

# **AMENDMENT 2 FOR RFP NUMBER #0A1156**

**DATE AMENDMENT ISSUED:  
May 20, 2016**

The State of Ohio, through the Department of Administrative Services, Enterprise IT Contracting for the Department of Rehabilitation and Correction, is issuing this amendment for the Request for Proposals (RFP) entitled:

**Community Offenders' Fees Management Services**

<b>INQUIRY PERIOD BEGINS:</b>	<b>April 6, 2016</b>
<b>INQUIRY PERIOD ENDS:</b>	<b>May 27, 2016</b>
<b>OPENING DATE:</b>	<b>June 3, 2016</b>
<b>OPENING TIME:</b>	<b>1:00 P.M.</b>
<b>OPENING LOCATION:</b>	<b>Department of Administrative Services General Services Division Bid Desk 4200 Surface Road Columbus, Ohio 43228-1313</b>

The attached is an Amendment for the RFP listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are preceded by an asterisk and red font or when applicable, strikethrough and bold.

Offerors may view amendments by using the search function of the State's Procurement Webpage (described in the Inquiries Section above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the State may extend the Proposal due date through an announcement on the State Procurement Website. The State may issue amendment announcements any time before 5:00 p.m. on the day before Proposals are due, and it is each prospective offeror's responsibility to check for announcements and other current information regarding this RFP.

After the Proposal due date, the State will distribute amendments only to those offerors whose Proposals are under active consideration. When the State amends the RFP after the due date for Proposals, the State will permit offerors to withdraw their Proposals within five business days after the amendment is issued. This withdrawal option will allow any offeror to remove its Proposal from active consideration should the offeror feel that the amendment changes the nature of the transaction so much that the offeror's Proposal is no longer in its interest. Alternatively, the State may allow offerors that have Proposals under active consideration to modify their Proposals in response to the amendment.

If the State allows offerors to modify their Proposals in response to an amendment, the State may limit the nature and scope of the modifications. Unless otherwise provided in the State's notice, offerors must make any modifications or withdrawals in writing and submit them to the State within five business days after the amendment is issued at the address and in the same manner required for the submission of the original Proposals. If this RFP provides for a negotiation phase, this submission procedure will not apply to changes negotiated during that phase. The State may reject any modification that is broader in scope than the State has authorized in the announcement of the amendment and treat it as a withdrawal of the offeror's Proposal.

**Proposal Submittal.** Each offeror must submit a technical section and a cost section as part of its total Proposal before the opening time on the Proposal due date. The offeror must submit the technical section as a separate package from the cost section of its Proposal, and each section must be submitted in its own separate, opaque package. The package with the technical section of the Proposal must be sealed and contain one originally signed technical section and ~~six (6)~~ **seven (7)** copies of the technical section, and the package with the cost section also must be sealed and contain three (3) complete copies of the cost section of the Proposal. Further, the offeror must mark the outside of each package with either "COFMS RFP – Technical Proposal" or "COFMS RFP – Cost Summary," as appropriate.

Included in each sealed package, the offeror also must provide an electronic copy of everything contained within the package on CD-ROM in Microsoft Office, Microsoft Project, and Adobe Acrobat format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of the Proposal, the hard copy will control, and the State will base its evaluation of the offeror's Proposal on the hard copy.

Proposals are due no later than 1:00 p.m. (Columbus, Ohio local time) on the Proposal due date. Proposals submitted by email, fax or other electronic means are not acceptable, and the State may reject them. Offerors must submit their Proposals to:

Department of Administrative Services  
General Services Division  
Attn: Bid Desk  
4200 Surface Road  
Columbus, Ohio 43228-1313

BID ROOM MAIN PHONE NUMBER: 1-614-466-5090

The State may reject any Proposals or unsolicited modifications that it receives after the deadline. An offeror that mails its Proposal must allow for adequate mailing time to ensure its timely receipt. The Bid Desk accepts packages between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday, excluding State Holidays. No deliveries will be accepted before or after these hours without prior arrangements.

