

# **REQUEST FOR PROPOSALS**

## **ADDENDUM # 2**

**ISSUED: 01/14/2014**

**RFP NUMBER: CSP900115  
INDEX NUMBER: MCD002**

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for the Ohio Department of Medicaid (ODM) and the Ohio Department of Mental Health and Addiction Services is requesting proposals for:

### **QUALITY OF LIFE AND OUTCOMES INTERVIEWS OF PERSONS RECEIVING HOME AND COMMUNITY-BASED SERVICES AND SUPPORT**

Attached are page(s) 7, 9 and 11 to this Request for Proposal (RFP). Remove the corresponding page(s) from the existing RFP and replace with the attached.

Reason for Addendum. This addendum is issued to delete requirement and reference to experience with social marketing and communications methods on page 11 under staff qualifications; to revise the requirements for PMI Certification in the requirements pages 7, 9 and 11. The qualifications on page 7 are amended to meet the mandatory requirements; and, repagination.

<b>PROPOSAL DUE DATE:</b>	<b>January 27, 2014 by 1:00 PM</b>
<b>OPENING LOCATION:</b>	<b>Department of Administrative Services General Services Bid Desk 4200 Surface Road Columbus, Ohio 43228-1395</b>

### 1.3.1 QUALIFICATIONS

In order to be considered for a Contract, the State requires that interested Offerors must address all of the following minimum qualifications as well as organizational and staff experience and capabilities as described in this RFP.

- A. The Offeror must demonstrate at least three (3) years of experience, interviewing (in-person and via telephone), tracking and reporting contact and response rates, reporting results, and data storage and disposition. Offerors must submit a detailed written cover letter of the Offeror's experience during the past three (3) years which includes, but is not limited to, historical and current data regarding the vendor's size, organizational structure, and whether the Offeror is local, regional, or national organization;
- B. The Offeror must demonstrate at least three (3) years of experience working with individuals who are over age 60 and/or who have a disability.
- C. Offeror must demonstrate significant expertise by assigning staff to key leadership roles for this project. Key positions will require profiles and curriculum vitae. The Offeror must, at a minimum:
  1. Identify by position and by name, those staff the Offeror considers to be key to the project's success and who will be assigned to the project;
  2. Identify and assign an individual as the Project Manager (PM) for the duration of this project. Offerors must provide documentation that the named Project Manager (PM):
    - a) Has met the qualifications established by the Project Management Institute (PMI) to be a certified project manager for the past three (3) years, including documentation of project management certification with the date when assigned PM achieved his or her PMI certification; \* OR proof of class registration and estimated completion date, in accordance with the instructions, Mandatory Requirements, Section 2.2, 3.
    - b) Has a graduate degree in statistics, public health, economics, political science, sociology, computer science or other quantitatively oriented discipline;
    - c) Has at least three (3) years of experience performing survey research; and
    - d) Has at least three (3) years of experience on projects of similar size and scope; and
  3. Identify and assign staff member(s) who will be responsible for training interviewers and who will complete formal training administered by ODM or its designee.

### 1.3.2 ORGANIZATIONAL EXPERIENCE AND CAPABILITIES

In order to be considered for the Contract, the State requires that Offerors:

- A. Provide documentation of their experience in the design, implementation and evaluation of similar types of projects; including descriptions of at least two (2), but no more than four (4), similar-sized projects completed in the past three (3) years that demonstrate expertise in interviewing, contact attempt and response rate tracking, and reporting;
- B. Demonstrate experience working with the Medicaid population, specifically experience working with elderly individuals and individuals with disabilities;
- C. Demonstrate understanding of HIPAA regulations as they relate to participants in the Ohio Medicaid program regarding record retention and destruction as well as having appropriate safeguards in place to assure the security and confidentiality of interviewees; and
- D. Provide names and contact information for at least three (3) entities, other than the Ohio Department of Medicaid (or its predecessors), for which the Offeror has performed similar scale projects for in the past three (3) years. The Offeror must provide the following information about each project as references:
  1. Company name and address;
  2. Contact person and email/phone number;
  3. Project name and time span;
  4. A detailed description of the scope of services provided that relate to the requirements of this RFP; and
  5. Any information regarding satisfaction or complaints regarding interviewers or the interviewing process.

### 1.4.4 HEALTH INSURANCE PORTABILITY & ACCESSIBILITY ACT (HIPAA) REQUIREMENTS

- A. As a condition of doing business with the State, the Contractor, and any subcontractor(s), will be required to comply with 42 U.S.C. Sections 1320d through 1320d-8, and 45 C.F.R. Part 160 and 164 and to implement regulations at 45 C.F.R. Section 164.502 (e) and Section 164.504(e). Medicaid regulations 42 CRR 431.300, 431.302(e), 431.304, 431-305, 431.306, Medicaid security regulations, along with 45 CFR 164.308 relevant amendments affected by the American Recovery and Reinvestment Act of 2009 [Pub. L-111-5 SS13400 et seq.] regarding disclosure 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 ODM 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 CFR 164.501 and any amendments thereto. In the event of a material breach of Contractor obligations under this section, ODM may at its option terminate the Contract. The Contractor must also enter into a Data Sharing and Confidentiality Agreement with ODM in the format as identified in Supplement F. This Agreement will require the Contractor to acknowledge that it is a Business Associate of ODM and be bound by all applicable federal regulations in regards to confidentiality of information.

