



**Clark County Department of Job and Family Services  
By and through the authority of the  
Clark County Board of Commissioners**

**REQUEST FOR PROPOSALS**

**RFP: 17-SFY-18**

**FOR: Service Coordination**

**PROGRAM DATES: January 1, 2018 through December 31, 2019**  
**\$380,000.00**

**Offered By:**

**Clark County Department of Job and Family Services  
1345 Lagonda Avenue  
Springfield, Ohio 45503  
(937) 327-1700**

**PROPOSAL DUE DATE:**

**November 30, 2017 @ 3:00 p.m.**

**PROPOSALS SUBMITTED TO:**

**1345 Lagonda Avenue  
Springfield, Ohio 45503  
Building C, 4<sup>th</sup> Floor  
Attn: Contract Development**

## Contents

<b>1. Purpose, Project Information, and General Procedures</b> .....	3
1.1. Purpose .....	3
1.2. Agency Mission and Services .....	3
1.3. Anticipated Procurement Timetable .....	4
1.4. Bidder's Conference.....	5
1.5. Internet Question and Answer Period; RFP Clarification Opportunity.....	5
1.6. Communication Prohibitions .....	6
<b>2. Scope of Work</b> .....	7
2.1. Target Population.....	8
2.2. Demonstration of Experience .....	8
2.3. Specification of Deliverables.....	9
2.4. Expected Outcomes .....	9
2.5. Reporting Requirements.....	9
2.6. Contract Period and Funds Available.....	10
<b>3. Organization, Point Allocation and Scoring for Proposals</b> .....	10
3.1. Proposal Organization A (INTRODUCTION).....	10
3.2. Proposal Organization B (PROJECT UNDERSTANDING) .....	12
3.3. Proposal Organization C (METHODOLOGY) .....	12
3.4. Proposal Organization D (PROJECT MANAGEMENT) .....	13
3.5. Proposal Organization E (QUALIFICATIONS & EXPERIENCE) (Subcontractor Lang.) .....	13
3.5.1. Subcontractor Identification and Participation Information .....	14
3.6. Proposal Organization F (PRICING) .....	15
3.7. Proposal Point Allocations .....	15
3.8. Scoring of Proposals.....	15
3.9. Review Process Caveats .....	16
<b>4. Proposal Submission</b> .....	16
<b>5. Additional Documents and Clauses</b> .....	17
5.1. Changes to the RFP .....	17
5.2. Proposal Costs.....	17
5.3. Required Forms.....	17
5.4. Limitations.....	17
5.5. Compensation Structure .....	18

5.6.	Protests .....	18
<b>6.</b>	<b>Attachments .....</b>	<b>19</b>
6.1.	Attachment A: Contractor Assurances Form .....	19
6.2.	Attachment B: Campaign Contribution Declaration .....	19
6.3.	Attachment C: Personal Property Tax Statement.....	20
6.5.	Attachment E: Submittals A1-A3 Instructions and Forms .....	20
<b>7.</b>	<b>Sample Contract .....</b>	<b>20</b>

## **1. Purpose, Project Information, and General Procedures**

### **1.1. Purpose**

The Board of Clark County Commissioners (the “Board”) on behalf of the Clark County Department of Job and Family Services (the “Department”) releases this Request for Proposals (“RFP”) for the purpose of obtaining proposals regarding service coordination as described below. Individuals or organizations responding or considering responding (“Offerors”) must adhere to all RFP requirements herein.

The Board releases this RFP to organizations and individuals that provide community-based, individualized service coordination services to children and families to ensure that identified resources and supports are coordinated across multiple systems for youth with complex needs to prevent children from formally entering the child welfare system, to prevent out-of-home placement, to assist in timely reunification when a child is placed out of the home, and/or to prevent a placement disruption.

### **1.2. Agency Mission and Services**

Department’s mission statement is: To promote safety, strengthen families, and empower people.

Department is considered a quadruple-combined agency consisting of: Family & Children Services, Child Support Enforcement, OhioMeansJobs, and BenefitsPlus.

Children grow and thrive in families that provide safety, security, and stability. When any of these elements are threatened there is a risk of child abuse, neglect, or dependency. Research has shown that services to children and families need to be provided within a continuum of care structure from prevention, community-based services, out-of-home care, and ultimately to permanent separation of children from the parent when necessary. Additionally, research is clear that early interventions that are family-centered and community-based are the most effective in family preservation. Service coordination is a broad-based, neutrally-positioned, youth and family-driven, cross-system (team) planning process by which identified, existing services and supports are coordinated across multiple systems to determine the least restrictive plan of success for youth with complex needs.

