role. Also explain the relevance or similarity of the project to this project.		

ATTACHMENT FIVE C  
OFFEROR PRIOR PROJECT FORM

Customer Company Name:	Contact:	
Address:	Phone Number:	
Project Name:	Beginning Date of Project (Month/Year):	Ending Date of Project (Month/Year):
Description of scope of the project in detail, including your company's role. Also explain the relevance or similarity of the project to this project.		

ATTACHMENT FIVE D  
OFFEROR PRIOR PROJECT FORM

Customer Company Name:	Contact:	
Address:	Phone Number:	
Project Name:	Beginning Date of Project (Month/Year):	Ending Date of Project (Month/Year):
Description of scope of the project in detail, including your company's role. Also explain the relevance or similarity of the project to this project.		

ATTACHMENT SIX  
OFFEROR REFERENCES

Three (3) professional references who have received services from the Offeror in the past five (5) years.

Company Name:		Contact Name:	
Address:		Phone Number:	
		E-Mail Address:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of project size, complexity and the Offeror's role in this project.			

Company Name:		Contact Name:	
Address:		Phone Number:	
		E-Mail Address:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of project size, complexity and the Offeror's role in this project.			

Company Name:		Contact Name:	
Address:		Phone Number:	
		E-Mail Address:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of project size, complexity and the Offeror's role in this project.			

ATTACHMENT SEVEN A  
OFFEROR'S CANDIDATE REFERENCES

Candidate's Name: \_\_\_\_\_

Candidate's Proposed Position: \_\_\_\_\_

Three (3) professional references who have received services from the candidate in the past three (3) years.

Company Name:		Contact Name:	
Address:		Phone Number:	
		E-mail:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of project size, complexity, and the Candidate's role in this project.			
Company Name:		Contact Name:	
Address:		Phone Number:	
		E-mail:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of project size, complexity, and the Candidate's role in this project.			
Company Name:		Contact Name:	
Address:		Phone Number:	
		E-mail:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of project size, complexity, and the Candidate's role in this project.			

ATTACHMENT SEVEN B  
OFFEROR'S CANDIDATE INFORMATION  
EDUCATION AND TRAINING

Candidate's Name: \_\_\_\_\_

Candidate's Proposed Position: \_\_\_\_\_

Education and Training: This section must be completed to list the education and training of the proposed candidate.

Name and Address	Months/Years	Degree/Major
College		
Technical School		
Licenses		
Certifications		

ATTACHMENT SEVEN C  
OFFEROR'S CANDIDATE EXPERIENCE REQUIREMENT

Candidate's Name: \_\_\_\_\_

Candidate's Proposed Position: \_\_\_\_\_

Client Company Name:		Client's Project Supervisor Contact Name:	
Address:		Phone Number:	
		E-Mail:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of the related services provided:			
Client Company Name:		Client's Project Supervisor Contact Name:	
Address:		Phone Number:	
		E-Mail:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of the related services provided:			
Client Company Name:		Client's Project Supervisor Contact Name:	
Address:		Phone Number:	
		E-Mail:	
Project Name:	Beginning Date of Project: (Month/Year)	Ending Date of Project: (Month/Year)	
Description of the related services provided:			

ATTACHMENT EIGHT  
OFFEROR PERFORMANCE FORM

The Offeror must provide the following information for this section for the past seven (7) years. Please indicate yes or no in each column.

Yes/No	Description
	The Offeror has had a contract terminated for default or cause. If so, the Offeror must submit full details, including the other party's name, address, and telephone number.
	The Offeror has been assessed any penalties in excess of one hundred thousand dollars (\$100,000), including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity). If so, the Offeror must provide complete details, including the name of the other organization, the reason for the penalty, and the penalty amount for each incident.
	The Offeror was the subject of any governmental action limiting the right of the Offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The Offeror, any officer of the Offeror, or any owner of a twenty percent (20%) interest or greater in the Offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The Offeror, any officer of the Offeror, or any owner with a twenty percent (20%) interest or greater in the Offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any item above is affirmative, the Offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an Offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the Offeror's Proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter's possible impact on the Offeror's performance on the project, and the best interests of the State.

ATTACHMENT NINE  
PERFORMANCE STANDARD AND GUARANTEE

The Contractor will be required to meet the following performance guarantee:

SERVICE AREA	REPORTING REQUIREMENTS	REPORTING PERIOD	BENCHMARK	MONETARY PENALTY
REPORTING - One quality failure for each quarter the Contractor fails to provide a required report on time. The reports will be in document format that can be manipulated (excel, access, etc.)	Reports will be provided accurately within 180 days from the end of the rebate quarter.	Quarterly	100%	\$500 per day beyond the 180 days.

ATTACHMENT TEN  
REBATE AMOUNT AND ADMINISTRATIVE FEE SUMMARY

TITLE: BWC PHARMACEUTICAL REBATE ADMINISTRATOR

RFP NUMBER: CSP905110

UNSPSC NUMBER: 80141600

Completing the Rebate Amount and Administrative Fee Summary and Attachment Ten:

The Offeror must use the Web link that follows to obtain a copy of the Rebate Amount and Administrative Fee Summary file. The Offeror must complete unlocked cells of the spreadsheet so that a total net rebate amount can be calculated.

Rebate Amount and Administrative Fee Summary Web-link: <http://procure.ohio.gov/pdf/BWC006 Attachment 10.xls>

A completed hard copy of the Offeror's Rebate Amount and Administrative Fee Summary file must be submitted in the Offeror's Proposal. Failure of the Offeror to submit a calculated hard copy with its Offer, in the specified format, will result in no cost points being assigned to the Offeror's Cost Proposal.

Once the Offeror's Rebate Amount and Administrative Fee Summary file is completed, the Offeror must transfer its calculated Rebate Amount Total to table below. The Offeror must deduct its Administrative Fee percentage dollar amount, based on the Offeror's Rebate Amount Total, and subtract the Administrative Fee dollar amount from Rebate Amount Total to establish the Offeror's quoted Net Rebate Due BWC Summary. These amounts must match the amounts on the Offeror's Rebate Amount and Administrative Fee Summary file. Any discrepancy by the Offeror in this transfer will lead to the rejection of the Offeror's Proposal.

OFFEROR'S TRANSFERED QUARTERLY REBATE AMOUNT AND ADMINISTRATIVE FEE SUMMARY TABLE	
Rebate Amount Total	\$
Offeror's Administrative Fee Percentage	%
Offeror's Administrative Fee Amount	\$ ( )
Total Rebate Due BWC	\$

1. The Offeror's total cost for the entire Work as outlined in Scope of Work, Attachment One, and Part One.
2. There will be no additional reimbursement for travel or other related expenses not included in the Minimum Rebate Amount.
3. Cost must be reflected in U. S. Dollars.