

REQUEST FOR PROPOSALS

ADDENDUM # 1

ISSUED: April 25, 2011

**RFP NUMBER: CSP900612
INDEX NUMBER: INS003**

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

Administration of the Insurance Agent Continuing Education Program

Reason for Addendum. Following is page 19 of the RFP. Remove this page from the original RFP and replace with the new page. Under paragraph A.2., the sentence should read "The procedure to review and process applications received from providers."

PROPOSAL DUE DATE: April 29, 2011

**OPENING LOCATION: Department of Administrative Services
General Services Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1395**

- A. The Work Plan shall include and detail how it meets the following requirements in a clear and concise order that follows the format of the following:
1. A description of the application package and method of distribution.
 2. *The procedure to review and process applications received from providers.
 3. The process to waive any fees charged to the Agency.
 4. The methodology for determining the number of credit hours per course and proper category for the course.
 5. A plan to utilize ODIIS identification numbers.
 6. The process to document submissions by providers in ODIIS.
 7. The plan for providing and staffing a toll-free number.
 8. An audit plan.
 9. A process to handle complaints.
 10. Documented ability to create all needed materials. Sample forms, notices and explanatory materials shall be submitted as part of the Work Plan.
 11. The process to maintain records and cooperate with any investigations.
 12. The process to provide reports on providers and courses.
 13. The process to maintain accurate information on approved providers and approved courses.
 14. The process to provide Agency with direct access to all documents.
 15. The plan for a public meeting.
 16. The process for collecting fees.
 17. The process to perform the additional tasks detailed in Section I. D, if necessary.
- B. The Work Plan shall also include the Offeror's site-specific disaster recovery plan(s).
- C. The Work Plan shall also include the process to digitize documentation as detailed in Section III. Technical Requirements, below.

III. TECHNICAL REQUIREMENTS

The Contractor shall use the Agency's authorized computer system to comply with all pertinent requirements of the RFP. The Contractor shall assume the costs of connecting to the Agency's computer system.

The Contractor must be able to digitize all paper documentation and submit all records and digitized documentation to the agency electronically, for each candidate, including but not limited to the course completion certificates and examination data and documentation. The Contractor shall work with ODI to implement a secure system designed to support interoperable machine-to-machine interaction over the internet as a means to transfer all the records and digitized documentation electronically to the agency. Currently the Agency utilizes SOAP web services as the standard for implementing these types of electronic transfers.

At some point during the contractual period the contractor may be asked to begin digitizing all provider and course documentation. The contractor will need to submit all records and digitized documentation to the agency electronically, for each provider, including but not limited to, provider applications, course applications, course notes, and provider correspondence. The Contractor shall work with ODI to implement a secure system designed to support interoperable interaction to transfer all the records and digitized documentation electronically to the Agency. The system will be implemented and secured according to the guidelines set by ODI and DAS/OIT (Office of Information Technology) policies. The policies for DAS Office of Information Technology can be viewed at the following web-site: <http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITPolicies/tabid/107/Default.aspx> The final acceptance of the system architecture will be at the discretion of the Agency. The Contractor shall be responsible for all its installation costs, monthly charges, and any other related expenses that are needed in order to build and complete the electronic records transfers.

The Contractor shall provide technical support in determining problem resolution. The Contractor shall notify the Agency two (2) weeks prior to any network configuration changes that affect the Agency.

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

*Indicates change 4/25/11.