



## **AMENDMENT ONE (1) TO SERVICE COORDINATION, RFP # 21-SFY-02**

The following section of the Service Coordination Request for Proposals, RFP # 21-SFY-02, has been revised, as identified in **red**. Except for those provisions that are revised as a result of this Amendment, the original RFP document remains in full force and effect. A complete RFP document and related forms that incorporates the amended sections is included below.

**FOR: SERVICE COORDINATION**  
**PROGRAM DATES: January 1, 2021 through December 31, 2022**  
**RELEASE DATE: Friday, October 16, 2020**  
**RESPONSES DUE: Friday, November 13, 2020**

### **3.1.B. Scope of Work**

Required Forms	<p>Proposer must complete and sign all of the following:</p> <ol style="list-style-type: none"><li>1. Contractor Assurances Form;</li><li>2. Campaign Contribution Form;</li><li>3. Personal Property Tax Form;</li><li>4. Independent Contractor Worker Acknowledgment (if required);</li><li>5. Certification of Compliance with County Insurance Requirements, and;</li><li>6. <b>Non-Collusion Affidavit.</b></li></ol> <p><b>Forms can be found on Department website under “RFP-Related Documents” section.</b></p>
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### **5.1. Scoring of Proposals**

#### **Phase I. Review – Initial Qualifying Criteria:**

In order to be fully reviewed and scored, proposals submitted must pass Phase I review. Any “no” for the following Phase I criteria triggers a Board elimination of proposal from further consideration:

1. Was the proposal received by the deadline?
2. **Did proposer submit one electronic copy?**
3. Does the technical proposal include all required certifications and forms required by Section 3.1(A) of the RFP?
4. Does proposer affirmatively indicate that it is not on the federal debarment list, and it is fiscally solvent?

5. Does Department's review of the Auditor of State and SAM.gov websites verify that proposer is not excluded from contracting with Board?

**A full and complete Amended RFP document and related forms begins on the following page.**

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

**REQUEST FOR PROPOSALS**

**RFP: 21-SFY-02**

**FOR: Service Coordination**

**PROGRAM DATES: January 1, 2021 through December 31, 2022**

**Offered By:**

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

**PROPOSAL DUE DATE:**

**November 13, 2020  
10:00 a.m.**

**FUNDS AVAILABLE:**

**\$250,000.00 per year**

**PROPOSALS SUBMITTED TO:**

**Clark\_Contract\_Development@jfs.ohio.gov**

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

### **1.1. Purpose**

The Board of Clark County Commissioners (“Board”) intends to award a contract(s)/sub-grant agreement(s) to one or more provider(s), as appropriate in the judgment of the Board for its Department of Job and Family Services (Department). “Provider” means any person or organization capable of providing the services described herein. For the purposes of this RFP document, the Board and the Department will sometimes be collectively referred to as “County.” The potential provider will sometimes be referred to as “bidder” “provider” “proposer” “contractor” and “applicant” interchangeable throughout this RFP and related documents.

Board seeks to fund one or more contractor(s)/subgrantee(s) to provide service coordination services to children and families who are identified and referred by Clark County’s Family Stability Team and/or by Clark County Department of Job and Family Services (CCDJFS) caseworkers and supervisors; self-made referrals by family or community providers are also eligible.

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

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

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES  
Service Coordination  
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The Department is considered a quadruple-combined agency consisting of: Family & Children Services (FCS), Child Support (CSEA), OhioMeansJobs (OMJ), and BenefitsPlus (BP).

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 you with complex needs.

Clark County 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 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 or 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 home, therapeutic foster home, to residential treatment facility 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 2019, FCS served monthly averages of approximately 191 children in their own home, approximately 120 children were served in kinship care, and approximately 90 children were served in a substitute care setting, for a total of 529 children served. All of these children and their caregivers were eligible to receive community-based services including service coordination services. In 2019, approximately 86 Clark County youth received service coordination services. So far in 2020, approximately 75 Clark County youth have received service coordination services.

### 1.3. Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
October 16, 2020	Board releases RFP. Q&A period opens. - RFP becomes active. - Proposers may submit inquiries for RFP clarification.
October 20, 2020	Bidders' Conference at 2:00 p.m. via Microsoft Teams. See Section 1.4. below.
October 27, 2020	Q&A Period Closes 9:00 a.m. (for inquiries for RFP clarification). - No further inquiries for RFP clarification will be accepted.
October 30, 2020	CCDJFS provides Final Question & Answer document.
November 13, 2020	<b>Deadline for Proposers to Submit Proposals to Department (10:00 a.m.).</b> - This is the proposal opening date, beginning of the CCDJFS process of review.