The Family and Children Services (FCS) division of the Department is responsible for the investigation of reported allegations of child abuse, neglect, and dependency. During the investigation family needs and strengths are identified, and referrals/linkages are made to community services that can best

## CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## Service Coordination RFP

RFP#: 17-SFY-18

meet needs that reduce the risk of abuse, neglect, and dependency. When possible, FCS involvement ends when the investigation is complete and community-based services are secured. When needed, FCS provides ongoing services to stabilize the family. Case plan activities and goals always are to maintain the child in his/her/own home. When that is not possible, FCS seeks placement with court-approved kinship caregivers that keep children in the community, in close proximity to their families. If kinship placement is not possible, FCS seeks placement ranging from family foster homes, therapeutic foster homes, to residential treatment facilities, depending on the individual needs of the child. In all instances, community-based services, including service coordination services, are essential to family preservation and family reunification.

FCS also participates in information and referral and service-planning for families not formally referred for investigation and services through the Family Stability Team. The Family Stability Team is facilitated by a FCS staff member. Service coordination services have been shown to be effective for youth and families that have complex needs across multiple systems in providing early intervention services that keep children and families out of the child welfare system, or reduce the length of stay in the child welfare system.

In 2016 FCS served 143 children in their own home, 255 children were served in kinship care, and 109 children were served in a substitute care setting, for a total of 507 children served. All of these children and their caregivers were eligible to receive community-based services including service coordination services. In 2016 approximately 250 Clark County children received service coordination services.

### 1.3. Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
<b>November 3, 2017</b>	The Board releases RFP. Q&A period opens. <ul style="list-style-type: none"> <li>- RFP becomes active.</li> <li>- Offerors may submit inquiries for RFP clarification.</li> </ul>
<b>November 14, 2017</b>	Bidders' Conference 11:00 a.m. at Clark County Department of Job and Family Services, in the Clark Room located in building B.
<b>November 17, 2017</b>	Q&A Period Closes 4:00 p.m. (for inquiries for RFP clarification). <ul style="list-style-type: none"> <li>- No further inquiries for RFP clarification will be accepted.</li> </ul>
<b>November 22, 2017</b>	The Department provides Final "Question & Answer" document.
<b>November 30, 2017</b>	<b>Deadline for Offerors to Submit Proposals to Department (3:00 p.m.).</b> <ul style="list-style-type: none"> <li>- This is the proposal opening date, beginning of Department process of proposal review.</li> </ul>
<b>December 8, 2017</b>	Letter of intent to award contract(s) issued by the Department. <ul style="list-style-type: none"> <li>- All applicants notified.</li> </ul>
<b>December 15, 2017</b>	Contract(s) submitted to the Board for approval.
<b>January 1, 2017</b>	Service provision begins.

**IMPORTANT:** The Board reserves the right, with reasonable notice given, to revise this schedule in the best interest of the Department and/or to comply with the Board procurement procedures and regulations and after providing reasonable notice. Only the Board has the authority to bind the

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

Service Coordination RFP

RFP#: 17-SFY-18

Department into a contract. The letter of intent to award is not binding. Since the letter of intent to award is not binding, any costs incurred by proposer prior to the Board's award may not be recovered.

#### [1.4. Bidder's Conference](#)

A "Bidder's Conference" has been scheduled for November 14, 2017 at 11:00 p.m. at the Clark County Department of Job & Family Services campus, 1345 Lagonda Avenue, Springfield, Ohio in the Clark Room located in Building B. The Department staff will respond to questions regarding the requirements of the RFP. Questions asked at the conference and the **final** responses will be included in the Q&A document.

While attendance is not mandatory, the Board strongly encourages Offerors to attend this conference. Please bring your copy of the RFP.

#### [1.5. Internet Question and Answer Period; RFP Clarification Opportunity](#)

Who may ask questions?	Offerors may ask clarifying questions regarding this RFP.
When can I ask a question?	Offerors may ask clarifying questions regarding this RFP via email or U.S. Mail during the Q&A Period as outlined in Section 1.3, between the dates the RFP was released on November 6, 2017 through the closing of the Q&A period at 4PM on November 17, 2017.
How do I submit a question?	An Offeror must submit all questions in writing via email or U.S. Mail to <a href="mailto:Clark_Contract_Development@jfs.ohio.gov">Clark_Contract_Development@jfs.ohio.gov</a> or to the mailing address on the RFP cover sheet. If sending via U.S. Mail, the question must be received prior to the closing time and date for the Q&A period. To ensure timely receipt of all questions, "Service Coordination RFP – Request for Clarification" must be written in the subject line of emailed questions and on the outside of the envelope of any mailed questions.
To whom do I address the question?	An Offeror must submit all questions in writing, via email or U.S. Mail to <a href="mailto:Clark_Contract_Development@jfs.ohio.gov">Clark_Contract_Development@jfs.ohio.gov</a> or to the mailing address on the RFP cover sheet; if sending via U.S. Mail, it must be received prior to the closing time and date for the Question & Answer Period.
How do I correctly pen a question?	To ensure timely receipt of all questions, "Service Coordination RFP- Request for Clarification" must be written in the subject line of emailed questions and on the outside of the envelope of any mailed questions.  Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number of the RFP where the provision can be found.

## CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## Service Coordination RFP

RFP#: 17-SFY-18

How will my answer be returned?	<p>The Offeror must include the name of a representative to contact, the company/organization name, and business phone number and email address of representative. Offeror will not receive personalized or individual email responses to their properly submitted individual questions.</p> <p>Board responses to all questions asked via email or U.S. Mail will be posted on the Internet website dedicated to this RFP or mailed (if properly requested by the Offeror), for reference by all Offerors. Clarifying questions asked and the Board responses to such questions comprise the “Q&amp;A Document” for this RFP.</p> <p>Responses will include the relevant page number, heading, and provision in question. Proposals in response to this RFP are to take into account any information communicated by the Board in the Final Q&amp;A Document for the RFP.</p>
Can I view previous RFPs for this Program?	<p>Yes. Requests from Offerors for copies of previous RFPs, past proposals, score sheets, or contracts for this or similar past projects, are <b>Public Records Requests (PRRs), and are not clarification questions regarding the present RFP</b>. PRRs submitted in accordance with the Department policy (available upon request or online (<a href="#">Click Here</a>)) will be honored. The posted time frames for the Board responses to email questions for RFP clarification do not apply to PRRs. Offerors who choose to rely on responses to public records requests when preparing their proposals do so at their own risk.</p>
<b>IMPORTANT</b>	<p>There is an established time period for the Q&amp;A process (see Section 1.3) The “Q&amp;A document” will only answer those questions submitted within the stated time frame for submission of Offerors questions, and which pertain to issues of RFP clarity, and which are not requests for public records. The Board is under no obligation to acknowledge incorrectly submitted questions.</p>

\*The Board reserves the right to disregard any email or mailed questions that are not properly titled.

\*The Board may, at its option, disregard any questions which do not appropriately reference a RFP provision or location, or which do not include identification for the originator of the question. If Board determines that a question cannot be resolved by reference to any section of the RFP, Board may, at its discretion, make necessary additions or changes to the RFP by addendum or amendment. Board will not respond to any questions received after 4:00 p.m. on the date the Q&A period closes. (See Section 1.3 for closing date.)

\* Should potential proposers experience technical difficulties accessing Department’s website where the RFP and its related documents are published, they may contact Contract Development at [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov), or by phone at (937) 327-1867.

### 1.6. Communication Prohibitions

From the issuance date of this RFP until the Board awards contract there may be no communications concerning the RFP between any Offeror, or agents/employees of that Offeror and any employee of Clark County, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of Offerors for contract.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.5, Q&A Period, and Section 1.4, Bidders' Conference;

2. For the purpose of conducting necessary business arising from a pre-existing or on-going business relationship with the Board;
3. As part of any Offeror interview process initiated by Board, which Board deems necessary in order to make a final selection;
4. Offerors may request that the RFP and all posted RFP documents be sent via U.S. Mail;
5. Any Public Records Request (PRR) made through Department;
6. Notification of any changes or announcements related to this RFP through the Department vendor notification list; and
7. A public meeting of the Board at which the award of a contract(s), pursuant to this RFP has been placed on the agenda for discussion.

**\*Important Note:** Amendments to the RFP or to any documents related to it will be accessible to Offerors through the original web page established for the RFP. Offerors must refer to that web page regularly for amendments or other announcements. The Board may not specifically notify any Offerors of changes or announcements related to this RFP except as provided in Section 1.5. It is the affirmative responsibility of Offerors to be aware of and fully respond to all updated information posted on this web page or provided by U.S. Mail when previously requested by Offeror. Offerors without access to the web page established for the RFP may request that amendments to the RFP or documents related to it be sent to them by contacting Contract Development via email or U.S. Mail at the following address, [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov) or Clark County Job & Family Services, Attn: Contract Developer, 1345 Lagonda Avenue, Springfield, Ohio 45503.

The Board is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source not authorized for this RFP. **Any attempts at prohibited communications by Offerors or their agents/employees or business associates shall result in the disqualification of Offerors proposal and shall prohibit the Offeror from entering into any contractual relationship with the Board for services requested through this RFP for the duration of the RFP period.**

## **2. Scope of Work**

The Board seeks to fund one or more Offerors to provide service coordination services to children and families who are identified and referred by Clark County's Family Stability Team and/or by the Department caseworkers and supervisors. Identified families may or may not be active recipients of Department services. Service coordination is a broad-based, cross-system (team) planning process by which identified, existing resources and supports are coordinated for youth with complex needs. Service coordination is designed to make the system(s) the family is involved with work better to meet their needs and to ensure that system efforts are well-coordinated. Selected Offerors are expected to identify child and family needs with the assistance of a Family and Children First Council state-approved assessment tool. Given that service coordination services are individualized and strength-based, the scope of work must be flexible and inclusive of a wide range of needs of children and families. The selected Offerors are expected to provide service coordination facilitation and planning services, including case management, and also provide direct services to families to implement planned interventions/services as identified. Possible direct services include, but are not limited to

mentoring to child and/or parent; parenting skill-building; household management skills; linkages to community-based services; transportation, and educational advocacy to meet child's education goals. Estimated length of service per case is 3 to 12 months. Selected Offerors may use a variety of trained staff including paraprofessionals. Additionally, selected Offerors are expected to deliver service coordination services as described in 121.37 (C) and (D) of the Ohio Revised Code (ORC) and the Family and Children First Cabinet Council.

