OHIO DEPARTMENT OF HEALTH
REQUEST FOR PROPOSAL (RFP)

The Ohio Department of Health (ODH) is soliciting proposals for professional services.

1. PROJECT INFORMATION.
   1.1 Project Title. Ohio Department of Health LGBTQ Cancer Screening and Education Support
   1.2 Posting Date. April 3, 2019
   1.3 Proposal Due Date. May 9, 2019
   1.4 Inquiry Start Date. April 3, 2019
   1.5 Inquiry End Date. May 2, 2019

2. PROJECT BACKGROUND, OBJECTIVE, AND BUDGET.
   2.1 Project Background. In the 2011 Institute of Medicine (IOM) report, it was shown that "LBGTQ individuals face barriers to equitable healthcare that can have a profound impact in their overall well-being." This population encounters issues with access to care due to uninsured or under insured circumstances. In addition, this population faces fear of discrimination, insensitivity from providers, perceived low risk of breast cancer and absence of a Primary Health Care Provider (PCHP).

   It is also reported that healthcare providers have a general lack of knowledge regarding specific LGBTQ medical needs. LGBTQ individuals find themselves having to teach providers about their health-related needs or find that they are being denied care altogether.

   2.2 Project Objective. Current statistics show that LGBTQ identified persons have a low rate of healthcare screenings, which includes breast cancer screening. Not only are their screening rates low but the group is, in addition, more prone to a number of breast cancer risk factors including higher alcohol use, higher rates of smoking, and obesity.

   The healthcare system plays a key role in eliminating these health disparities among populations. Interventions aimed at changing the attitudes of providers is a hallmark of cultural competence in other populations and training targeted at LGBTQ unique healthcare needs are important obstacles that need to be overcome.

   The objective of this project is to increase breast cancer screening rates among LGBTQ identified persons through education of providers in cultural competency and education of the LGBTQ community on the importance of breast cancer screening for those individuals with breasts.

   2.3 Project Budget. $26,500.00
   2.4 Project Award. One Award
   2.5 Approximate Contract Start Date: July 1, 2019
   2.6 Approximate Contract End Date: June 30, 2020
   2.7 Project Period. July 1, 2019 through June 30, 2023

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

3. PROJECT REQUIREMENTS.
   3.1 Contractor Experience Requirement. Contractor shall fulfill the following requirements:

   3.1.1 Demonstration of years of company history, capacity to accept new work and ability to provide services across the state of Ohio.
3.1.2 Demonstration of embracing a community healthcare-based system following a Patient-Centered Medical Home (PCMH) model of care focused mainly on LGBTQ healthcare needs.

3.1.3 Demonstration of successfully completing two (2) prior projects of similar size and scope within the last five (5) years of operation.

3.1.4 Designation by the Healthcare Equity Index (HEI) as a Leader in LGBTQ Healthcare Equity, or current, or intended listing in the Gay and Lesbian Medical Association online resource.

3.2 **Candidate Expertise Requirement.** Candidates shall possess the following experience and expertise:

3.2.1 Demonstration of three (3) years of cultural competency recognition with the LGBTQ population and expertise in LGBTQ healthcare direct services or case management/navigation with this population.

3.2.2 Demonstration of five (5) years of history partnering with Ohio clinical/medical care facilities in at least five (5) regions of the State (SE, SW, NE, NW, C).

3.2.3 Demonstration of including at least one member of the LBGTQ community on the project team with experience in delivering LGBTQ cultural competency trainings to healthcare providers using an evidence-based model of training.

3.3 **Licenses &/or Certifications Required.** Staff assigned to project are preferred to hold at least two (2) of the following: MHA, MSW, LISW-S, LPN, MA, MD, PhD, DMD, RN.