November 27, 2020	Letter of intent to award contract(s)/Sub-grant agreements issued by CCDJFS. - All Proposers notified.
December 16, 2020	Contract(s)/Sub-grant agreements submitted to County Commission for approval.
January 1, 2021	Service provision begins.

**IMPORTANT:** Board reserves the right to revise, with reasonable notice given, this schedule in the best interest of Department and/or to comply with any applicable County, State, or Federal procurement procedures and regulations. Board has the sole authority to bind Department into 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 Board's award may not be recovered.

#### 1.4. Bidder's Conference

A "Bidder's Conference" has been scheduled for October 20, 2020 at 2:00 p.m., via Microsoft Teams. The Join Meeting Link can be found on Department website under "[Active RFP Notices](#)" section. 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, Board strongly encourages potential proposers to attend this conference.

#### 1.5. Internet Question and Answer Period; RFP Clarification Opportunity

Should Proposer experience technical difficulties accessing Department's website where the RFP and its related documents are published, they may contact Contract Developer at [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov).

Who may ask questions?	Potential proposers may ask clarifying questions regarding this RFP.
When and how can I ask a question?	Potential proposers may ask clarifying questions regarding this RFP via email during the Q&A Period as outlined in Section 1.3.
To whom do I address the question?	A potential proposer must submit all questions in writing, via email to <a href="mailto:Clark_Contract_Development@jfs.ohio.gov">Clark_Contract_Development@jfs.ohio.gov</a> it must be received prior to the closing time and date for the Question & Answer Period.
How do I correctly ask a question? <sup>1</sup>	To ensure timely receipt of all questions, "Service Coordination RFP- Request for Clarification" must be written in the subject line of emailed questions.  Questions about this RFP must reference the relevant part of this RFP. <sup>2</sup> Please provide the heading and provision section under question, and the page number of the RFP where the provision can be found.  The potential proposer must include the name of a representative to contact, the company/organization name, and business phone number and email address of representative

<sup>1</sup> Board reserves the right to disregard any questions that are not properly titled.

<sup>2</sup> Board will 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 9:00 a.m. on the date the Q&A period closes. (See Section 1.3 for closing date.)

How will my answer be returned?	<p><b><i>Potential proposers will not receive personalized or individual email responses</i></b> to their properly submitted individual questions.</p> <p>Board responses to all questions asked via email will be posted on the Internet website dedicated to this RFP or mailed (if properly requested by the potential proposer), for reference by all potential proposers. Clarifying questions asked and 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 Board in the Final Q&amp;A Document for the RFP.</p>
Can I view previous RFP's and Proposals for this Program?	Yes. Requests from potential proposers for copies of previous RFPs, past proposals, score sheets, or contracts for this or similar past projects, are <b><i>Public Records Requests (PRRs), and are not clarification questions regarding the present RFP.</i></b> PRRs submitted in accordance with Department policy (available upon request or online [click for <a href="#">Public Records Notice</a> and <a href="#">Public Records Policy</a> ]) will be honored. The posted time frames for Board responses to email questions for RFP clarification do not apply to PRRs. Potential proposers who choose to rely on responses to public records requests when preparing their proposals do so at their own risk.
<b>IMPORTANT</b>	<b>There is an established time period for the Q&amp;A process (see Section 1.3). “Department Q&amp;A document” will only answer those questions properly submitted within the stated time frame for submission of potential proposers’ questions, and which pertain to issues of RFP clarity, and which are not requests for public records. Board is under no obligation to acknowledge incorrectly submitted questions.</b>

## 1.6. Communication Prohibitions

From the issuance date of this RFP until the date Board awards a contract there may be no communications concerning the RFP between any potential proposer 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 Contractor.

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 Board;
3. As part of any proposer interview process initiated by Board, which Board deems necessary in order to make a final selection;
4. Potential proposers 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 Department vendor notification list; and
7. A public meeting of The Board of Clark County Commissioners 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 interested potential proposers through the original web page established for the RFP. All interested potential proposers must refer to that web page regularly for amendments or other announcements. Board may not specifically notify any potential proposer of changes or announcements related to this RFP except as provided in Section 1.5. It is the affirmative responsibility of interested potential proposers 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 proposer. Potential proposers without access to the web page established for the RFP may request that amendments to the RFP or related documents be sent to them by via email by contacting Clark\_Contract\_Development@jfs.ohio.gov.