**Services Provided Must:**

<u>Address all of the following goals</u>	<u>Include</u>	<u>Include policy and procedures as follows</u>
<ul style="list-style-type: none"> <li>-Prevent out-of-home placement;</li> <li>-Prevent placement disruption;</li> <li>-Promote reunification.</li> </ul>	<ul style="list-style-type: none"> <li>-Service coordination as defined in 121.37 (C) and (D) of the Ohio Revised Code (ORC), Ohio Family and Children First Cabinet Council;</li> <li>-Facilitation of the identified service coordination team including facilitation of monthly team meetings; and</li> <li>-Provision of direct services when identified the Clark County Family Children First Council ("CCFCFC") - approved assessment tool and the ongoing service plan.</li> </ul>	<ul style="list-style-type: none"> <li>-Provide and sustain ongoing communication with the family, team, and Department; and</li> <li>-Provide team leadership on each service coordination case that includes how the team leader is identified and the roles and responsibilities of the team leader.</li> </ul>

**2.1. Target Population**

The target populations to be served are children with complex needs and their families who reside in Clark County and have been identified at the Family Stability Team and or/by direct referral by Department caseworkers and supervisors to be in need of service coordination services to 1) prevent out-of-home placement, 2) prevent placement disruption, or 3) assist in child's reunification with family. Additional qualifications are as follows:

Children ages 0 to 18 years;
Young adults age 18 to 21  if receiving services from Developmental Disabilities; Or if they qualify as child welfare, transitioning youth.

**2.2. Demonstration of Experience**

The Board is seeking Offerors who possess the experience listed below.

Offerors must demonstrate that these minimum prior experience requirements are met:

1. The capacity to undertake the scope of work (see 2) based on demonstrated history of three (3) or more years of successfully completing similar or related work with the targeted service population.

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

Service Coordination RFP

RFP#: 17-SFY-18

2. The capacity to undertake the scope of work (see 2) based on organizational structure with adequate facilities, fiscal controls, and other resources.
3. Demonstrate a minimum of three (3) years of experience working with families, with a preferred emphasis on providing high fidelity service coordination.

#### **2.3. Specification of Deliverables**

The Offerors selected for this project will ensure that the following deliverables are met to the satisfaction of the Department:

1. Initiate contact with referred families within three (3) business days from the date the referral is approved for services. Provide a plan to maintain communication with referred families when a waiting list exists.
2. Initiate the review and tracking process with Clark County Family and Children First Council (CCFCFC) Inter-agency Review Committee (IRC) by scheduling first review within 60 days of the first face-to-face contact with the family. Attend all subsequent IRC reviews and submit required progress report as described under Section 2.5.
3. Facilitate a minimum of monthly team meetings until services are terminated.
4. Maintain a pool of trained facilitators and direct-service providers.
5. Submit ongoing case and service reports as described under Section 2.5. All reports are due no later than the 10<sup>th</sup> day of each month for services provided in the preceding month, or preceding months for quarterly reports.
6. Maintain ongoing communication by phone, email, team meetings, and other in-person meetings with FCS caseworker and supervisor. When family is not receiving FCS services, then communication is maintained with the identified team leader.

#### **2.4. Expected Outcomes**

The Offeror(s) selected under this proposal must implement direct-service program(s) meeting the requirements listed above. Additionally, the following outcomes are to be achieved:

1. 90% of children who receive service coordination services will successfully and safely remain in their home, or in their designated placement if placed out of the home.
2. 90% of children will successfully and safely reunify with their family when reunification is the service goal.
3. 80% of service plan goals identified in the service coordination planning process will demonstrate progress over the course of service provision.

Care should be taken to ensure that the outcomes to be measured are directly related to the actual goals of the program. How outcomes are measured can significantly affect how the results should be interpreted. The use of questions and measures from existing survey instruments is strongly recommended, especially if such instruments have proven validity.

#### **2.5. Reporting Requirements**

Selected Offeror(s) will have reporting finalized in the contract. At a minimum each Offeror will report status of work to the Department quarterly. Details should be given as to the number of customers served, status of deliverables, status of specified outcome measures, and program effectiveness. The specific number of reports, the data elements to be included, and the frequency of reports is at the discretion of the Department.