4. **SCOPE OF WORK.**

4.1 **Offeror shall partner with a medical clinic or center with statewide reach that follows the PCMH model of care (patient-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety) whose top priority is care for the LGBTQ population, to improve breast cancer screening rates for lesbian identified women, transgender, and nonconforming individuals.**

4.2 Develop and implement an evidence-based LGBTQ culturally competent training program to be delivered to healthcare providers and front-office staff for the purpose of increasing breast cancer screenings. Training should include, but not be limited to the following:

- LGBTQ terminology; pronouns, difference between sexual orientation and gender identity
- Health disparities of LGBTQ populations; including low screening rates for anyone with breasts, high smoking rates, complications of those who take feminizing hormones; risk factors for those who haven’t had children and haven’t breast-fed, anal cancers 9x higher in HIV+ men who have sex with men, etc.
- Intake forms that are inclusive and written as LGBTQ-friendly: gender at birth; gender that person identifies with today; preferred pronouns, etc.
- Electronic medical records (EMRs) to include LGBTQ data.

Training program shall be approved by ODH prior to presenting information.

4.3 **Provide five (5) customized training programs and presentations. Vary information according to each type of medical facility and level of existing cultural competence. 5 regions to receive completed training. Each training is customized to the existing culture at each facility. Some may be more progressive than others. Trainings may need to be adjusted according to how advanced the provider is in their current office culture around LGBTQ friendliness.**

4.4 Develop metrics and collect data for measuring success of the project. Metrics should include, but not be limited to, percent of learning (compare pre and post-tests), willingness to restructure office aesthetics to an LGBTQ-friendly space, including LGBTQ terminology into intake forms.

4.5 Create and implement a tool to track and access effectiveness of provider LGBTQ culturally competent trainings. Tool must include at a minimum, pre and post surveys of attendees to measure degree of cultural competence learning and a suggested implementation plan for providers to implement findings from the training. Tool to be approved by ODH.

4.6 **Use small media and print materials to develop a promotional/marketing campaign targeted to the LGBTQ population to promote screening for breast cancer. Campaign to include development and distribution of materials that are targeted to breast cancer screenings for the LGBTQ population. All costs associated with the training sessions shall be covered by Offeror. ODH to approve campaign.**

4.7 **Implement promotional/marketing strategies and distribute materials to targeted healthcare providers. Strategies to include making medical environment LGBTQ-friendly by posting Patient’s Bill of Rights, LGBTQ appropriate literature posted, post the rainbow flag in window or entryway. Promotional materials to be approved by ODH.**
4.8 Partner with five (5) local hospitals, clinics or medical facilities to host and conduct LGBTQ cultural and competency training sessions for healthcare providers and front-office staff.

4.9 Provide a minimum of five (5) training sessions to cover five (5) geographic regions of the state (SW, SE, NW, NE, C). ODH to approve training locations. All costs associated with training sessions shall be covered by Offeror.

4.10 Provide survey and metric results for each training session to ODH.

5. DELIVERABLES.

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>During the Contract Period, Contractor and ODH agree to the following:</td>
<td></td>
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<tr>
<td>5.1. Establish partnership with medical clinic or center with statewide reach that follows the PCMH model of care.</td>
<td>September 30, 2019</td>
</tr>
<tr>
<td>5.2. Provide evidence-based LGBTQ culturally competent training program for healthcare provider and front office staff.</td>
<td>September 30, 2019</td>
</tr>
<tr>
<td>5.3. Provide five (5) customized training programs and presentations.</td>
<td>June 15, 2020</td>
</tr>
<tr>
<td>5.4. Provide survey and metric results from each training session to ODH.</td>
<td>June 15, 2020</td>
</tr>
<tr>
<td>5.5. Provide a tool to track and access effectiveness of provider LGBTQ culturally competent trainings.</td>
<td>September 30, 2019</td>
</tr>
<tr>
<td>5.6. Provide a list of partners to help execute a marketing campaign targeted to the LGBTQ population to promote screening for breast cancer. Provide samples of print materials.</td>
<td>December 31, 2019</td>
</tr>
<tr>
<td>5.7. Provide marketing plan and material to distribute to targeted healthcare providers.</td>
<td>December 31, 2019</td>
</tr>
<tr>
<td>5.8. Provide a list of partnerships with local hospitals, clinics or medical facilities to host and conduct LGBTQ cultural and competency training sessions for healthcare providers and front-office staff.</td>
<td>June 15, 2020</td>
</tr>
<tr>
<td>5.9. Provide a minimum of five (5) training sessions to cover five (5) geographic regions of the state (SW, SE, NW, NE, C).</td>
<td>June 15, 2020</td>
</tr>
<tr>
<td>5.10. Provide survey and metrics results from each training session to ODH.</td>
<td>June 15, 2020</td>
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6. TECHNICAL EVALUATION CRITERION:

<table>
<thead>
<tr>
<th>CONTRACTOR PROFILE</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Demonstrations of years of company history, capacity to accept new work and ability to provide services across the state of Ohio.</td>
<td>5</td>
</tr>
<tr>
<td>Demonstration of embracing a community healthcare-based system following a Patient-Centered Medical Home (PCMH) model of care focused mainly on LGBTQ healthcare needs.</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Description</td>
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<tr>
<td>6.3</td>
<td>Demonstration of successfully completing two (2) prior projects of similar size and scope within the last five (5) years of operation.</td>
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<tr>
<td>6.4</td>
<td>Designation by the Healthcare Equity Index (HEI) as a Leader in LGBTQ Healthcare Equity, or current, or intended listing in the Gay and Lesbian Medical Association online resource.</td>
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**STAFFING PLAN (PERSONNEL PROFILE)**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Weight</th>
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<tbody>
<tr>
<td>6.5</td>
<td>Demonstration of three (3) years of cultural competency recognition with the LGBTQ population and expertise in LGBTQ healthcare direct services or case management/navigation with this population.</td>
<td>5</td>
</tr>
<tr>
<td>6.6</td>
<td>Demonstration of five (5) years of history partnering with Ohio clinical/medical care facilities in at least five (5) regions of the State (SE, SW, NE, NW, C).</td>
<td>5</td>
</tr>
<tr>
<td>6.7</td>
<td>Demonstration of including at least one member of the LGBTQ community on the project team with experience in delivering LGBTQ cultural competency trainings to healthcare providers using an evidence-based model of training.</td>
<td>5</td>
</tr>
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</table>

**WORK PLAN**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Weight</th>
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<tbody>
<tr>
<td>6.8</td>
<td>Offeror demonstrated ability to partnership with medical clinic or center with statewide reach that follows the PCMH model of care.</td>
<td>5</td>
</tr>
<tr>
<td>6.9</td>
<td>Offeror demonstrated ability to provide evidence-based LGBTQ culturally competent training program for healthcare provider and front office staff.</td>
<td>10</td>
</tr>
<tr>
<td>6.10</td>
<td>Offeror demonstrates ability to provide five (5) customized training programs and presentations for each facility's needs dependent on the level of existing competence.</td>
<td>5</td>
</tr>
<tr>
<td>6.11</td>
<td>Offeror demonstrated ability to provide survey and metrics results from each training session to ODH.</td>
<td>5</td>
</tr>
<tr>
<td>6.12</td>
<td>Offeror demonstrated ability to provide training in five geographic regions of the state.</td>
<td>5</td>
</tr>
<tr>
<td>6.13</td>
<td>Offeror demonstrated ability to create a tool to track and access effectiveness of provider LGBTQ culturally competent trainings. It also included, pre and post surveys for attendees to help measure the degree of cultural competence learning and a suggested implementation plan for providers to implement findings from the trailing.</td>
<td>10</td>
</tr>
<tr>
<td>6.14</td>
<td>Offeror demonstrated ability to provide partners to execute a marketing campaign targeted to the LGBTQ population to promote screening for breast cancer.</td>
<td>5</td>
</tr>
<tr>
<td>6.15</td>
<td>Offeror demonstrated ability to partner with local hospitals, clinics or medical facilities to host and conduct LGBTQ cultural competency training sessions for healthcare providers and front-office staff.</td>
<td>10</td>
</tr>
<tr>
<td>6.16</td>
<td>Offeror demonstrated ability to provide a minimum of five (5) training sessions to cover five (5) geographic regions of the state (SW, SE, NW, NE, C). ODH to approve training locations.</td>
<td>5</td>
</tr>
<tr>
<td>6.17</td>
<td>Offeror demonstrated ability to provide survey and metrics results from each training session to ODH.</td>
<td>5</td>
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</tbody>
</table>
7. PROPOSAL SCORING