**ATTACHMENT ONE: EVALUATION CRITERIA**

**Mandatory Requirement.** The first table lists this RFP’s mandatory requirement. If the offeror’s Proposal meets all the mandatory requirement, the offeror’s Proposal may be included in the next part of the technical evaluation phase described in the next table.

Mandatory Requirement	Reject	Accept
Within the past sixty (60) months, the offeror must have implemented an automated system that processed at least 30,000 payments in a year.		

**Scored Criteria.** In the technical evaluation phase, the State will rate the technical merits of the Proposals based on the following requirements and the weight assigned to each requirement:

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds
<b>Offeror Profile Summary</b>				
Within the past sixty (60) months, the offeror must demonstrate experience successfully implementing an Automated Fee Collection System.	10		5	7
Within the past sixty (60) months, the offeror must demonstrate experience successfully operating a Customer Service Center supporting the collection of fees.	10	0	5	7
<b>Personnel Profile Summary</b>				
Project Manager	9	0	5	7
<b>Project Requirements</b>				
Scope of Work	10	0	5	7
Implementation Plan	1	0	5	7
Customer Service Center	1	0	5	7
Manual Fee Collection System	15	0	5	7
Automated Fee Collection System	8	0	5	7
**Payment Methods** <del>Kiosk, Printers and Cabling</del>	8	0	5	7
Secure Email Account	15	0	5	7
Fee Deposit Processing	8	0	5	7
Notification and Action for Offender Failure to Pay Required Fees	8	0	5	7
Report Requirements	8	0	5	7
Project Plan	15	0	5	7

**Price Performance Formula.** The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

Criteria	Percentage
Technical Proposal	70%
Cost Summary	30%

## ATTACHMENT TWO: PROJECT REQUIREMENTS AND SPECIAL PROVISIONS PART ONE: PROJECT REQUIREMENTS

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

**Scope of Work.** The State requests a technical proposal and cost proposal for a solution to meet the Community Offenders' Fees Management Services Functional and Technical Requirements as documented in Attachment Two, Supplement Three, and this RFP.

The State will provide oversight for the entire Project, but the Contractor must provide overall project management for the tasks under this Contract, including the day-to-day management of its staff. The Contractor also must assist the State with coordinating assignments for State staff working on the Project. And the Contractor must provide all administrative support for its staff and activities. Throughout the Project, the Contractor must employ ongoing project management techniques to ensure a comprehensive Project Plan is developed, executed, monitored, reported on, and maintained.

The Contractor must provide one fulltime functional Contractor Project Manager throughout the Project lifecycle.

The Contractor must employ the proposed Project Manager as a regular, fulltime employee on the Proposal submission date and through acceptance of the Project. Additionally, the Contractor's full-time regular employees must perform at least 30% of the work required to complete the Project. The Contractor may use its personnel or subcontractor personnel to meet the remaining 70% of the work.

The Contractor also must propose a system development methodology that is defined, documented, repeatable, and consistent with the Software Engineering Institute (SEI) Level 3 or higher Capability Maturity Model (CMM). Therefore, the Project scope must include training the State Project team on the Contractor's system development methodology. The Contractor is not required to have official SEI certification.

The State will provide staff, as it deems appropriate, to perform Project monitoring, will participate in quality assurance and configuration management tasks, and will participate in Project reviews.

The Contractor will collect monthly supervision fees and other fees in a process stipulated by the State from offenders under the supervision of the APA as authorized in Section 5120.56(D)(5) of the Ohio Revised Code and Section 5149.03 of the Ohio Revised Code and perform other services associated with the tracking, documentation and reporting of said fees. The Contractor will collect application fees in a process stipulated by the State from Ohio offenders, APA offenders and non-APA offenders who request out-of-state transfer as authorized by Section 5149.21 and Section 5149.22 of the Ohio Revised Code and the rules promulgated by the Interstate Commission for Adult Supervision (ICAOS) and perform other services associated with the tracking, documentation and reporting of said fees.