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

Service Coordination RFP

RFP#: 17-SFY-18

The following reports are required:

1. A service coordination plan including service goals, objectives, and activities within 45 days of the first contact with family, submitted to assigned Department caseworker and supervisor. This must be submitted to the Department within 10 business days of completion.
2. Monthly team meeting report, submitted to assigned Department caseworker and supervisor by the 10<sup>th</sup> day of the month following the month in which services were provided.
3. Case Plan progress report to IRC per Committee's directive, on average every 90 days, submitted to Department Director and to assigned Department caseworker and supervisor by the 10<sup>th</sup> day of the month following the end of the 90-day period.
4. Case closure summary report submitted to Department Director and Department assigned caseworker and supervisor within 30 days of termination.
5. Quarterly report including numbers served, deliverables met, and progress in meeting outcomes, submitted to Department Family & Children Services Division Deputy Director and to Department Director by the 10<sup>th</sup> day of the month following the end of the quarter.
6. The Family Centered Services and Supports utilization report submitted to CCFCFC director at mid and end of fiscal year.

#### **2.6. Contract Period and Funds Available**

The Board is seeking to award a contract(s) to be effective January 1, 2018, and to conclude no later than December 31, 2019.

This RFP and the Department contracts are contingent on the availability of funds. If, during the RFP process, funds are not available for the proposed services, the RFP process will be canceled. Offerors will be notified at the earliest possible time. The Board is not required to compensate any Offerors for any expenses incurred as a result of the RFP process.

#### **3. Organization, Point Allocation and Scoring for Proposals**

In order for the Board to evaluate proposals fairly and completely, Offerors should follow the format given below and provide all of the information requested.

##### **3.1. Proposal Organization A (INTRODUCTION)**

Cover Page	This must include the RFP number, title, the complete Offeror name and mailing address, and the amount of funding requested by the vendor under this RFP.
------------	---

## CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## Service Coordination RFP

RFP#: 17-SFY-18

Cover Letter	<p>Cover Letter must include the telephone number, name, and title of the person the Department should contact regarding the proposal.</p> <p>Must indicate the Offeror will comply with all requirements of the RFP.</p> <p>Offeror must provide a brief description of the organization including history; number of years the organization has been in business; type of services provided; legal status of vendor organization, i.e. corporation, partnership, sole proprietor; and Federal Tax ID number.</p> <p>Offeror must confirm that it will develop, maintain, and update an individual case file for each direct-service program participant. Case files cannot be destroyed without the written permission of the Department.</p> <p><b>An authorized representative capable of binding the Offeror must sign the Cover Letter.</b></p>
Conflict of Interest	<p>Offeror shall include a statement indicating whether or not the organization or any of the individuals performing work under the contract has a possible conflict of interest and, if so, the nature of that conflict.</p> <p>The Board reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program.</p> <p>The Board's determination shall be final.</p>
Contract Performance	<p>If an Offeror has had a contract terminated due to Offeror's alleged or proven non-performance or poor performance during the past five years, all such incidents must be described, including the other party's name, address and telephone number. If no such terminations have been experienced by Offeror in the past five years, so indicate.</p>
Financial Statement	<p>An Offeror must submit a copy of its most recent audited or compiled financial statements, which must have been completed by a Certified Public Accountant.</p> <p>Offeror must also submit the name, address, and telephone number of a contact in the company's principal financing or banking organization.</p>
Table of Contents	<p>Provide sufficient detail so reviewers can locate all the important elements of your document readily. Identify each section of your response as outlined in the proposal package.</p>
Executive Summary	<p>Provide a high level overview of your approach, the distinguishing characteristics of your proposal, and the importance of this project to your overall operation.</p>

### 3.2. Proposal Organization B (PROJECT UNDERSTANDING)

Provide the Following Information	<p>What do you understand to be the purpose and scope of this project related to the specific target population you propose to serve? (Please be specific to your proposed program and do not use language which duplicates Section 2 of the RFP.)</p> <p>Describe how your proposed program will meet the parameters and requirements of high fidelity service coordination.</p> <p>Describe how your program contributes to the accomplishment of any of the Department division's mission and work.</p>
Scope of Work, Solution, Project Narrative	<p>What is your proposed solution to the needs of this program?</p> <p>Describe your program to the fullest extent possible.</p> <p>Specify all the three goals (listed in Section 2) your program's services will address.</p> <p>Describe how your proposed program will deliver service coordination, team leadership/facilitation, and direct services.</p> <p>Who are the target populations you intend to serve and why?</p> <p>How will your program provide and sustain ongoing communication with the family, team, and the Department?</p>
Deliverables	Describe how you will ensure that the six (6) deliverables listed in Section 2.3 are met.
Outcomes	<p>Describe how you will accomplish each of the three (3) outcomes listed in Section 2.4.</p> <p>How do you intend to measure your performance against the three (3) outcomes to be achieved?</p>

### 3.3. Proposal Organization C (METHODOLOGY)

Carrying out the Project	Describe the methodology you would use to carry out this program and the reason for selecting this methodology. Detail the tasks to be undertaken.
	Describe the methodology you will use to measure compliance with the three (3) required outcomes.
Program Schedule	Provide a chart showing program activities and deliverables, including timeframes for completion of each.
Evaluation Plan	<p>How will you assess the progress of your program while it is underway?</p> <p>How will you course correct should your assessment of progress yield less-than-favorable results?</p>

## CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## Service Coordination RFP

RFP#: 17-SFY-18

## 3.4. Proposal Organization D (PROJECT MANAGEMENT)

Management Approach	<p>Describe your management approach.</p> <p>Describe your project management organizational structure including report levels and lines of authority.</p> <p>Describe your plan to provide team leadership on every service coordination case. Include the methodology for selecting the team leader and the roles/responsibilities of each team leader.</p>
Project Control	Describe your approach to project control including details of the methods used in controlling project activities.
Risk Management	Identify the pertinent issues as well as the potential risks and problems, which in your experience occur on projects of this type.
Risk Mitigation	Identify steps that can be taken to avoid or mitigate these problems and steps to be taken should the problem occur. Incorporate activities in the project plan to reduce the occurrence, severity, and impact of events or situations that can compromise the attainment of any project objective.

