

# REQUEST FOR PROPOSALS

## ADDENDUM # 2

ISSUED: April 28, 2013

**RFP NUMBER:** CSP901115  
**INDEX NUMBER:** DOH002

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for the Ohio Department of Health is requesting proposals for:

### Ohio Tobacco Quitline

**Reasons for Addendum: Page 20, Paragraph E.1. vi., add a period after "unreachable" and remove the remainder of the sentence.**

**PROPOSAL DUE DATE:** May 14, 2014  
**OPENING LOCATION:** Department of Administrative Services  
General Services Bid Desk  
4200 Surface Road  
Columbus, Ohio 43228-1395

- iii. 100% of all messages shall be returned within one business day.
- iv. 100% of all participants with limited English proficiency, including the deaf and hard of hearing, will be satisfied with alternative language services provided to them.
- v. At no time should there be more than a 72 hour wait time to schedule an outbound call.
- \* vi. Four (4) to seven (7) attempts must be made to each caller in counseling before being deemed as "unreachable".
- vii. It is expected that 80% of callers will enroll into the quit line counseling program.
- viii. 60% of referrals to the Ohio Tobacco Quit Line counseling program will receive a second call.
- ix. 40% of referrals to the Ohio Tobacco Quit Line counseling program will receive a third call.
- x. 30% of referrals to the Ohio Tobacco Quit Line counseling program will receive a fourth call.
- xi. 20% of referrals to the Ohio Tobacco Quit Line counseling program will receive a fifth call.
- xii. The contractor is expected to have a medical director who will provide assistance with medical protocols.
- xiii. The Contractor will proactively contact DOH should any of the above performance standards not be achievable during an identified period of time due to temporary, extenuating circumstances.

2. Performance Incentives:

DOH would like to align its incentives and performance expectations with those of the successful Offeror.

- a. List the performance measures that your organization is now monitoring.
- b. Indicate the frequency with which these measures are monitored.
  - i. If these indicators are specific to tobacco cessation and/or quit line performance, indicate how relevant these are to QL activities. If relevant, indicate whether the organization is willing to use these same measures and frequency for this contract.
  - ii. Provide a proposal regarding performance rewards or penalties for meeting, exceeding, or failing to meet established performance measures. Provide suggested measures that are specifically relevant to this contract
  - iii. Performance incentive program should not be considered in lieu of standard contract compliance.

F. Financial Stability:

Provide recommendations for managing the funds available under this contract in the event that demand begins to exceed the available budget to provide counseling and/or pharmacotherapy to all eligible callers seeking these services.

G. FORMS:

ODH will coordinate and approve reporting and tracking forms.

CONTRACTOR RESPONSIBILITIES. The Contractor must meet all RFP requirements and perform Work as defined in the Scope of Work.

\* Page 20, Paragraph E.1. vi., add a period after "unreachable" and remove the remainder of the sentence.