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 potential proposers shall result in the disqualification of those providers' proposals and shall prohibit the potential provider from entering into any contractual relationship with Board for services requested through this RFP for the duration of the RFP period. A proposer may also be disqualified for failing to take reasonable steps to prevent its employees, agents, and business associates from making communications that would be prohibited if made directly by that provider's authorized representatives.**

## **2. Scope of Work**

### **2.1. Program Overview**

#### **2.1.A. Purpose of the Proposed Program**

Board seeks to fund one or more contractor(s)/subgrantee(s) to provide service coordination services to children and families who are identified and referred by Clark County's Family Stability Team and/or by Clark County Department of Job and Family Services (CCDJFS) caseworkers and supervisors; self-made referrals by family or community providers are also eligible. 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 contractor(s)/subgrantee(s) 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 contractor(s)/subgrantee(s) 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 contractor(s)/subgrantee(s) may use a variety of trained staff including paraprofessionals. Additionally, selected contractor(s)/subgrantee(s) 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.

#### **Department Expectations for Selected Providers:**

1. Initiate contact with referred families within three (3) business days from the date the referral is approved for services. Provide a place 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 90 days of the first face-to-face contract with the family. Attend all subsequent IRC reviews and submit required progress report as described under Section 2.5. IRC will schedule every review after the initial while attempting to keep services provided within a 3-12 month duration.
3. Facilitate or attend 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, other virtual means, or 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.

**Services Provided Must:**

<b><u>Address all of the following goals</u></b>	<b><u>Include</u></b>	<b><u>Include policy and procedures as follows</u></b>
<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 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>

Special consideration will be provided to proposers that are certified to provide Title IV-E Prevention Services that are approved programs including Functional Family Therapy, Multisystemic Therapy, Healthy Families America, Parents as Teachers, and Ohio Start.

Additional consideration will be given to proposers that are able to complete Medicaid/medical insurance billing for services they provide, if applicable.

**2.1.B. Target Population and Why Selected**

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 CCDJFS 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.

Proposers are strongly encouraged to provide a concise, well-organized summary with examples and evidence that fully explain how their program relates to the target populations outlined above.

Proposers 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 express, written permission of Department.

## 2.2. Demonstration of Experience

Proposers are required to describe their history of successfully completing similar or related programs with the target population(s). Identify the program, its target population, location, and explain why it is a similar or related to the proposed program. Whenever possible, express success in terms of deliverables and outcomes for the prior program. However, demonstrations of success are not limited to Deliverables and Outcomes.

Board is seeking Proposers who possess the experience listed below.

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

1. The capacity to undertake the scope of work (see 2.0) based on demonstrated history of three (3) or more years of successfully completing similar or related work with the targeted service population.
2. The capacity to undertake the scope of work (see 2.0) 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. Deliverables and Outcomes

### 2.3.A. Deliverables

**Selected proposer(s) must define the number of deliverables necessary to provide quality, reasonable outcomes related to their proposed program.** Deliverables are the specification of how much of the program will be delivered. The Deliverables should be what the proposer considers to be the primary or key elements of delivering their services.

Whenever possible the Deliverables should be quantified. The preference is that the Deliverables specify the number of participants to be served. CCDJFS recognizes this is not always possible. When it is not possible, the proposer must provide an alternative(s) that will provide the basis for assessing program performance during CCDJFS monitoring and in CCDJFS Quarterly Reports.

**It is required that the proposal also specify how data or other information will be collected and compiled for each Deliverable.** CCDJFS will review during monitoring whether procedures for Deliverables data collection and compilation are being followed.

### 2.3.B. Outcomes

The Proposers 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 in home services during the contract year 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 during the contract year 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.

**It is required that the proposal also specify how data or other information will be collected and compiled for each Outcome.** Department will review during monitoring whether procedures for Outcomes data collection and compilation are being followed.

## 2.4. Program Administration and Resources

### 2.4.A. Administrative

Proposers are required to describe their management approach and project management organizational structure, including reporting levels and lines of authority.

Proposers are required to provide a description of their approach to project control, including:

1. Details of the methods used in controlling project activities;
2. Description of status reporting methodology, including details of written and oral progress reporting, and;
3. Fiscal controls.

Proposers are required to describe their plans for risk management and risk mitigation, including:

1. Identify the pertinent issues as well as the potential risks and problems, which in the proposer's experience occur in projects of this type;
2. Identify steps that can be taken to avoid or mitigate potential risk and problems and steps to be taken should problems occur, and;  
Describe activities included in the program to reduce the occurrence, severity and impact events or situation that can compromise the attainment of any project objective.