\* To indicate a revision to the PMI Certification requirements in accordance with the Mandatory Requirements.

2.2 TABLE 1 - MANDATORY PROPOSAL REQUIREMENTS

Mandatory Requirements
1. The Offeror must demonstrate at least three (3) years of experience in data collection via interviewing, contact attempt and response rate tracking, data storage, data reporting, and data disposition in Tab 2 of the Proposal.
2. The Offeror must submit a detailed written cover letter of the Offeror's experience during the last three (3) years which includes, but is not limited to, historical and current data regarding the organization's size, organizational structure, and whether the Offeror is local, regional, or a national organization, insert into Tab 2 of the Proposal.
3. The Offeror must assign a named Project Manager (PM) to the Project who meets the qualification standards established by the Project Management Institute (PMI) to be a certified project manager; and who has had at least three (3) years of experience on projects of similar size and scope. Offerors must supply documentation of project management certification and the date when assigned PM achieved his or her PMI certification, insert into Tab 2 of the Proposal. * The assigned PM must meet the requirements of having an advanced degree and the three (3) years of experience managing projects. *The formal PMI certification must be achieved by the time of the Proposal opening OR at a minimum the Offeror must provide proof of PM Certification Class Registration. The Agency would monitor to confirm the PMI Certification is achieved by the start date of the Contract. If not in compliance, a maximum of 90 days could be extended to obtain certification. If not accomplished in that period of time, the Contract would be terminated. An Offeror without Certification obtained at the time of the Proposal opening may receive a lower technical score in evaluation.
4. Offeror must identify and assign staff members who will be responsible for training interviews and who will complete formal training administered by ODM or its designee. Provide these details in Tab 2 of the Proposal.
5. Offeror must demonstrate at least three (3) years of experience in working with individuals who are over age 60 and/or who have a disability. Provide these details in Tab 2 of the Proposal.

If the State receives no Proposals meeting all of the mandatory requirements, the State may elect to cancel this RFP.

2.3 PROPOSAL EVALUATION CRITERIA If the Offeror provides sufficient information to DAS in its Proposal, demonstrating it meets the Mandatory Requirements; the Offeror's Proposal will be included in the next step of the evaluation process which involves the scoring of the Proposal Technical Requirements (Table 3), followed by the scoring of the Cost Proposals. In the Proposal evaluation step, DAS rates the Proposals based on the following listed criteria and the weight assigned to each criterion. The possible points allowed in this RFP are distributed as indicated in the Table 2 - Scoring Breakdown. Each Proposal passing the Mandatory Requirements will be evaluated by an evaluation committee made up of a representative(s) from DAS, Agency team members, and potentially a subject matter expert or an independent consultant.

\* To indicate revision of the PMI Certification in the Mandatory Requirements.

2.5 TABLE 3 - TECHNICAL PROPOSAL EVALUATION

Criterion	Weight	Rating (0 to 5)	Extended Score
<b>Offeror Profile (Company Profile)</b>			
1. Company history, years of relevant experience	7		
2. Number of years in business, number of employees, number of employees who will be dedicated to this Work and financial stability	7		
3. Capacity to do the Work, based on expertise, experience and assigned staff as designated	8		
4. The Offeror has identified protocols in place that to protect the confidentiality, health and safety of the interviewees, including procedures for completion of BCII criminal background checks (at the expense of the Contractor) of all interviewers/key staff and appropriate confidentiality agreements required by the State.	10		
<b>Offeror Prior Projects</b>			
1. Offeror provides documentation of their experience in the design, implementation and evaluation of similar types of projects. Offeror must include description of at least two (2), but no more than four (4), similar-sized projects completed in the past three (3) years that clearly demonstrates expertise in survey research methods, contact attempt and response rate tracking, interviewing (telephone and in-person), and reporting.	12		
2. The Offeror must demonstrate experience working with elderly individuals and individuals with disabilities.	10		
3. The Offeror must demonstrate an understanding of HIPAA regulations as they relate to participants in the Ohio Medicaid program regarding record retention and destruction as well as having appropriate safeguards in place to assure the security and confidentiality of interviewees.	10		
4. The Offeror must provide in the proposal names and contact information as references for at least three (3) entities, other than the Ohio Department of Medicaid (ODM) or its predecessors, for which the Offeror has performed similar scale projects for in the past three (3) years. The Offeror must include the company name and address; contact person and phone number/email; project name and time span; and a detailed description of the scope of services provided as it relates to the requirements for this RFP.	10		
<b>Staffing Plan (Personnel Profile)</b>			
1. Offeror must demonstrate significant expertise by assigning staff to key leadership roles for this project. Key positions require profiles, prior experience and curriculum vitae.	10		
2. Staff Qualifications; Offeror must identify by name and position, the staff considered to be the key personnel to the project's success.	10		
3. Staff Qualifications; Offeror must identify and assign an individual as the Project Manager (PM) for the duration of this project. <del>*and demonstrate that the PM possesses at a minimum, three (3) years of experience with social marketing and communications methods such as newsletters, public service announcements, community forums, etc.</del> The assigned PM must meet the requirements of having an advanced degree and at least three (3) years of experience managing projects of similar size and scope. The formal certification must be achieved by the time of the Proposal opening; *see revised note in the Mandatory Requirements, Section 2.2; #3.	12		

\* To delete all reference to social marketing and communications methods and to include PMI certification revision.