### 1 REQUIREMENTS SUMMARY

The State requires the Contractor to operate the Manual Collection System for the payment/collection of monthly supervision fees and other fees assessed for offenders under APA supervision throughout Ohio for a one-year minimum period of time from the date of execution of the Contract. The State also requires that the current Manual Collection System be enhanced during the one-year period via implementation of an additional manual component, a caller service post office lock box, a uniquely addressable lockable box located on the premises of a post office station and commonly referred to as a "PO Box" or Postal Box".

A. The State requires that a new online automated system, comprised of **one or many electronic payment options** ~~multiple online, electronic options, be implemented~~ for the payment/collection of monthly supervision fees and other fees assessed for offenders under APA supervision throughout Ohio and for the payment/collection of out-of-state transfer application fees assessed for offenders under APA supervision and other offenders under the supervision of non-APA agencies and departments throughout Ohio. The awarded contractor

second of the month will be credited for the next month. Payments received by the Contractor that cannot be credited to the appropriate offender must be sent to the ODRC business office representative who will attempt to identify the correct offender.

5. On the last business day of each month, the Contractor will submit an APA Offender Fee Payment File to DRC, in an electronic format mutually agreed upon by the State and the Contractor (e.g. Web service, flat file, etc.), documenting all fees paid by all offenders under active APA supervision during the respective period (e.g. name, identifying DRC number, complete address, supervision type, release type, status, current APA supervising unit designation, type of fees owed, balance due for each fee owed, amount of fees paid for each fee owed, etc.).

6. DRC will use the data contained in the APA Offender Fee Payment File provided by the Contractor to populate the appropriate DRC automated, online offender information tracking systems.

7. The Contractor must arrange for a caller service post office lock box in the state of Ohio's name for the purpose of collection money orders and certified checks for the payment / collection of fees.

a) The Contractor must have full access to the lock box, must pick up the lock box mail at least weekly, must process the money orders and certified checks deposited in said lock box within three (3) business days of the pick-up and must account for all Federal and State of Ohio holidays when scheduling pick-ups and performing the processing.

b) The lock box must be located in the state of Ohio, but the processing of lock box contents may take place outside of the state of Ohio, And in accordance with the Executive Order Banning Offshore Services.

8. The Contractor is responsible for all costs related to the design and manufacture of fee collection paper products (e.g. envelopes, invoices, receipts, etc.) used for payment / collection of fees via Contractor's manual system. However, the State must approve the design of all paper products and the content of any information printed on these paper products.

9. When requested by the State to more efficiently and effectively administer the tracking and documentation of offender fees, the Contractor must develop additional electronic files, pursuant to the State's specifications, and transmit them to the State in the format and timeframes specified by the State.

10. The Contractor must verify the status of the Offender so as not to collect fees from offenders in these special statuses:

- Successfully terminated
- Unsuccessfully terminated
- AG closed cases
- Violator at large
- Incarcerated in a state or federal prison
- Deceased

## 5 AUTOMATED FEE PAYMENT / COLLECTION SYSTEM REQUIREMENTS

In order to improve the convenience of payment of fees for the offenders under APA supervision, offenders under non-APA supervision and others who may pay fees on the offender's behalf, such as offender family members and associates, the State requires an efficient automated payment system incorporating **\*\*one or many\*\*** ~~the maximum amount of~~ electronic options, including but not limited to, credit cards, cash accepted by a cashier/kiosk, electronic check, check cards and pre-paid debit cards. To maximize the efficiency of fee collection and the tracking, documentation and reporting of fee collection via an online Internet payment process and online, computerized swipe card kiosks and associated printers (hereafter referred to as kiosks), the State recommends they be installed, maintained and supported by the Contractor in numerous APA office and non-APA offices throughout Ohio (identified in Attachment Twelve).

For the purpose of this RFP, the components of the automated payment system are hereafter referred to collectively as the automated system.

The automated fee payment / collection process and the business flow required by the State can be summarized as follows:

- A. In order to ensure proper fee payment / collect documentation and tracking, the Contractor must

configure the automated system pursuant to the requirement provided by the State, to address Ohio's unique statewide offender centric criminal justice system. For example, the system must be configured to accommodate the different fees required for offenders under APA supervision and the single fee required for non-APA offenders collected via the automated system.