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Maximum Allowable Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Proposal</td>
<td>500</td>
</tr>
<tr>
<td>Cost Proposal</td>
<td>200</td>
</tr>
<tr>
<td>MBE Set -Aside</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>700</strong></td>
</tr>
</tbody>
</table>

8. CONTRACT AWARD. This RFP is not an offer or a Contract. Parties interested in submitting a formal offer must submit a written response on provision of the required services or supplies specified in this RFP.

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

8.1.1. Project period:
9. REQUEST FOR PROPOSAL CONTRACTOR INSTRUCTIONS

9.1. Scope of Work and Specifications. ODH is authorized to prepare scope of work and specifications to obtain supplies and services. The purpose of the scope of work or deliverables is to describe the supplies or services to be purchased and will serve as a basis for comparison of proposal responses.

9.2. Technical Proposal Format. Contractor’s technical proposal shall address all items in the scope of work and deliverables and be submitted as the “Technical Proposal”. Failure to sufficiently address each item may result in ODH’s determination that the Proposal does not provide sufficient detail to adequately evaluate the Proposal and is, therefore, incomplete and nonresponsive. If the Proposal contains elements that exceed the requirements of the RFP, the Proposal should state the degree to which the requirement will be exceeded and how this will be accomplished. Proposals should be prepared simply and economically, providing a straightforward, concise, and complete description of the Contractor’s proposal and capabilities to perform the Contract. Emphasis should be on completeness, specificity, and clarity of content.

9.2.1. Company Narrative. Responses to the RFP shall include a short narrative describing the following:
   9.2.1.1. Description of the Contractor’s experience and expertise conducting projects of similar size and scope.
   9.2.1.2. Contractor’s ability to meet minimum requirements.
   9.2.1.3. Contractor’s capacity to provide the services required.
   9.2.1.4. Documentation of Contractor’s soundness and financial capability to perform the work.
   9.2.1.5. List of three (3) references for whom the Contractor has performed similar services and deliverables. ODH may, but is under no obligation to, contact the references.

9.2.2. Project Narrative. Responses to the RFP shall include a detailed project narrative describing the following:
   9.2.2.1. Identification of the objectives, strategies, methodology, services and deliverables that Contractor proposes to provide.
   9.2.2.2. Use of evidence-based practices, if applicable.
   9.2.2.3. Timeline for completion of services and deliverables.
   9.2.2.4. Ability and experience of key project personnel intended to work on the project and their responsibilities to the project. Include resumes.
   9.2.2.5. Identification and description of any proposed Subcontractors. Contractor may not subcontract any work or services of the type described in project scope of work and deliverables without ODH prior written approval.

9.2.3. Project Work Plan. Responses to the RFP shall include a detailed project implementation plan describing the following:
   9.2.3.1. Clearly identify and discuss with specificity how the Contractor will perform the requirements specific to this project, including each item under Scope of Work and Deliverables.
   9.2.3.2. Description of the location and principal office from which the work is to be performed.
   9.2.3.3. Identification of the amount of time that lead, and key project personnel will be expected to work on the project.
   9.2.3.4. Description of contingency plans for completing the project, should the lead or key project personnel become unavailable for any reason.
   9.2.3.5. Identification of any anticipated difficulties in meeting the project specifications and a description of proposed solutions to these difficulties.

9.3. Contractor’s Compensation. Contractor’s proposed compensation by deliverable shall be submitted as the “Cost Proposal”. If in the event a Contract ensues as a result of this RFP, the Contractor will be required to fulfill the Contractual obligations at the amount proposed. The proposed cost must include all costs associated with performing the work, including travel, shipping, overhead, etc.
9.4. **Proposal Submittal.** Contractor must submit both a “Technical Proposal” and a “Cost Proposal” as a part of its Proposal package. These are two separate components which shall be submitted as separate electronic documents, clearly identified as either “Technical Proposal” or “Cost Proposal” and the RFP number.