### 2.4.B. Personnel

In general, proposers must provide a description of the key positions and the work each performs and the credentials/resume(s) of the people filling key positions. Specifically, proposers are required to:

1. Provide a position description for each of the key positions, the work each position performs, and the name of the individual(s) filling each position. All proposed key project personnel must be identified in the proposal. Each person's role is to be identified and documented in the following format:
  - a. Name
  - b. Position with company
  - c. Role in the project (Including accountability for completion of components or deliverables of the proposal)
  - d. Experience with the specific tasks being proposed

- e. Work history on similar projects
- f. Relevant Education, Licenses and/or Certifications
- g. Legal Relationship with the Prime Contractor (Such as full-time employee, part time employee, volunteer, or subcontractor)

2. Provide an organizational chart including all the personnel assigned to accomplish the work described in your proposal.
3. Designate and identify the person responsible and accountable for the completion of each component and deliverable of the proposal.

#### **2.4.C. Physical and Other Resources**

Proposers are required to ensure that they have adequate facilities, equipment, research tools, administrative and other resources. Other resources may include coordination or collaboration with other service providers in the community.

Proposers are required to identify how they will ensure the safety of their staff and the children/families in their program in regard to COVID-19.

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

Each selected Proposer will have reporting finalized in the contract. At a minimum, regardless of program, each provider will report status of work to 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 Department. At the discretion of the Department, audits of daily/weekly records will be conducted, and guidance will be offered if unsatisfactory.

The following reports are required:

1. A service coordination plan including service goals, objectives, and activities within 45 days of the first contract 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
6. Selected proposer will comply with ongoing data collection and reporting for the mid-year and annual Family Centered Services and Supports (FCSS) report.

## 2.6. Subcontractor Identification and Participation Information

Proposers are required to clearly identify the subcontractor(s) that will be used if subcontractors will be used in the program. Additionally, Proposers are required to highlight the subcontractors' tasks in the submitted proposal with sufficient detail to decipher their exact role in the proposed program. The subcontractors provided are under the same legal obligations outlined in this RFP that the Proposer is subject to. Proposals are required to also include a letter from the 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, email address 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.

Letters submitted in response to this provision should be included as an appendix following the Technical Proposal.

## 2.7. Attachments

1. Letters from proposed subcontractors are required if subcontractors will be used.
2. Proposers are required to submit three **(3) letters of reference** for similar projects it has completed.
3. Letters are required to include: **the name and telephone number** of an individual who can provide additional information about the similar projects 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\* Department and CCFCFC may NOT be used as a reference.
4. Proposals are required to provide a chart which outlines the project schedule including all project activities and deliverables and the timeframes for completion of each.

Any other information thought to be relevant to the Technical Proposal, but not applicable to a specific RFP section number/letter may be provided as an attachment to the proposal. Department reserves the right not to review submitted attachments which include information or materials not required in the RFP.

## 3. Format for Organization of the Proposal

In order for Board to conduct a fair and complete evaluation of proposals, proposers must follow the required format (listed below). If specifically requested, proposer must provide Board with additional information. The proposer's technical proposal must contain the following components, at minimum. It is mandatory that proposals be organized in the following order and that wherever appropriate, sections/portions of the proposal make reference by section number to those RFP requirements to which they correspond. A sample technical proposal score sheet for this RFP can be found on the dedicated website. **Proposers are strongly encouraged to use the score sheet to check their proposals for quality, compliance, and completeness prior to submission.**

### 3.1 Technical Proposal

**Proposer must use the format listed below in order to submit a technical proposal.**

**3.1.A. Required Vendor Information and Certifications**

Cover Page	<p>This must include:</p> <ol style="list-style-type: none"> <li>1. RFP number;</li> <li>2. Title;</li> <li>3. The complete vendor name and mailing address, and;</li> <li>4. The amount of funding requested by the vendor under this RFP.</li> </ol>
Cover Letter	<p>Cover Letter must include:</p> <ol style="list-style-type: none"> <li>1. Telephone number;</li> <li>2. Name and title of the person Department should contact regarding the proposal.</li> </ol> <p>Must indicate the proposer will comply with all requirements of the RFP.</p> <p><b>An authorized representative capable of binding the organization must sign the Cover Letter.</b></p>
Table of Contents	<ol style="list-style-type: none"> <li>1. Provide sufficient detail so Proposal Review Team (PRT) members can locate all the important elements of your document readily;</li> <li>2. Identify each section of your response as outlined in the proposal package.</li> </ol>
Conflict of Interest	<ol style="list-style-type: none"> <li>1. Each proposer shall include a statement indicating whether or not their organization or any of the individuals performing work for their organization has any possible conflict of interest or perceived conflict of interest and, if so, the nature of that conflict.</li> </ol> <p>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><b>Board's determination is final.</b></p>
Mandatory Disclosures	<p>Proposer must disclose whether its performance, or the performance of any proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those to be provided for the project (which is the subject of this RFP) has resulted in any "formal claims" for breach of those contracts within the past five years. For purposes of this disclosure, "formal claims" include but are not limited to any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), assigned to mediation, or any claims that resulted in termination of a contract. If any such claims are disclosed, proposer shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. If no such claims have been experienced by proposer within the past five years, so indicate.</p> <p>Proposer must indicate whether it or any of its proposed subcontractor(s) have been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to proposer's performance of services similar to those described in this RFP. If any such instances are disclosed, proposer must fully explain, in detail, the nature of the government action, the allegations that led to the government action, and the results of the governmental action including any legal</p>