By way of a second example, the system must be configured to document and track fees for individual offenders who are under a concurrent term of APA supervision and one or more terms of non-APA supervision.

B. The automated fee payment/collection system deployed by the Contractor must deliver a "real time" experience for all authorized users, which means that, barring an emergency outage or non-emergency outage, the automated system must complete system transactions for authorized users at a speed that is instantaneous or near instantaneous from the point at which users initiate any approved requested transactions.

C. Irrespective of the previously noted service levels, the Contractor must ensure that all components of the automated system are operable and available for authorized users at least 98% of the time on a monthly basis.

D. The Contractor must notify the DRC point of contact, or designee, within two hours if any service outage occurs on any components of the Contractor's system or if any component of the system requires emergency maintenance that impacts any level of software or hardware service to the system. When a service outage extends beyond one (1) business day, the Contractor must keep the State informed and updated, at intervals required by the State, of the progress being made by the Contractor to resolve the service outage and restore the system to the authorized user access and availability required by the State. If an outage lasts more than 48 hours, and is not an emergency outside of the Contractor's control as determined by the State, the Contractor shall pay liquidated damages of \$500.00 for each 24 hour period or part thereof, beyond the agreed upon service levels.

E. All automated systems must employ secure user accounts, with a configuration mutually agreed upon by the State and the Contractor, for the offenders under APA supervision and others who may pay fees on their behalf. The Contractor is responsible for generating, managing, supporting and terminating all system user accounts.

F. ~~The~~ Contractor must purchase the appropriate broadband Internet Connectivity services from Internet Service Providers throughout Ohio to deploy and operate the ~~required~~ automated online fee payment / collection systems.

G. ~~The~~ Contractor is responsible for installing, maintaining and supporting all kiosks and related cabling and connection equipment deployed in up to twelve (12) APA offices throughout Ohio identified by the State for the payment/collection of supervision fees and other fees from APA offenders and others who may pay fees on the offender's behalf, and in up to ten (10) non-APA offices throughout Ohio identified by the State for the payment/collection of out-of-state transfer application fees from non-APA offenders and others who may pay fees on the offender's behalf.

The kiosks and all related cabling and connection equipment deployed by the Contractor must be durable and tamper-resistant and must meet the rigorous commercial-grade performance standards required for the DRC corrections operations environment, and the Contractor must provide written documentation that verifies that said kiosks and related cabling and connection equipment meet the required performance standards. The Contractor will be financially responsible if a kiosk(s) is broken into, funds stolen, or kiosk(s) stolen.

1. Kiosks must require only a standard 110v power outlet and broadband internet connectivity.
2. The kiosks must be user friendly and must facilitate a quick and easy method of paying fees and performing all other necessary user operation.
3. The kiosks must accept fee payments via cash, credit cards, debit cards and pre-paid debit cards.
4. Throughout the term of the Contract, the State and the Contractor may mutually agree to install

additional kiosks, printers and related cabling and connection equipment in additional APA offices and non-APA offices throughout Ohio identified by the State.

5. The Contractor is responsible for obtaining, installing, maintaining and supporting printers and the associated cabling, connection equipment and supplies, such as printer toner, to print payment receipts generated by the kiosks for kiosk users.
6. Printers must be compatible with the kiosks and the Contractor's system software.
7. The printers and associated cabling and connection equipment must be approved by the State and must meet rigorous commercial-grade performance standards required for the State of Ohio/DRC operations environment and the Contractor must provide written documentation that verifies that the printers meet the required performance standards.
8. Equipment must be configured for security hardening using state agreed upon hardening practices and must be PCI-DSS compliant. Devices will have tamper protection to prevent someone from installing credit card skimmers or tampering with the hardware within the kiosk.