9.5. **When Proposals May Be Emailed.** ODH must receive proposals via email by no later than 4:00 p.m., the day the proposals are scheduled to be due. Proposals received after 4:00 p.m. on the scheduled opening date will not be opened.

9.6. **Where Proposals Must Be Emailed.** Proposals must be emailed (no fax, mailed or hand delivered proposals will be accepted) to the following email address:

Kennon.hughes@odh.ohio.gov

9.7. **Proposals are a Public Record.** Once proposals have been reviewed, they will be forwarded to the ODH Project Evaluation Committee to begin the evaluation process. After proposals are opened, they are public records as defined in Ohio Revised Code Section 149.43 and are subject to all laws appurtenant thereto. Contractor may request that certain information, such as trade secrets or proprietary data, be designated as confidential and not considered as public records. Pricing is not considered as confidential. The decision as to whether or not such trade secrets or proprietary data shall be disclosed shall rest solely with ODH.

9.8. **Withdrawal of Proposal Prior to Scheduled Opening.** Contractor may withdraw a proposal by written request any time after ODH receives the proposal and before scheduled opening.

9.9. **Withdrawal of Proposal After Scheduled Opening.** Contractor may by written request withdraw its proposal after scheduled opening if there is reasonable proof that an inadvertent mistake was made, and the correction cannot be determined with reasonable certainty.

9.10. **Correction of Proposal Before Scheduled Opening.** If a Contractor withdraws its proposal and resubmits it with revisions, the revisions should be clearly identified and initialed by the Contractor. Any corrections must be completed off the ODH premises.

9.11. **Correction after Scheduled Opening.** ODH may permit a Contractor alleging an inadvertent error to correct its proposal after opening, only if the mistake and the correction are clearly evident from the proposal and correction does not affect the amount of the proposal or otherwise give the Contractor an unfair competitive advantage.

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

9.13. **Rejected Proposals.** ODH may reject any proposal in whole or in part, if any of the following circumstances are true:

9.13.1. Proposals are not in compliance with the required format stated in the RFP.

9.13.2. Proposals do not address all of the requirements of the RFP.

9.13.3. The price is excessive in comparison with market conditions or with the available funds of the Agency.

9.13.4. ODH determines that awarding any item is not in the best interest of the Agency.

9.14. **Alternative Proposals.** A Contractor may desire to submit an alternative proposal that achieves the purpose, specifications and scope of ODH’s request. A Contractor submitting an alternative proposal shall clearly identify and quantify the advantages of the alternative.

9.15. **Proposal Preparation.** ODH assumes no responsibility for costs incurred by the Contractor prior to the award of the Contract resulting from this RFP. Proposals may not include any amounts attributable to its preparation.

9.16. **Contractor May Request Clarification.** If a Contractor discovers an inconsistency, error or omission in this RFP, the Contractor should request clarification from ODH Office of Procurement Services. Such clarification may be made only through email. No other form of clarification is acceptable. Failure of Contractor to comply may result in the Contractor being deemed not responsive.
9.17. Communication Prior to the Response Due Date. From the Release Date of this RFP until the date of a Contract award, there shall be no communications concerning this RFP between any Contractor who may ultimately submit a Proposal and any employee of ODH involved in the issuing of the RFP, or any other state employee who is in any way involved in the ODH project, except as follows:

An ODH employee may send communications to potential Contractors with a link to ODH’s RFP announcement after the Release Date to encourage a diversity of Contractors to submit a Proposal.

9.18. ODH Modifications to the RFP. When it is necessary to modify an RFP prior to the RFP opening, ODH does so by written addendum only. Revisions to an RFP, after the RFP opening, shall be distributed to only those Contractors that submitted a proposal. A Contractor may elect to withdraw the proposal, provided that the Contractor files a written request within ten (10) calendar days of ODH’s distribution of the addendum.

9.19. Unit Costs. Contractors shall not insert a unit cost of more than two (2) digits to the right of the decimal point. Digits beyond the two (2) will be dropped and not used in the evaluation of the proposal.