## 3.5. Proposal Organization E (QUALIFICATIONS &amp; EXPERIENCE) (Subcontractor Lang.)

Vendor Qualifications	Identify the qualifications that you bring to this project. Explain what differentiates your services from others.
Prior Experience	<p>Describe the adequacy of staff, equipment, research tools, administrative resources, quality, and appropriateness of technical or support staff.</p> <p>Explain your capacity to undertake the scope of work based on demonstrated history of successfully completing similar or related work with the targeted service population(s).</p> <p>Explain your capacity to undertake the scope of work based on an organizational structure with adequate facilities, fiscal controls, and other resources.</p> <p>Provide a position description for each of the key positions, the work each performs, and the name of the individual(s) filling each position.</p> <p>Section 2.2 requires certain minimum qualifications for the proposer. Please describe how your organization meets the requirements as outlined.</p> <p>The Department reserves the right to review past performance on contracts between Offeror and the Department/Board.</p>

## CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## Service Coordination RFP

RFP#: 17-SFY-18

Personnel*	<p>All proposed key project personnel must be identified in the proposal. <b>Resumes of all key project personnel are required.</b> Offerors may redact personal contact information which is included on resumes for administrative use (i.e., home addresses, home phone number, personal email address, etc.). Each person's role is to be identified and documented in the following format:</p> <ul style="list-style-type: none"> <li>Name</li> <li>Position with company</li> <li>Role in the project</li> <li>Experience with the specific tasks being proposed</li> <li>Work history on similar projects</li> <li>Legal Relationship with the Prime Contractor</li> </ul> <p>Provide an organizational chart including all the personnel assigned to accomplish the work described in your proposal. Designate the person responsible and accountable for the completion of each component and deliverable of the proposal.</p>
Subcontractors	<p>Subcontractors may be used to perform work under this contract. The substitution of one subcontractor for another may be made only at the discretion of the Board project manager, and with prior written approval from the project manager. Providers will be responsible for the subcontractors meeting all terms and conditions of the specifications. <i>See below for more information on Subcontractors (Section 3.5.1).</i></p>
Customer References	<p>Offerors must submit (3) references, names and phone numbers for similar projects it has completed. There is a limit of one (1) total reference from any Clark County government agency (including Board of County Commissioners and other appointing authorities [e.g. Courts, Sheriff, Prosecutor, etc.]). NOTE* The Department may NOT be used as a reference.</p>

\* The Board reserves the right to approve or disapprove any change in the selected Offeror's project team members whose participation is specifically offered in the proposal. This is to assure that persons with vital experience and skill are not arbitrarily removed from the project by the prime contractor.

### 3.5.1. Subcontractor Identification and Participation Information

Offeror must clearly identify the subcontractor(s) that will be used under this contract and their tasks in their proposals. Proposals must include a letter from the Offerors proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor's legal status, federal tax ID number, and principle business address;
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the provider is selected;
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

### 3.6. Proposal Organization F (PRICING)

If there is a dispute regarding whether a certain item of cost is unallowable, the Board's decision is final. Estimated proposal prices are not acceptable.

Submittals	Offeror must complete, sign, and submit Submittals A1- A3.
Payment Schedule	Offeror must include a proposed schedule of payments.
Narrative on Related Costs	Offeror must submit a detailed narrative, which demonstrates how costs are related and why they are necessary to the proposed program. The narrative should clearly articulate the desired unit rate and the methodology used in calculating the rate. The narrative must detail the amount of money being requested from the Department.
Narrative describing Non-Department funding streams	Offeror shall submit a detailed narrative describing all non-Department funding received from any source that funds any part of the proposed project. Offeror must include the percent of the total project cost of each funding source.

### 3.7. Proposal Point Allocations

The PRT Score sheet that will be used can be found online ([Click Here](#)).

SECTION	Percentage
Project Understanding	25
Methodology	20
Project Management	25
Qualifications and Personnel	15
Pricing	15
<b>DEDUCTIONS</b>	<b>-20</b>

### 3.8. Scoring of Proposals

Offeror submitting a proposal will have their proposal evaluated based on the capacity and experience demonstrated. All proposals will be reviewed and scored by a neutral, conflict-free Proposal Review Team (PRT) comprised of the Department staff members and others selected at the discretion of the Department. Offerors should not assume that the review team members are familiar with any current or past work activities with Department.