H. Smaller APA offices and non-APA offices may not have the space to accommodate the kiosks, printers and related cabling and connection equipment deployed by the Contractor. Therefore, the Contractor must propose to provide additional automated fee payment/collection recommendations and options for these locations (e.g. swipe card readers, handheld computer tablets, other small computing devices, etc.) for the State's consideration and, in the case of non-APA offices, the consideration of non-DRC agencies and departments. A contract amendment, agreed upon by the State and the Contractor, must be completed before any additional automated fee payment/collection options are implemented in APA office or non-APA offices.

I. The Contractor is responsible for all software programming and configuration necessary to initialize, install, operate, implement, support and maintain the automated systems, including the software for the kiosks, the kiosks themselves and the associated printers.

J. The automated system must allow the offenders under APA supervision and offenders under non-APA supervision and others who may pay fees on the offender's behalf to use their secure user accounts or secure e-mail accounts to update online or at kiosks in APA offices and non-APA offices certain data fields approved by DRC that are associated with the individual offenders that owe fees, such as address, telephone numbers, etc.

K. The Contractor must have the ability to employ remote diagnostics to identify problems associated with the network, system and applications, including but not limited to kiosks, printers, related cabling and connection equipment.

L. ~~The~~ **\*\*If applicable, the\*\*** Contractor must keep kiosks, printers and related cabling and connection equipment in good working order pursuant to the standards required by the State and the specifications of the component equipment manufacturers.

M. The Contractor must provide all maintenance and support for all components of the automated system, including all kiosks, printers and related cabling and connection equipment deployed by the Contractor, and the Contractor is responsible for all costs (e.g. labor, material, services from third parties, etc.) related to said maintenance and support.

N. **\*\*If applicable, when\*\*** ~~When~~ any emergency or non-emergency on-site maintenance is required to keep kiosks, printers and related cabling and connection equipment in good working order and in compliance with the State's standards and the specifications of the various component equipment manufacturers, the Contractor is responsible for scheduling the maintenance with DRC at least two (2) business days prior to the maintenance. The Contractor is responsible for all costs related to the completion of the maintenance, (e.g. labor, parts, materials, transportation, service from third parties, etc.).

O. The Contractor must assume all liability and responsibility for any and all damages to electronic or physical components of the automated system deployed in APA offices or non-APA offices.

P. No later than the first business day prior to the fifth day of each month, DRC must submit an

C. The Contractor may charge up to, but no more than a \$3.00 ~~transaction fee~~ **\*\*fee per transaction\*\*** processing transaction at any one manual or automated system fee payment / collection transaction. The amount of the fee will be evaluated for the purpose of award.

D. The Contractor is responsible for all funds paid by APA offenders, non-APA offenders and others who pay fees on the offenders' behalf. The State is not responsible for any charge-backs or fraud related to the payment/collection of offender fees in the Contractor's manual or automated system.

E. The State intends to eliminate the collection of fees via money order within the first year. However, during the first year of the Contract, the Contractor is responsible for processing and endorsing fee payment checks and money orders on behalf of the State, ensuring that all fee payment checks have available funds before including the fee payments with the Treasury deposit and before including the payment information on any electronic file or report.

F. The Contractor is responsible for the collection of insufficient funds from the payer, not from the State.

G. The Contractor is responsible for endorsing and depositing fee payments to the Offender Responsibility Fund of the State Treasury.

H. The Contractor is responsible for taking the necessary expedient steps to investigate research and report any fee-related questions, problems or issues as requested by the State.

I. The State is not responsible for, nor shall be a party to, the collection or dissemination of any data collected by or any fee payments entered into the Contractor's manual system or automated system.

J. Monies received by the Contractor's manual system by an APA offender, non-APA offender or others who may pay fees on the offenders' behalf for any required fee must be credited by the Contractor to the appropriate offender's account within three (3) business days of the receipt of the fee payment.

K. Monies paid into the Contractor's automated system by an APA offender, non-APA offender or others who may pay fees on the offenders' behalf for any required fee must be credited by the Contractor to the appropriate offender's account within twenty-four (24) hours of the fee payment.