	action that was taken against proposer by any governmental agency. If no such governmental actions have been experienced by proposer, so indicate.
Financial Statement	<ol style="list-style-type: none"> <li>1. Proposer shall submit a copy of its most recent audited or compiled financial statements, which must have been completed by a Certified Public Accountant (CPA);</li> <li>2. Proposer shall also submit the name, address, and telephone number of a contact in the company's principal financing or banking organization.</li> </ol>
Executive Summary	<ol style="list-style-type: none"> <li>1. Proposer must provide a brief description of the organization. This brief description must include:             <ol style="list-style-type: none"> <li>a. History of organization;</li> <li>b. Number of years the organization has been in business;</li> <li>c. Type of services provided;</li> <li>d. Legal status of vendor organization (i.e. corporation, partnership, sole proprietor) and;</li> <li>e. Federal Tax ID number.</li> </ol> </li> </ol> <p>Proposer should provide a high-level overview of its approach, the distinguishing characteristics of its proposal, and the importance of this project to proposer's overall operation.</p>
Required Forms	<p>Proposer must complete and sign all of the following:</p> <ol style="list-style-type: none"> <li>1. Contractor Assurances Form;</li> <li>2. Campaign Contribution Form;</li> <li>3. Personal Property Tax Form;</li> <li>4. Independent Contractor Worker Acknowledgment (if required<sup>3</sup>);</li> <li>5. Certification of Compliance with County Insurance Requirements, and;</li> <li>6. Non-Collusion Affidavit.</li> </ol> <p><b>Forms can be found on Department website under “RFP-Related Documents” section.</b></p>

### 3.1.B. Scope of Work

Program Overview, Solution, Project Narrative	<p>Proposers must address all requirements in Section 2.1, including:</p> <ol style="list-style-type: none"> <li>1. Tell us how you will:             <ol style="list-style-type: none"> <li>a. Provide the Service Coordination Services described in Section 2.1.</li> <li>b. Meet the Department's Expectations listed in 2.1.</li> </ol> </li> <li>2. Are you certified to provide one of the approved Title IV-E Prevention Services programs listed in Section 2.1.?</li> <li>3. If applicable, are you able to complete Medicaid/medical insurance billing for services you provide?</li> </ol>
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<sup>3</sup> Form is only required if the proposer is a sole-proprietor, corporation, or organization with less than five (5) full-time employees.

	4. Tell us how the referred target population will be served and monitored for progress;
Demonstration of Experience	Proposers must address all the required elements in Section 2.2.
Deliverables	<ol style="list-style-type: none"> <li>1. A deliverable is a service you intend to provide, expressed in measurable terms.</li> <li>2. Section 2.3 requires that proposers define a minimum of 3 (three) deliverables. Describe your deliverables in specific and, to the extent possible, measurable terms.</li> <li>3. Describe how you intend to measure the deliverables proposed and the measurement tools to be used.</li> </ol>
Outcomes	<ol style="list-style-type: none"> <li>1. Describe how you will achieve the 3 (three) outcomes listed in Section 2.3.</li> <li>2. Describe how you intend to measure the outcomes proposed and the measurement tools to be used.</li> </ol>
Program Administration and Resources	Proposers must address all requirements in Section 2.4., including: <ol style="list-style-type: none"> <li>1. Administrative structure</li> <li>2. Project Control</li> <li>3. Risk Management and Mitigation</li> <li>4. Personnel and their qualifications for the program</li> <li>5. Physical and other resources</li> </ol>
Reporting Requirements	Proposers must acknowledge they will comply with Department Quarterly Reports and any additional reports that are required in Section 2.5.
Subcontractor Identification and Participation Information	If subcontractors will be used, proposers must address all Requirements under Section 2.6.
Attachments	Proposers must include all relevant Attachments in Section 2.7.

### 3.2. Cost Proposal

**Estimated proposal costs are not acceptable. Proposer must use the format listed below in order to submit a cost proposal.**

Submittals	1. Proposers must complete, sign, and submit Submittals A1, A2 and A3. (The template for Submittals A1-A3 can be found on the Department website in the “RFP-Related Documents” section).
Narrative on Related Costs	<ol style="list-style-type: none"> <li>1. Proposers must submit a detailed narrative, which demonstrates how costs are related and why they are necessary to the proposed program:                     <ol style="list-style-type: none"> <li>a. The narrative must detail the amount of money being requested from Department;</li> <li>b. The narrative should also describe the reasoning behind percentages of expenses allocated to this program, and the percentage allocations to the Administrative, Direct, and Support categories for each expense;</li> </ol> </li> </ol>

	<ul style="list-style-type: none"><li>c. If proposer is requesting to be reimbursed on a unit rate basis, the narrative should clearly articulate the desired unit rate and the methodology used in calculating the unit rate;</li><li>d. Does the money being requested from Department represent more than 50% of your total program cost?</li></ul>
Payment Schedule	<ul style="list-style-type: none"><li>1. Proposer must include a proposed schedule of payments;</li><li>2. The trigger for payment for each cost must be identified (e.g. timing, deliverable).</li></ul>
Narrative describing Non-Department funding streams	<ul style="list-style-type: none"><li>1. Proposers shall submit a detailed narrative describing all non-Department funding received from any source that funds any part of the proposed project;</li><li>2. Proposer must include the percentage of the total project cost of each funding source.</li></ul>

-Proposer must take note that “profit” will be a separately negotiated element of price pursuant to OAC 5101:9-4-07, if Contractor/Sub-grantee is a for-profit organization.

### [3.2.A Unallowable Costs](#)

Proposers must not include any expenses in Cost Proposals which are unallowable under laws or regulations relating to the funding source to be used. If there is a dispute regarding whether a certain item of cost is unallowable, Board’s decision is final.

For the purposes of this RFP, “allowable” and “unallowable” program costs are itemized in the following:

1. For Non-Profit Organizations:  
OMB Circular A-122, “Cost Principles for Non-Profit Organizations”
2. For State, Local, and Indian Tribal Governments:  
OMB Circular A-87, “Cost Principles for State, Local, and Indian Tribal Governments”
3. For Colleges and Universities:  
OMB Circular A-21, “Cost Principles for Educational Institutions”

### [3.2.B. Contract/Subgrant Agreement Period and Funds Availability](#)

Board is seeking, at their discretion, to award contract(s) to be effective January 1, 2021 and to conclude December 31, 2022 with the option to extend the contract(s) for one additional year effective January 1, 2023, at the Board’s discretion.

This RFP is seeking to fund one, or multiple contracts/sub-grants and will be funded utilizing, as appropriate:

-TANF funds (CFDA 93.558) to achieve at least one of the following:

1. Purpose #1- Assisting needy families so that children may be cared for in their own homes;
2. Purpose #2- Reducing the dependency of needy parents by promoting job preparation, work, and marriage;
3. Purpose #3- Preventing out-of-wedlock pregnancies;
4. Purpose #4- Encouraging and promoting the formation of two-parent families.

-Title XX funds (CFDA 93.667) to achieve at least one of the following:

1. To prevent, reduce, or eliminate dependency;
2. To achieve or maintain self-sufficiency;
3. To prevent neglect, abuse, or exploitation of children and adults;
4. To prevent or reduce inappropriate institutional care;
5. To secure admission or referral for institutional care when other forms of care are not appropriate.

-Title IV-E funds (CFDA 93.658)

-Children's Services Levy funds

-Or other funding sources determined by Department to be appropriate provided Department receives sufficient allocations from the State.

In no instance may the selected proposers' administrative costs exceed 15% of the total cost of their contract/sub-grant agreement or sub-contract.

Additionally, regardless of funding source, the contractor/sub-grantee and its sub-contractors will be responsible for developing and maintaining case files for each participant in accordance with agency specifications in the awarded contract or sub-grant agreement.

#### **4. Proposal Submission**

Board and Department prefers proposal submissions in electronic format. Vendors not capable of providing their submission electronically can arrange for hard copy drop off, when the request has been made by phone at least twenty-four (24) hours prior to the drop off time. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

Electronic Copy of Proposal (disregard if waived)	<p>The electronic copy can be submitted via e-mail. The electronic copy can be PDF, Word, or Excel format, or other formats that are compatible with Microsoft Office.</p> <p><u>It is preferred that proposers submit Budget Submittals A1-A3 in Microsoft Excel format, the Technical Proposal in Microsoft Word format, and all other documents in PDF format.</u></p>
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1. The electronic copy of the Technical and Cost Proposals shall be submitted via e-mail to [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov), and the subject line must read: "PROPOSAL ENCLOSED FOR RFP # 21-SFY-02 SUBMITTED BY [PROPOSER'S NAME HERE]."
2. For vendors not capable of providing their proposal electronically, please contact Contract Developer, Kristin Lawson, at (937) 327-1783 to schedule an appointment to deliver a hard copy proposal. The request shall be made at least twenty-four (24) hours prior to the drop off time. The hard copy shall be submitted in a sealed envelope and labeled: "PROPOSAL ENCLOSED FOR RFP #21-SFY-02 SUBMITTED BY [PROPOSER'S NAME HERE]."
3. Proposals must be submitted no later than 10:00 a.m. on November 13, 2020. Faxed submissions will not be accepted. There are no exceptions to this deadline, and proposals received after the deadline will be immediately rejected.

4. Board and Department are not responsible for proposals incorrectly addressed or for proposals delivered to any location other than the e-mail address specified on the cover sheet of this RFP.
5. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between Board and the proposer selected.

## **5. [Proposal Review, Scoring, and Contract Award](#)**

Board will contract on behalf of Department with proposer(s) that best demonstrates the ability to meet requirements as specified in this RFP. Proposers will be evaluated based on the capacity and experience demonstrated in their technical and cost proposal. All qualifying proposals will be reviewed and scored by a Proposal Review Team (PRT) comprised of Department staff. Vendors should not assume that the review team members are familiar with any past or current work activities with Department, Board, or any other County agency. Proposals containing assumptions, lack of detail, poor organization, lack of proofreading, and unnecessary use of self-promotional claims will be evaluated accordingly. PRT members will be required to sign disclosure forms to establish they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

Board's selection of proposal(s) for contract will be based on Department's evaluation and scoring. Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The PRT may waive minor defects that are not material when the intent is not unreasonably obscured.

### **5.1. [Scoring of Proposals](#)**

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

#### **Phase I. Review – Initial Qualifying Criteria:**

In order to be fully reviewed and scored, proposals submitted must pass Phase I review. Any "no" for the following Phase I criteria triggers a Board elimination of proposal from further consideration:

1. Was the proposal received by the deadline?
2. Did proposer submit one electronic copy?
3. Does the technical proposal include all required certifications and forms required by Section 3.1(A) of the RFP?
4. Does proposer affirmatively indicate that it is not on the federal debarment list, and it is fiscally solvent?
5. Does Department's review of the Auditor of State and SAM.gov websites verify that proposer is not excluded from contracting with Board?

#### **Phase II. Review – Criteria for Scoring the Technical and Cost Proposal:**

The PRT will then score qualifying technical and cost proposals not eliminated by Board in Phase I. The PRT will assess how well proposer meets the requirements as specified in Section 3.1 of this RFP. Using the Technical and Cost

Proposal Scoring Sheet for Phase II scoring, the PRT will read, review, and discuss the proposals and reach consensus on the final score for each qualifying proposal.

### **5.2. Review Process Caveats**

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

Board reserves the right to request clarifications from proposers 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 Board, and proposers' 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 Board but will be initiated at the sole discretion of Board.

Should 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 5.1, 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 5.1, Scoring of Proposals Phase II Review, above. Such scored results may be either added to those proposers' proposal scores, or will replace certain criteria scores, at the discretion of 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.

Board reserves the right to negotiate with proposers for adjustments to their proposals should 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 Board, but are at the sole discretion of Board.

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

### **5.3. Final Selection**

The Contract Development unit will provide a cumulative score sheet to the Director. Director will make a final selection of contractor(s)/subgrantee(s) to be recommended to Board. To make the final selection, Director may consider scoring, proposal quality, reasonableness and appropriateness of proposed budget, funding available, and past contract/subgrant performance. Board maintains the right to accept or reject Director's recommendation.

## **6. Protests**

Any potential or actual proposer may file a protest on any matter relating to the process of soliciting the proposals or on the belief that Department has not followed procedures outlined in this RFP.

Such a protest must comply with the following guidelines:

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES  
Service Coordination  
RFP: 21-SFY-02

1. Protests shall be in writing and shall contain the following information:
  - a. The name, address, and telephone number of the protestor;
  - b. The program name and number 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 Department;
  - e. A statement as to the form of relief requested from 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 notification of Intent to Award the contract or the notification of Intent to Reject all proposals, whichever is applicable.
3. An untimely protest may be considered by Department if it determines that the protest raises issues significant to Department's procurement system. An untimely protest is one received by Department after the time periods set forth in Item 2 of this section.
4. All protests must be filed at the following location via email to:

**Virginia K. Martycz, Ph.D., Director**  
virginia.martycz@jfs.ohio.gov

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 Board. Proposer(s) who would have been awarded the contract(s) shall be notified of the receipt of the protest.
6. Board shall issue written decision on all timely protests and shall notify any provider who filed an untimely protest as to whether or not the protest will be considered.
7. Proposers who choose to rely on responses to public records requests when preparing their protests do so at their own risk.

## **7. Additional Documents and Clauses**

### **7.1. Changes to the RFP**

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

## 7.2. Proposal Costs

Costs incurred in the preparation of this proposal are to be borne solely by proposer. 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 proposer and will not be Board's responsibility.

## 7.3. Proposal Submissions as Public Record

Following submission of a proposal to Department, all proposals submitted may become part of the public record. It is the responsibility of the proposer to remove all personal confidential information (such as home addresses and social security numbers) of proposer's staff and/or of any subcontractor and subcontractor staff from the proposal package. Department reserves the right to disqualify any proposer whose proposal is found to contain personal confidential information. The proposer shall be responsible for any and all information disclosed in the proposal submission and any or all information released by Department in any public records requests.

## 7.4. Contractual Requirements

Any contract/subgrant resulting from the issuance of this RFP is subject to the terms and conditions as provided in the sample contract/subgrant, which can be found on the website dedicated to this RFP.

Many of the terms and conditions contained in the sample contract/subgrant are required by state and federal law; however, the vendor may propose changes to the sample contract/subgrant during the contract negotiation period (after the Letter of Intent is issued). Any changes are subject to Board review and approval.

Payments for any and all services provided pursuant to an awarded contract/subgrant are contingent upon the availability of state and federal funds.

All aspects of the contract/subgrant apply equally to work performed by any and all subcontractors.

Contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. Contractor, and any subcontractor(s), agrees to be bound by all of the confidentiality, disclosure and safeguarding requirements of the Ohio Revised Code and the Ohio Department of Job & Family Services, including, but not limited to those stated in the Ohio Revised Code Sections 5101.26, 5101.27, 5101.272, 5101.28, 5160.45, 42 Code of Federal Regulations Sections 431.300 through 431.307 and Ohio Administrative Code Section 5101:1-1-03 and 5160:1-1-01.1. . Disclosure of information in a manner not in accordance with all applicable federal and state laws and regulations is deemed a breach of the contract and subject to the imposition of penalties, including, but not limited to, the penalties found in Revised Code Section 5101.99.

Contractor must maintain the required insurance coverage throughout the entirety of the contract/subgrant period.

No employee designated in a proposal as "key personnel" or any employee identified as critical to the success of the project can be removed without reasonable notice to Board, and replacements will not be made without Board approval.

Contractor will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by desire for private gain for themselves or others, particularly those with whom they have family, business or other ties.

## 7.5. Limitations

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

This RFP does not commit Board to award a contract or to pay any cost incurred in the preparation of a proposal. 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.

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

Proposal selection does not guarantee that a contract for services will be awarded. 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 Board from entering into a contract with that proposer. If this happens, Board, in its sole discretion, reserves the right to: (1) select the next highest rated proposer that responded to the RFP or (2) cancel and/or reissue the RFP.

Proposer(s) selected will be required to agree to the terms of the Sample Contract included on the website dedicated to RFP related documents. These terms cannot be modified without authorization from Board.

## 7.6. Compensation Structure

Board agrees that reimbursement of all costs will be dependent upon the contractor's/sub-grantee's performance in the delivery of services specified in the approved budget, once the contract/sub-grant agreement is awarded.

Payment shall be made by the Clark County Auditor upon proper presentation of request, when approved by Department and the contractor/sub-grantee. Payment shall be made in one of two ways:

1. Direct Cost: Payment shall be made on a direct cost reimbursement basis. Department recognizes only those expenses that have actually occurred; invoices must be submitted as a request for reimbursement of actual cash expenditures. **OR**
2. Unit Cost: Payment shall be made on a unit cost, fee for service, reimbursement basis. The unit cost represents a true measure of the actual cost of providing the contracted number of units of service. Unit cost contractors may be asked to reconcile revenue against the total actual expenditures and reimburse Department for over-budgeted expenses on a quarterly basis.

Proposers must define their preferred payment method in their proposal.

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

## **8. Forms**

- 8.1. Contractor Assurances Form
- 8.2. Campaign Contribution Declaration
- 8.3. Personal Property Tax Statement
- 8.4. Independent Contractor/Worker Acknowledgment
- 8.5. Certification of Compliance with County Insurance Requirements
- 8.6. Non-Collusion Affidavit
- 8.7. Submittals A1-A3 Instructions and Forms

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

## **9. Sample Subgrant/Contract**

*These are comprehensive documents that include 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/subgrant.*

To access these documents, [click here](#).