In scoring the proposals, the PRT will score in two phases, once proposals enter into Phase I they are considered, for the purposes of this RFP, to be in the "review process."

#### A. Phase I. Review—Initial Qualifying Criteria:

In order to be fully reviewed and scored, proposals submitted need to pass the following Phase I review:

1. Was the proposal received by the deadline indicated on the RFP Cover Sheet?
2. Did Offeror submit seven paper copies (one original and six copies) and one electronic copy of their proposal (unless the electronic submission was waived by the Board)?

3. Does Offeror's proposal include all required certifications, and is it signed by proposer's authorized representative?

**B. Phase II. Review—Criteria for Scoring the Proposal:**

The PRT will then score qualifying proposals. The PRT will assess how well proposer meets the requirements as specified in Sections 3.1-3.6 of this RFP. Using the RFP indicated evaluation criteria for Phase II scoring, the PRT will read, review, and discuss the proposals and reach consensus on the final score for each qualifying proposal.

**3.9. Review Process Caveats**

The Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The Board may waive minor defects in the RFP that are not material when no prejudice will result to the rights of any Offeror or to the public. The Board may, at its sole discretion, waive minor errors or omissions in Offerors' proposals/forms when those errors do not unreasonably obscure the meaning of the content.

The Board reserves the right to request clarifications from Offerors regarding any information in their proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by the Board, and Offerors' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.6 of this RFP. Such communications are expressly permitted when initiated by the Board, but will be initiated at the sole discretion of the Board.

Should the Board determine a need for interviewing proposers prior to making a final selection, notwithstanding the fact that no two proposals have received substantially similar scoring in accordance with Section 3, the Board may exercise its discretion to interview proposers, and results to interview questions shall be scored in a manner similar to the process described in Section 3.8, Scoring of Proposals, above.

Such scored results may be either added to those Offerors' proposal scores, or will replace certain criteria scores, at the discretion of the Board. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all proposers participating in the interview process for that RFP.

The Board reserves the right to negotiate with Offerors for adjustments to their proposals should the Board determine, for any reason, to adjust the scope of the project for which this RFP is released. Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by the Board, but are at the sole discretion of the Board.

In the Board's sole discretion, any Offeror deemed not responsible, or any Offeror(s) submitting a proposal deemed non-responsive to the terms of this RFP, shall not be awarded a contract.

**4. Proposal Submission**

The Board requires proposal submissions in both paper and electronic format. The submission of the electronically formatted version may be waived, at the discretion of the Board, when requested in writing by Offeror at least twenty-four (24) hours prior to the submission deadline. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

Service Coordination RFP

RFP#: 17-SFY-18

Paper Copies of Proposal	1 Original Signed 6 Copies of Original Signed
Electronic Copy of Proposal (disregard if waived)	The electronic copy can be submitted via email, CD-ROM, or Flash Drive. The electronic copy can be PDF, Word, or other formats that are compatible with Microsoft Office. It is preferred that Offerors submit Budget Submittals A1-A3 in Microsoft Excel format, responses to sections 3.2-3.6 in Microsoft Word format, and all other documents in PDF format.

- The electronic copy should contain all of the following:
  - Answers to the questions stated in Section 3 (Proposal Organization 3.1-3.6).
  - Submittals A1, A2, and A3.
  - All items submitted with the Original Paper Copy of the proposal should be included.
- Proposals must be submitted no later than 3:00 p.m. on **November 30, 2017**. Faxed submissions will not be accepted. The Board will not consider a proposal to be submitted until the time at which the proposal is actually received by the Board in both the paper and electronic formats. There are no exceptions to this deadline, and proposals received after the deadline will be immediately rejected.

## 5. Additional Documents and Clauses

### 5.1. Changes to the RFP

Material changes to this RFP will be provided via the agency website. Offerors are responsible for obtaining any such changes without further notice by the Board.

### 5.2. Proposal Costs

Costs incurred in the preparation of this proposal are to be borne solely by Offeror. The Board will not contribute in any way to the costs of the preparation of the proposal, associated documents, or any other items/documents related to this RFP. Any costs associated with interviews will also be borne by the Offeror and will not be the Board's responsibility.

### 5.3. Required Forms

The following documents are required to be submitted with the proposal:

<b>Contractor Assurances Form</b> (Link included in this RFP as Attachment A)
<b>Notarized Affidavit in Compliance with Section 3517.13 of the Ohio Revised Code</b> form (Link included in this RFP as Attachment B)
<b>Notarized Personal Property Tax Statement</b> (Link included in this RFP as Attachment C).
<b>Independent Contractor/Worker Acknowledgment Form</b> (Link included in this RFP as Attachment D)*

### 5.4. Limitations

**The award of a contract(s) is contingent upon the approval of the Board. No contract shall be valid and legal until it has been approved and executed, in signature, by the Board.**

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

Service Coordination RFP

RFP#: 17-SFY-18

This RFP does not commit the Board to award a contract or to pay any cost incurred in the preparation of a proposal. The Board reserves the right to accept or reject any or all proposals received, to negotiate services and cost with proposers, and to cancel in part or in its entirety this RFP.