9.20. Responsive Contractor. A Contractor is responsive if its proposal responds to the RFP completely and contains no irregularities or deviations from the RFP that would affect the proposal or otherwise give the Contractor an unfair advantage.

9.21. Responsible Contractor. ODH will determine if a Contractor is responsible using the following factors:

9.21.2. Contractor’s financial condition.
9.21.3. Contractor’s conduct and performance on previous Contracts.
9.21.4. Contractor’s facilities.
9.21.5. Contractor’s management skills.
9.21.6. Contractor’s ability to execute the Contract properly.

9.22. Information Requested. ODH may request additional information to evaluate a Contractor’s responsiveness to the RFP or to evaluate a Contractor’s responsibility. If a Contractor does not provide the requested information, it may adversely impact ODH evaluation of the Contractor’s responsiveness or responsibility.

9.23. Samples. ODH may require Contractors to provide samples or examples of work, at the Contractor’s expense. Samples must be clearly identified by the Contractor, the RFP number, and the item the sample represents. ODH will return samples that are not destroyed in testing, at the Contractor’s expense, upon the Contractor’s timely request. ODH may keep the samples of the Contractor awarded the Contract until the completion of the Contract.

9.24. Estimated Usage. Unless otherwise stated, the usage indicated for each item(s), if applicable, are to be considered as estimates only and should be considered as information relative to potential purchases that may be made from the Contract. ODH makes no representation or guarantee as to the actual amount of the items(s) to be purchased.

9.25. Technical Proposal Evaluation. Proposals submitted by Contractors that do not meet the minimum requirements will not be evaluated. Proposals determined by ODH to lack completeness, specificity or clarity of content may be deemed nonresponsive and, therefore, will not be evaluated. The remaining proposals will be evaluated, scored, and ranked by a committee of selected staff. Proposals will be evaluated by the technical review criteria.

The evaluation committee will assign a numerical rating to each technical competency in the above section 7 table of the RFP based upon a review of that Contractor’s Proposal. The ratings are to be awarded as follows:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
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<tbody>
<tr>
<td>0 Points</td>
<td>Does Not Meet Proposal does not comply with the requirements.</td>
</tr>
<tr>
<td>1 Point</td>
<td>Weak Response does not substantially meet the requirements.</td>
</tr>
<tr>
<td>2 Points</td>
<td>Moderate Proposal meets most of the requirements but is weak in some areas.</td>
</tr>
<tr>
<td>3 Points</td>
<td>Meets Proposal meets all requirements.</td>
</tr>
<tr>
<td>4 Points</td>
<td>Strong Proposal substantially exceeds requirements.</td>
</tr>
<tr>
<td>5 Points</td>
<td>Greatly Exceeds Proposal significantly exceeds requirements.</td>
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</table>
The value assigned to each criterion is only a value used to determine which Proposal is the most advantageous to the Agency in relation to the other Proposals that ODH received.

The evaluation committee will evaluate each proposal and award up to the maximum amount specified for each criterion. A proposal must receive a total technical score of at least 300 points (60 percent of the maximum total technical score of 500) for ODH to consider awarding a Contract for that proposal.

9.26. Presentations and Interviews. ODH may require top Contractors to be interviewed. Such interviews will provide a Contractor with an opportunity to present its Proposal and to ensure a mutual understanding of the Proposal’s content. This will also allow ODH an opportunity to test or probe the professionalism, qualifications, skills, and work knowledge of the proposed candidates. The interviews will be scheduled at the convenience and discretion of ODH. ODH may record any presentations and interviews. The one (1) to three (3) highest scoring Contractors; but no more than the top three (3) may be required to participate. Interviews will be scheduled to be held in Columbus, Ohio at the vendor’s expense, if applicable.

9.27. Cost Proposal Evaluation. ODH will calculate the Contractor’s Cost Proposal points after the Contractor’s total technical points are determined, using the following method:

\[ \text{Cost Points} = \left( \frac{\text{Lowest Contractor’s Cost}}{\text{Contractor's cost}} \right) \times \text{Maximum Allowable Cost Points as indicated in the “Scoring Breakdown” table.} \]

In this method, the lowest cost proposed will receive the maximum allowable points.