L. Fee payments remitted to the Contractor via the Contractor's manual system by APA offenders, non-APA offenders or others who may pay the fees on the offenders' behalf, must be deposited electronically via ACH by the Contractor, less the Contractor's processing transaction fees, at no cost to the State, to the DRC, Division of Parole and Community Services designated fund within forty-eight (48) hours of the fee payments being processed by the Contractor.

M. Fee payments remitted to the Contractor via the Contractor's automated system by APA offenders, non-APA offenders and others who may pay fees on the offenders' behalf, must be deposited electronically via ACH by the Contractor, less the Contractor's processing transaction fees, at no cost to the State, to the DRC Division of Parole and Community Services designated fund within forty-eight (48) hours of the fee payments being made in the automated system by the authorized users.

## 7 NOTIFICATION AND ACTION FOR OFFENDER FAILURE TO PAY REQUIRED FEES

A. At intervals mutually agreed upon by the State and the Ohio Attorney General's Office, the State must submit an electronic Failure to Pay Fee File to the Ohio Attorney General's Office, Revenue Recovery Section, in a format mutually agreed upon by the State and the Ohio Attorney General's Office, containing the information mutually agreed upon by the State and the Ohio Attorney General's Office documenting offenders under APA supervision who failed to pay required fees during their period of supervision.

E. The Contractor must provide the State with a daily online on-demand Summary Offender Fee Transaction Report, in a format stipulated by the State, listing the fees paid that day for offenders via each component of the Contractor's automated system. At a minimum, the report must list the offender name, offender OCSS number, type of each fee payment deposit, component of the automated system used to make each fee payment deposit, time of each fee payment deposit and amount of each fee payment deposit.

**\*\*If applicable, fee payment deposits must also include the location of the cashier/kiosk.\*\*~~Kiosk fee payment deposits must also include the kiosk locations.~~**

F. When requested by the State to more efficiently and effectively administer the tracking and documentation of offender fees, the Contractor must develop additional reports, pursuant to the State's specifications, and provide them to the State in the format and timeframes specified by the State.

9 CONTRACTOR INCENTIVES

The State is willing to pay incentives to the Contractor, at specific intervals during the Contract, for additional efforts expended by the Contractor outside the requirements of the Contract to increase the collection of APA offender supervision fees. Incentives, including the target amounts, will be established by the State during each year of the Contract.

The Supervision Fees Collected in the last 5 years are as follows:

2014	\$720,945.74
2013	\$750,831.49
2012	\$721,267.13
2011	\$798,046.89
2010	\$904,413.06

The State will use a five-tiered increase in APA offender supervision fees for the first year of the Contract. The target increase range represents 7% - 35% increase over the average amount of total fees collected during the previous five fiscal years.

<u>Collection Increase Goals</u>	<u>Compensation Increased</u>	<u>Total Fees Collected</u>	<u>Incentive Payout</u>
7%	1%	\$833,637.92	\$545.37
14%	2%	\$888,174.98	\$2,181.48
21%	3%	\$942,712.04	\$4,908.34
28%	4%	\$997,249.10	\$8,725.93
35%	5%	\$1,051,786.16	\$13,634.27
42%	5%	\$1,106,323.22	\$16,361.12

The total amount of fees collected from the last five years is \$3,895,504.31. That total divided by 5 = the average amount of total fees collected per year or \$779,100.86. To calculate the target for the 5% incentive, we are taking the 5 year average and adding 35% (\$779,100.86 x 1.35). Therefore, in the event the contractor reaches \$1,051,786.16, the contractor shall be eligible to collect an incentive fee of 5% of the incremental increase of total collected fees for that year which is .05 times (\$1,051,786.66 - \$779,100.86) or \$13,634.27. In the event the actual total collected fees exceed 35% of the average total collected fees, the contractor shall be eligible for 5% of the incremental increase of total collected fees for that year. The incentive fee shall be paid within 90 days of proof of collection.

In subsequent years of the Contract, the targeted increases will be established by the State and the State shall inform the Contractor of the targeted increase (based on past performance).

In order to be considered for payment of incentives, the Contractor must provide the State with an annual detailed written proposal, on a date required by the State, that:

- A. Identifies the specific additional efforts the Contractor will take and the specific resources the