The Board will review each proposal with respect to price, Offeror's administrative and programmatic capabilities, and conformance to the RFP criteria. The Board may reject all responses if proposed rates are unreasonable or if Offerors do not meet the RFP acceptance criteria. All proposals submitted in response to the RFP will become the property of the Board.

Proposal selection does not guarantee that a contract for services will be awarded. The Board reserves the right to terminate the negotiation process in the event that negotiations fail with proposer whose proposal is selected and/or issues arise during negotiations that prevent the Board from entering into a contract with that Offeror. If this happens, the Board, in its sole discretion, reserves the right to: (1) select another Offeror that responded to the RFP or (2) cancel and/or reissue the RFP.

Offeror(s) selected will be required to agree to the terms of the Sample Contract included in this RFP (link included in Section 7.) These terms cannot be modified without agreement between both the Department the Offeror, and authorized by the Board.

### **5.5. Compensation Structure**

The Board agrees that reimbursement of all costs will be dependent upon the selected Offeror(s)' performance in the delivery of services specified in the approved budget, once the contract is awarded. Payment shall be made by the Clark County Auditor upon proper presentation of request, when approved by the Board and the funded Offeror. Payment shall be made on a monthly basis. The unit cost represents a true measure of the actual cost of providing the contracted number of units of service. Unit cost Offerors may be asked to reconcile revenue against the total actual expenditures and reimburse the Department for over-budgeted expenses on a quarterly basis.

A unit of service is defined as one hour of program participation.

The Board recognizes only those expenses that have actually occurred; invoices must be submitted as a request for reimbursement of actual cash expenditures. Additionally, the selected Offeror must submit copies of paid sub-contractor invoices in order to be reimbursed for those service costs.

Selected Offeror(s) shall provide a monthly invoice to the Department, no later than 30 days past the service month. This invoice shall adhere to the guidelines communicated by the Department and shall include a description of services provided, the dates of service, verification of information contained on the invoice.

### **5.6. Protests**

Any Offeror may file a protest on any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

1. Protests shall be in writing and shall contain the following information:
  - a. The name, address, and telephone number of the protestor;

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

Service Coordination RFP

RFP#: 17-SFY-18

- b. The program name of the RFP being protested;
  - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
  - d. A request for a ruling by the Department;
  - e. A statement as to the form of relief requested from the Department; and
  - f. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest;
2. A protest shall be considered timely if received within the following periods:
  - a. A protest based on alleged improprieties or events about which the protestor knew or could have reasonably discovered, prior to the closing date for receipt of proposals, shall be filed no later than the deadline for receipt of proposals.
  - b. If the protest relates to the PRT's or the Director's recommendation to award a contract or to reject any or all proposals, the protest shall be filed no later than 9 a.m. of the seventh (7<sup>th</sup>) calendar day after the issuance of the Letter of Intent to Award the contract or the Letter of Intent to Reject all proposals, whichever is applicable.
3. An untimely protest may be considered by the Department if it determines that the protest raises issues significant to the Department's procurement system. An untimely protest is one received by the Department after the time periods set forth in Item 2 of this section.
4. All protests must be filed at the following location:

**Virginia K. Martycz, Ph.D., Director**  
Clark County Job & Family Services  
1345 Lagonda Avenue  
Springfield, Ohio 45503
5. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless Board determines that a delay will severely disadvantage the Board. Offeror who would have been awarded the contract shall be notified of the receipt of the protest.
6. The Board shall issue written decision on all timely protests and shall notify any Offeror who filed an untimely protest as to whether or not the protest will be considered.

## **6. Attachments**

All attachments included are hyperlinked. If you prefer to receive hard copies of these attachments, please notify Contract Development by email. Once we receive your request, a contract developer will promptly notify you when your documents are ready for pick up at Building C of Department's main office.

### **6.1. Attachment A: Contractor Assurances Form**

Form is located online. To view this form, [click here.](#)

### **6.2. Attachment B: Campaign Contribution Declaration**

Form is located online. To view this form, [click here.](#)

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES  
Service Coordination RFP  
RFP#: 17-SFY-18

**6.3. Attachment C: Personal Property Tax Statement**

Form is located online. To view this form, [click here](#).

**6.4. Attachment D: Independent Contractor/Worker Acknowledgment**

Form is located online. To view this form, [click here](#).

**6.5. Attachment E: Submittals A1-A3 Instructions and Forms**

Instructions for A1-A3 are located online, to view these instructions, [click here](#).

Forms for Budget Submittals A1-A3 are located online, to access these forms, [click here](#).

**7. Sample Contract**

Form is located online. *This is a comprehensive form that includes all clauses and funding requirements. The sample contract will indicate the funding stream and requirements that specific clauses apply to. Not all clauses will apply to each awarded contract.*

To access this form, [click here](#).