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

9.28. Final Stages of Evaluation. Contractor with the highest point total from all phases of the evaluation (Technical Points + Cost Points) will be recommended for the next phase of the evaluation.

\[ \text{Technical Score: } ______ + \text{Cost Score: } ______ + \text{MBE Score } ______ = \text{Total Score: } ______ \]

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

9.29. Clarifications & Corrections. During the evaluation process, ODH may request clarifications from any potential Contractor under active consideration and may give any Contractor the opportunity to correct defects in its Proposal if ODH believes doing so does not result in an unfair advantage for the Contractor and it is in ODH’s best interests. Any clarification response that is broader in scope than what ODH has requested may result in the Contractor’s proposal being disqualified.

9.30. Contract Negotiation. It is at the discretion of DOH whether to permit negotiations. A Contractor must not submit a proposal assuming there will be an opportunity to negotiate any aspects of the RFP. When it has been determined that it is in the Agency’s best interest to conduct negotiations, ODH may request a submission of a best and final quotation.

9.31. Contract Award. The ODH Project Committee evaluating the Proposals and, if applicable, the Presentations will recommend to the Director of Health the award of a Contract based upon the total Contractor score and whether awarding a Contract will result in obtaining the best value and advantage to ODH. The Director’s award of a Contract will be identified by the Director’s signature on the Contract. The Director’s award is final and not appealable. ODH at any time may determine that award of a Contract is not in the best interest of ODH and may reject, cancel, or re-issue this RFP in whole or in part.

9.32. Contract Contents. If this RFP results in a Contract award, the Contract will consist of this RFP, along with attachments, addenda, purchase orders, change orders, and terms and conditions. ODH reserves the right to award multiple Contracts under this RFP.
9.33. **Contractor Start Date.** ODH expects the Contractor to commence work upon contract execution. If the Contractor is unable or unwilling to commence work, ODH reserves the right to cancel the award and resume the evaluation process with the next most advantageous proposal.

9.34. **Non-Collusion Certification.** The Contractor certifies that he/she is (sole owner, partner, president, secretary, etc.) of the party making the forgoing proposal, that such proposal is genuine and not collusive or sham; that Contractor has not colluded, conspired or agreed, directly or indirectly, with any Contractor or person, to submit a sham proposal; or colluded or conspired to have another not proposal; and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person to fix the proposal price of its proposal or any other Contractor, or to fix any overhead, profit or cost element of the proposal price, or of that of any other Contractor, to secure any advantage against any Contractor or any person or persons interested in the Contract and that all statements contained in the proposal are true; and further, that the Contractor has not, directly or indirectly, submitted this proposal, or the contents thereof, or divulged any related information or data to any association or to any member or agent of any association.

9.35. **ODH Withdrawal of the RFP.** ODH reserves the right to withdraw the RFP at any time prior to the award the Contract.

9.36. **Damages Arising from RFP Specifications.** A Contractor may not be compensated for damages arising from inaccurate or incomplete information in the RFP, specifications or from inaccurate assumptions based upon the specifications.

9.37. **Protests.** Objections to the contract award may be filed through a protest. Such protest must comply with the following information:

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

9.37.1.1. Name, address and telephone number of the protester;
9.37.1.2. Name and number of the RFP being protested;
9.37.1.3. Detailed statement of the legal and factual grounds for the protest, including copies of any relevant document;
9.37.1.4. Request for a ruling by ODH;
9.37.1.5. Statement as to the form of relief requested from ODH; and
9.37.1.6. Any other information the protester believes to be essential to the determination of the factual and legal questions at issue in the written request.

9.37.2. A timely protest will be considered within the following periods:

9.37.2.1. 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 not later than five (5) business days prior to the Proposal due date.
9.37.2.2. If the protest relates to the recommendation of the evaluation committee for an award of the Contract, the protest must be filed within fifteen (15) business days of the award communication.

9.37.3 All protests must be filed at the following location:

Ohio Department of Health
Office of Procurement Services, 4th Floor
Attention: Carol Cook
246 North High Street

9.38. **Minority Business Enterprise Program.** ODH is committed to making more contracts and opportunities available to minority business enterprises (MBE) certified by the Ohio Department of Administrative Services pursuant to Section 123.151 of the Ohio Revised Code and Rule 123:2-15-01 of the Ohio Administrative Code. This RFP contains a sheltered solicitation requirement, which encourages the Offeror to seek and set aside a portion of the work to be exclusively performed by Ohio certified MBE businesses. For more information regarding Ohio MBE
certification requirements, including a list of Ohio certified MBE businesses, please visit the DAS Equal Opportunity Division website at http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification/tabid/134/default.aspx

To search for Ohio certified MBE businesses, utilize the following search routine published on the DAS Equal Opportunity Division website.

9.38.1 Select “Locate MBE Certified Providers” as the EOD Search Area selection;
9.38.2 Select “MBE Certified Providers” link;
9.38.3 On the subsequent screen select “All Procurement Types” as a search criterion;
9.38.4 Select “Search”; and
9.38.5 A list of Ohio MBE Certified Service Providers will be displayed.

9.39. **MBE Set-Aside.** ODH has included in the Evaluation Scoring Formula of this RFP, a provision for the offeror to seek and set aside work for MBE subcontractors. In seeking proposals, the offeror must:

9.39.1 Utilize a competitive process to which only Ohio certified MBEs may respond;
9.39.2 Have established criteria by which prospective MBEs will be evaluated including business ability and specific experience related to the work requirements;
9.39.3 Require the MBE subcontractor to maintain their certification throughout the term of the Contract, including any renewals; and,
9.39.4 Propose the awarded MBE as a subcontractor under this RFP.
9.39.5 The following chart details the participation ranges and values that would be awarded to the Offeror for MBE participation.

<table>
<thead>
<tr>
<th>MBE Participation Value Range</th>
<th>Percentage of Work Offered</th>
<th>Percentage of MBE Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1% - 5%</td>
<td>10 Points</td>
<td></td>
</tr>
<tr>
<td>6% - 10%</td>
<td>20 Points</td>
<td></td>
</tr>
<tr>
<td>11% - 15%</td>
<td>30 Points</td>
<td></td>
</tr>
<tr>
<td>16% - 24%</td>
<td>40 Points</td>
<td></td>
</tr>
<tr>
<td>25% or greater</td>
<td>50 Points</td>
<td></td>
</tr>
</tbody>
</table>

9.39.6 For this RFP Ohio certified MBEs that are the prime must subcontract with an Ohio certified MBE to meet the above requirement.

9.39.7 For purposes of calculating the MBE Set-aside points, the State will not award any points for proposed MBE services that are optional elements of the Scope of Work.

9.40. **MBE Reporting.** After award of the RFP, the Contractor must submit a quarterly report to the Procurement Manager or designee documenting the work performed by and payments made to the MBE subcontractor. These reports must reflect the level of MBE commitment agreed to in the Contract. The reports must be filed at a time and in a form prescribed by the Procurement Manager or designee.

9.41. **Veteran-Friendly Business Enterprise (VBE) Program.** The State of Ohio's Veteran-Friendly Business Enterprise (VBE) Procurement program provides preference to certified companies that compete to contract with the state to supply the goods or services it needs, including eligible construction services. In order to be eligible for certification, the applicant business must satisfy one of the following criteria:

9.41.1 At least ten percent of its employees are veterans or on active service;
9.41.2 At least fifty-one percent of the applicant business is owned by veterans or persons on active service;
9.41.3 If the applicant business is a corporation fifty-one percent of which is not owned by veterans or persons on active service, at least fifty-one percent of the board of directors are veterans or persons on active service; or

9.41.4 The business is certified by the United States Department of Veterans Affairs as a Service-Disabled Veteran-Owned Small Business or a Veteran-Owned Small Business and the owner(s) of the business meets the
definition of veteran as defined in Rule 123:5-1-01(II) of the Ohio Administrative Code. Information regarding how to obtain this Business Certification can be located at the following link: