

Job & Family Services of Clark County
Request for Proposals (RFP)
Home-Based and Homemaker Services Program



REQUEST FOR PROPOSALS

Job & Family Services of Clark County
Home-Based and Homemaker Services Program
RFP #: 01-CY10

For Service Provision

January 1, 2010 to December 31, 2010

Offered by

Job & Family Services of Clark County
1345 Lagonda Avenue
Springfield, Ohio 45503
937-327-1700

Deadline for Proposal Submission is October 30, 2009
REQUESTS TO EXTEND DEADLINE WILL NOT BE GRANTED

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**Job & Family Services of Clark County
 Home-Based and Homemaker Services Program
 RFP# 01-CY10**

SECTION I. GENERAL PURPOSE & PROVIDER INFORMATION

1.1 Purpose

Job & Family Services of Clark County (JFSCC) releases this Request for Proposals (RFP) for the purpose of obtaining a provider(s) of Home-Based and Homemaker services for customers of the Family & Children’s Services Division.

1.2 Objectives of the Project

The objective of the Home-Based and Homemaker services program is to provide services in the home to (a) remedy or prevent child abuse and neglect, or (b) provide assistance to adults so that they can continue to live independently.

1.3 Anticipated Procurement Timetable

<u>Date</u>	<u>Event/Activity</u>
October 1, 2009	JFSCC releases RFP to potential providers; Q&A period opens - RFP becomes active - Proposers may submit inquiries for RFP clarification
October 9, 2009	Bidder’s Conference for Proposers
October 16, 2009	Proposer Q&A Period Closes 9 a.m. (for inquiries for RFP clarification) - No further inquiries for RFP clarification will be accepted
October 21, 2009	JFSCC provides Final Proposer Question & Answer document
October 30, 2009	Deadline for Proposers to Submit Proposals to JFSCC (1 p.m.) - This is the proposal opening date, beginning of the JFSCC process of proposal review
November 9-13, 2009	Selected Proposer Interviews (if necessary)
November 17, 2009	Proposal Review Team makes final recommendation(s).
December 1, 2009	County Commission to consider authorization of contract(s)
December 4, 2009	Letter of intent to award contract(s) issued by JFSCC. - All applicants notified.
December 7-18, 2009	Final contract(s) negotiated with JFSCC
January 1, 2010	Service provision begins.

JFSCC reserves the right to revise this schedule in the best interest of Job & Family Services of Clark County and/or to comply with the County procurement procedures and regulations and after providing reasonable notice.

1.4 Internet Question & Answer Period; RFP Clarification Opportunity

Providers may ask clarifying questions regarding this RFP via email during the Q&A Period as outlined in Section 1.3, Anticipated Procurement Timetable. To ask a question, providers must submit all questions in writing, via email, to ebrodine@clarkdjfs.org prior to the closing time and date for the Question & Answer Period.

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. The provider must also include the name of a representative of the provider, the company name and business phone number. JFSCC may, at its option, disregard any questions which do not appropriately reference an RFP provision or location, or which do not include identification for the originator of the question. JFSCC will not respond to any questions submitted after 9 a.m. on the date the Q&A period closes.

JFSCC responses to all questions asked via email will be posted on the Internet website dedicated to this RFP, for reference by all providers. Providers will not receive personalized or individual email responses. Clarifying questions asked and JFSCC responses to them comprise the "JFSCC Q&A Document" for this RFP.

Provider proposals in response to this RFP are to take into account any information communicated by JFSCC in the Final Q&A Document for the RFP. **It is the responsibility of all providers to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.**

Accessibility to the JFSCC Q&A Document will be clearly identified on the website dedicated to this RFP, **once that document is made available.**

IMPORTANT: Requests from providers for copies of previous RFPs, past provider proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.6. Communication Prohibitions, will be honored. The posted time frames for JFSCC responses to email questions for RFP clarification do not apply to PRRs.

Providers are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, NOT on details of any current or past related contract.

Requirements under a current project may or may not be required by JFSCC under any future contract, and so may not be useful information for providers who choose to respond to the RFP. If providers ask questions about existing or past contracts using the Q&A process, JFSCC will use its discretion in deciding whether to provide answers. Interested providers should also refer to RFP Section 1.7, Contract Period and Funding Source, for related information.

There is an established time period for the Internet Q&A process (see Section 1.3, Anticipated Procurement Timetable, above). JFSCC will only answer those questions submitted within the stated time frame for submission of provider questions, and which pertain to issues of RFP clarity, and which are not requests for public information. JFSCC is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.

Should providers experience technical difficulties accessing either the JFSCC website where the RFP and its related documents are published, they may email ebrodine@clarkdjfs.org.

1.5 Bidder's Conference

A bidder's conference has been scheduled for October 9, 2009 at 2 p.m. in the Clark Room in Building A at Job & Family Services of Clark County, 1345 Lagonda Avenue, Springfield, Ohio. JFSCC staff will respond to questions regarding the requirements of the RFP.

All prospective proposers should plan to attend this conference. Please bring your copy of the RFP. Please prepare as many questions as possible prior to the conference so that staff can prepare responses. These questions can be submitted via e-mail to ebrodine@clarkdjfs.org. Prospective proposers will not receive personalized or individual e-mail responses, but will receive answers to all questions at the bidder's conference, as well as posted on the website dedicated to this RFP. All questions following the bidder's conference must be submitted in writing by 9 a.m. on October 16, 2009 and answers will be posted on October 21, 2009. For all questions asked prior to, during, and after the bidder's conference, answers will be formulated and posted on the website dedicated to this RFP, for reference by all potential proposers.

As noted in Section 1.6 (below) of this RFP, JFSCC may not specifically notify any provider of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested proposers to be aware of and fully respond to all updated information posted on this web page.

1.6 Communication Prohibitions

From the issuance date of this RFP until an actual contract is awarded to a provider, there may be no communications concerning the RFP between any provider that expects to submit a proposal and any employee of JFSCC, 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 the contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.4, Internet Q&A Period;
2. As necessary in any pre-existing or on-going business relationship between JFSCC and any provider that could submit a proposal in response to this RFP;
3. As part of any provider interview process or proposal clarification process initiated by JFSCC, which JFSCC deems necessary in order to make a final selection;
4. If it becomes necessary to revise any part of this RFP, JFSCC will post those revisions, amendments, etc., to the website dedicated to this RFP;* and
5. Any Public Records Request (PRR) made through JFSCC.

***Important Note:** Amendments to the RFP or to any documents related to it will be accessible to interested providers through the original web page established for the RFP. All interested providers must refer to that web page regularly for amendments or other announcements. JFSCC may not specifically notify any provider of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested providers to be aware of and to fully respond to all updated information posted on this web page.

JFSCC is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source other than the Internet Q&A process described in this RFP. Any attempts at prohibited communications by providers may result in the disqualification of those providers' proposals.

1.7 Contract Period and Funding Source

JFSCC is seeking to contract with a provider for home-based and homemaker services. A contract will be negotiated for the period beginning January 1, 2010 and ending December 31, 2010. Two additional one-year extensions may be then negotiated without the release of another RFP. This contract will be supported with TANF and Title XX funds.

Potential providers are to be aware that JFSCC may, at its sole discretion, negotiate with all technically qualifying providers for a revised cost proposal if the cost proposals of all technically qualifying providers are in excess of the available funding for this project.

Section 6.1 C. of this RFP establishes further information on JFSCC procedures to be implemented if this occurs.

1.8 Renewal Clause

Upon agreement of the provider and JFSCC, any contract entered into may be renewed for an additional 1-2 program years without going out for bid each year, provided the contract award does not increase more than 2-3% for the renewal period and performance standards are being met, unless the increase limit is waived by JFSCC.

1.9 Termination Clause

JFSCC may terminate any contract entered into when it is determined by JFSCC in its best interest to do so, by giving at least thirty (30) days advance notice, in writing, to the Contractor. The Contractor shall be entitled to receive just and equitable compensation for any services satisfactorily performed hereunder through the date of termination.

SECTION II. PROVIDER EXPERIENCE

2.1 Demonstration of Experience

The provider's previous experience in providing similar or related services should be demonstrated. If applicable, the provider should provide samples of similar projects completed in the past five years that demonstrate appropriate experience. Additionally, the provider should provide names and contact information of entities for which they have performed similar large scale projects in the past 5 years.

SECTION III. SCOPE OF WORK & SPECIFICATION OF DELIVERABLES

3.1 Scope of Work

A. Home-Based Services to Children and Families

A home-based services provider assists parents to fulfill their responsibilities when parental abilities are impaired, or at risk of being impaired. They work to strengthen or restore parental family functioning and otherwise assure that the child obtains the nurturing and care required. Home-based services are delivered in accordance with the case plan developed by JFSCC and a care plan developed by the provider.

Home-based service providers "teach by doing." They assist with tasks such as budgeting, meal planning and preparation, discipline techniques, basic child care, and housekeeping. They also monitor visitation, provide transportation, and model appropriate behavior, both in the home and in community settings. While home-based

service providers are empathetic and caring, they also maintain professional boundaries and do not fraternize with the families they serve.

Along with the Social Worker and Home-Based Services Supervisor, home-based service providers participate as a member of the treatment team to plan, monitor, and assure the delivery of services for each family. Home-based service providers are expected to attend monthly Team meetings for the families, periodic meetings of the Family Stability Team and may be called upon to testify in Court. Accordingly, it is imperative that home-based service providers demonstrate good documentation skills and have insight into family dynamics.

Home-based service providers usually see families at least once a week and typically provide services in two-hour increments. Typically, a home-based service provider remains involved with the family for at least two months but often much longer. Services are provided between the hours of 6:00 a.m. and 9:00 p.m., seven days a week.

B. Homemaker Services to Adults

Homemakers provide assistance to adults to help them continue to live independently. Services are delivered in accordance with a care plan developed by the provider upon receipt of a referral by the Adult Protective Services (APS) Unit. Although the Homemaker participates as part of the Treatment Team within APS, the teaching emphasis is much less pronounced. House cleaning activities consume much of the Homemaker's time.

3.2 Target Population

A. Families being served by Home-Based Service Providers

Home-based services are typically offered to families with the following characteristics:

- Families at risk of a child being removed from the home due to maltreatment.
- Families in which the parents are unable to perform parenting functions because of physical or mental illness, disabilities, convalescence, substance abuse, or complications of pregnancy.
- Families in which the parents are worried or preoccupied with the care of one or the other parent, another child, or other members of the family.
- Families in which the parents have a positive relationship with their children but do not know how to care for them due to lack of knowledge, emotional immaturity, or overwhelming responsibility for many children.

- Families in which one or more children are receiving specialized health or mental health treatment and this special care can be provided only if the parents have some relief or respite from regular household duties and care of other children in the family.
- Families in which a child's treatment for an emotional or physical condition can be facilitated through observation of the child's intimate living experiences.
- Families for whom an alternative plan, such as out-of-home placement, is pending.
- Families in which the children have special needs that are overwhelming to the parents.
- Families whose children are being returned to the home and who require temporary support until the reintegration is complete.
- Families in which a parent or child is either disabled or has a terminal illness.

B. Adults Being Served by Homemakers

Homemaker services are typically offered to adults over the age of 60 with the following characteristics:

- Individuals with physical disabilities such as hearing or visual impairments, or other disabilities that may constrict mobility.
- Individuals who need assistance as they recuperate from surgery or an injury that may temporarily limit their ability to maintain their home.
- Individuals who have impairments related to the aging process such as physical weakness or memory loss.
- Individuals with chronic medical conditions such as diabetes.
- Individuals with a history of, or disabilities related to, alcoholism.
- Individuals who require personal care and attention but not at the level provided in a nursing home.
- Individuals in need of companionship.

3.3 Specification of Deliverables

A. Units of Service Provided

The unit of service is one hour. Based on history for the past three years, proposers should demonstrate the ability to provide up to 10,000 units of service each year. It is expected that approximately 85% of these units will be Home-Based services delivered to children and families.

Total Units: (Home-Based and Homemaker Services)

	Total Clients	Clients/Mo.	Total Units	Minimum Units/Mo.	Maximum Units/Mo.
FY '07	354	35	5,775.0	769.25	370.25
FY '08	395	33	5,527.75	763.0	253.25
FY '09	552	46	6,688.5	943.25	361.75

3.4 Selected Provider Compensation Structure

JFSCC agrees that reimbursement of all costs will be dependent upon Provider(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 JFSCC and the Provider(s). 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. At the end of the contract, the Provider(s) may be asked to reconcile revenue against the total actual expenditures and reimburse JFSCC for over-budgeted expenses.

The Provider(s) shall provide a monthly invoice to JFSCC, no later than 30 days past the service month. This invoice shall adhere to the guidelines communicated by JFSCC and shall include a listing of individuals or families served, date of service, and type of services rendered.

3.5 Responsibilities of Job & Family Services of Clark County

A. Referrals

For services to children and families, a case plan will be developed. Then a formal referral will be made utilizing the Homemaker Referral Form. For adult cases, only the Homemaker Referral form will be forwarded.

B. Training

Each year, Job & Family Services of Clark County will provide approximately 12-20 hours of mandatory training for all Home-Based Service providers and Homemakers. It is the expectation of Job & Family Services of Clark County that all Home-Based Service providers and Homemakers will be paid to participate in this training.

C. On-Going Communication

Job & Family Services of Clark County will monitor quality and quantity of service provided. Because Job & Family Services of Clark County also recognizes its responsibility to respond to problems and concerns identified by the Provider, JFSCC will maintain 24 hour availability.

SECTION IV. LIMITATIONS AND OTHER REQUIREMENTS

4.1 Limitations

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

JFSCC will review each proposal with respect to price, proposer's administrative and programmatic capabilities, and conformance to the RFP criteria. JFSCC may reject all responses if proposed rates are unreasonable or if the proposers do not meet the RFP acceptance criteria.

All proposals submitted in response to the RFP will become the property of JFSCC.

4.2 Interview

Providers submitting proposals may be required to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include participants from JFSCC and/or other county agency staff or other representatives it may appoint, as appropriate. JFSCC reserves the right to select from responding providers for interviews and may not interview all providers submitting proposals. The provider shall bear all costs of any scheduled interview.

4.3 Proposal Cost

Costs incurred in the preparation of this proposal are to be borne by the provider and JFSCC will not contribute in any way to the costs of the preparation. Any costs associated with interviews will be borne by the provider and will not be JFSCC's responsibility (see Section 4.2, above).

4.4 Certifications

Any provider responding to any JFSCC RFP, or any other procurement opportunity, is required to provide certification of insurance. The following are the standard

requirements of insurance for Contractors who hold contracts with Clark County. Providers must provide, in their proposals, assurances (in the form of Certificates of Liability Insurance and Certificate of Workers' Compensation coverage) regarding the items outlined below:

- a. Worker's Compensation Insurance as required by Ohio law and any other state in which work will be performed, or letter of exemption.
- b. Commercial General Liability Insurance for a minimum of \$1,000,000 per occurrence with an annual aggregate of at least \$2,000,000, including coverage for subcontractors, if any are used.
- c. Umbrella or Excess Liability insurance (over and above Commercial General Liability) with a limit of at least \$2,000,000.
- d. Auto Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work of Clark County, or its departments, with limits of at least \$300,000 (Combined Single Limit) or, \$100,000 per person and \$300,000 per accident for Bodily Injury and \$100,000 per accident for property damage.
- e. The Board of Clark County Commissioners (not Job & Family Services of Clark County) must be named as "Additional Insured" on the policies listed in paragraphs b, c, and d above.
- f. Professional liability or errors and omissions insurance (if applicable) for a minimum of \$1,000,000 per incident. Note: The type of coverage will vary based on the profession or service of the contractor. Normally, at least errors and omissions coverage should be obtained with a minimum of \$1,000,000 per incident liability limit with the County named as additional insured. ("Additional insured" designation may be unavailable for some professions.)

See Section 5.2 of this RFP for specific instructions regarding inclusion of these documents in proposals. Failure to provide proper certifications as part of the proposal submitted to JFSCC may result in the disqualification of the provider's proposal from consideration.

4.5 Declaration of Material Assistance Requirements

Any provider responding to any JFSCC RFP, or any other procurement opportunity, is required to provide certification that the provider has not provided material support or resources to any organization listed on the "Terrorist Exclusion List" (TEL) maintained by the U.S. Department of State. The Declaration of Material Assistance Form, which can be accessed at <http://www.publicsafety.ohio.gov/links/HLS0038.pdf> must be printed, completed, and signed by the interested proposer's authorized representative, and returned to JFSCC as a component of the provider technical proposal/bid. Failure to properly complete the form or to provide it as part of the proposal submitted to JFSCC may result in the disqualification of the provider's proposal from consideration.

Providers may access the TEL from the Ohio Homeland Security Office website, located at http://www.publicsafety.ohio.gov/links/terrorist_exclusion_list.pdf or via e-mail to dma-info@dps.state.oh.us for the current list of excluded organizations and additional information.

4.6 Campaign Contribution Declaration

As part of the submitted proposal, providers must include the applicable notarized Affidavit in Compliance with Section 3517.13 of the Ohio Revised Code form (Campaign Contribution Declaration – HB694). Amended Substitute House Bill 694 (“HB 694”) limits solicitations of and political contributions by owners and certain family members of owners of businesses seeking or awarded public contracts.

All providers interested in responding to this RFP must include the completed Campaign Contribution Declaration Form (included in this RFP as Attachment D) in their proposals.

4.7 Subcontractor Identification and Participation Information

Any providers proposing to use a subcontractor for any part of the work described in this RFP must clearly identify the subcontractor(s) and their tasks in their proposals. The proposal must 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, 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.

There may be no dollar amounts of any kind included with subcontractor information; inclusion of dollar amounts will result in the disqualification of the primary provider’s entire proposal.

4.8 Background Checks

Proposers must provide assurances that no staff providing direct services under this contract has been convicted of, or pled guilty to, a violent crime against children, as defined in the Ohio Revised Code 5153.11.1, as verified by a satisfactory completion of a background check.

4.9 Waiver of Minor Proposal Errors

JFSCC may, at its sole discretion, waive minor errors or omissions in provider's Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

4.10 Proposal Clarifications

JFSCC reserves the right to request clarifications from providers of any information in their Technical and/or Cost proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process.

SECTION V. PROPOSAL FORMAT & SUBMISSION

5.1 Proposal Submission Information

JFSCC requires proposal submissions in both paper and electronic format. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

- **Six** paper copies (**one signed original and five copies**) and either one CD-ROM copy of the Technical Proposal or the Technical Proposal may be emailed to ebrodine@clarkdjfs.org.

AND

- in a sealed, separate envelope, **six** paper copies (**one signed original and five copies**) and one CD-ROM copy of the Cost Proposal or the Cost Proposal may be emailed to ebrodine@clarkdjfs.org.

The providers' total proposal submissions (both the technical and cost proposals in all required copies) must be received by JFSCC complete no later than 1 p.m. on October 30, 2009. Faxed submissions will not be accepted. **Proposals must be addressed to:**

**Job & Family Services of Clark County
Attention: Erin Thomas-Brodine
1345 Lagonda Avenue
Springfield, Ohio 45503**

Providers' original technical and cost proposals must contain all the information and documents specified in Section 5.2, Format for Organization of the Proposal. All copies (both paper and CD-ROM/e-mail) of the original proposal must include copies of ALL information, documents, and pages in the original proposal.

Along with the Technical Proposal, the provider must submit the Cost Proposal in a separate, sealed envelope/package labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR HOME-BASED AND HOMEMAKER SERVICES PROGRAM RFP# 01-CY10 SUBMITTED BY [PROVIDER’S NAME HERE].”**

The CD-ROM/e-mail copy of the Technical Proposal must include all components of the technical proposal, including any required or voluntary attachments to it. The CD-ROM/e-mail copy of the Cost Proposal must include all cost proposal components, including any required or voluntary attachments. **The CR-ROM containing the Cost Proposal must be submitted in the sealed envelope containing the hardcopy Cost Proposal. If the provider chooses to submit the electronic copy of the Cost Proposal, it must submit separately from the e-mail containing the Technical Proposal.** The CD-ROMs must be labeled with the provider’s name, the RFP number, and the proposal submission date or proposal due-date, at minimum. The requested CDs/e-mails will be used by JFSCC for archiving purposes and for fulfillment of Public Records Requests. Failure to include them or to properly label them may, at JFSCC discretion, result in the rejection of the provider from any consideration.

All proposal submissions must be received, complete, at the above address, via mail or hand delivery by the above date and time. Materials received separately from a provider’s proposal submission (e.g. letters of recommendation from past customers of the provider’s services) will not be added to the proposal nor considered in the review and scoring process. Materials received after the date and time as stated above will not be included in any previous submissions, nor will they be delivered. JFSCC is not responsible for proposals incorrectly addressed or for proposals delivered to any location other than the address specified above.

For hand delivery on the due date, providers are to deliver the proposals to the address specified above. **JFSCC is not responsible for any proposals delivered to any address other than the address provided above.**

5.2 Format for Organization of the Proposal/Proposal Content

A. Technical Proposal

A sample Technical Proposal Evaluation Score Sheet is provided as **Attachment B.** of this RFP. **Providers are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.** The provider’s Technical Proposal must contain the following components, organized in the format described below:

- Section 1** *Identifying Information:* The name of the proposing organization, address, name of contact person, telephone number, email address, etc. should be clearly identified.
- Section 2** *Organizational Philosophy:* Describe the mission and values of the organization.
- Section 3** *Organizational Structure, History, and Governance:* Explain how the organizational structure equips it to provide the desired services. Describe how the organizational history provides the experience needed to be successful. Describe the organization's governance.
- Section 4** *Services to be Provided:* Include a description of any unique features of the services being proposed.
- Section 5** *Family Centered Focus:* Describe how services operate from the perspective of clients. Describe the tools and materials that all home-based service providers must have to maximize their ability to work successfully with families.
- Section 6** *Quality:* Describe how the proposer's organization assures quality. Identify all accreditations.
- Section 7** *Retention and Continuity:* Explain strategies for hiring, retaining, and rewarding competent, well trained, and motivated staff. Explain how turnover will be minimized.
- Section 8** *Hard-to-Serve Clients:* Understanding that approximately 40% of all clients served by both Home-Based Services providers and Homemakers will have needs or problems which make them difficult to serve, describe strategies for ensuring that more experienced, better trained staff will be available to assist this population.
- Section 9** *Clients in Remote Locations:* Understanding that approximately 20% of JFSCC's clients reside outside of the City of Springfield, describe strategies for ensuring that these families or individuals are served effectively.
- Section 10** *After-Hours, Weekend, and Holiday Service:* Understanding that an occasional need exists to provide services after-hours, and on weekends and holidays, describe strategies for ensuring that these families or individuals are served effectively.

Section 11 *Cultural Competency:* Describe specifically how cultural competency will be assured in hiring, training, and practice.

Section 12 *Dispute Resolution:* Explain how disputes are resolved between staff and families that are served. Explain how disputes will be resolved between staff and JFSCC.

Section 13 *Implementation Plan:* Provide a full plan for preparing to initiate services and building up to full capacity. Demonstrate that the organization has a full understanding of what it will take to assure the competence of staff and to initiate the provision of these services. Include a description of staff training.

Section 14 *References:* Provide the names and contact information for up to three entities for which the provider has performed similar large scale projects in the past five years.

Section 15 *Other Pertinent Information:* This section may include additional information not requested elsewhere.

Section 16 Provider Assurances Form
Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization
Campaign Contribution Declaration Form
Background Checks
Assurances and Certifications
A copy of the most recently completed financial audit

All pages in the Technical Proposal must be sequentially numbered, with the exception of Section 16 contents.

IMPORTANT: Any provider Technical Proposals found to contain any prohibited cost information shall be disqualified from consideration. Prohibited cost information is defined as any dollar amounts which JFSCC might find indicative of the relative cost or economy of the proposed project. However, information on the assets, value, or historical business volume of the provider is NOT considered to be such prohibited cost information, and MAY be included in any provider's technical proposal. Any prohibited cost information must be submitted with the separate, sealed project budget/Cost Proposal. The Technical Proposal is defined as any part of the provider's proposal (either as required by JFSCC or sent at provider's discretion, such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc.) which is not specifically identified by JFSCC as a required component of the separate, sealed project budget/Cost Proposal. Should a provider

feel it is important to include any documents containing such prohibited cost information in the technical proposal, the cost information in those documents must be made unreadable by the provider before submission of the proposal to JFSCC.

B. Cost Proposal

1. Understanding that no costs will be reimbursed “outside of the contract,” include a budget which specifies and justifies the unit costs, and states how many units of service can be provided. Please identify unit costs for the following:
 - a. Basic home-based service and homemaker service (to be offered from Monday through Friday, 8:00 a.m. to 6:00 p.m.)
 - b. Hard to serve clients (as identified by JFSCC)
 - c. Clients in remote areas of Clark County
 - d. After-hours, weekend, and holiday services

Note: One or more of these unit costs may be the same.

If any expenses are to be proposed that will be reimbursed outside of the unit costs, be specific in identifying what those costs will be.

2. Provider must submit a detailed narrative, which demonstrates how costs are related to each service presented in the proposal.
3. Provider must take note that “profit” will be a separately negotiated element of price pursuant to OAC 5101:9-4-07, if Provider is a for-profit organization.
4. For the purposes of this RFP, “**allowable**” and “**unallowable**” program costs are itemized in the following:
 - i. For Non-Profit Organizations:
www.whitehouse.gov/omb/circulars/a122/a122_2004.html
 - ii. For State, Local, and Indian Tribal Governments:
www.whitehouse.gov/omb/circulars/a087/a087-all.html
 - iii. For Educational Institutions:
www.whitehouse.gov/omb/circulars/a021/a21_2004.html

If there is a dispute regarding whether a certain item of cost is unallowable, JFSCC’s decision is final.

A sample Cost Proposal Evaluation Score Sheet is provided as **Attachment C** of this RFP. **Providers are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

Six (one signed original and five copies) copies of the Cost Proposal must be submitted in a separate, sealed envelope, and labeled: “**NOTE: DO NOT OPEN.**”

COST PROPOSAL ENCLOSED FOR HOME-BASED AND HOMEMAKER SERVICES PROGRAM RFP#01-CY10 SUBMITTED BY [PROVIDER'S NAME HERE]."

This envelope/package must also contain the labeled Cost Proposal CD-ROM (if the provider chooses not to email the proposal to the specified address). The Cost Proposal must include a statement that the prices quoted are firm.

In calculating their total proposed cost, providers must consider cost resulting from each deliverable listed in Section 3.3 of this RFP, as well as all program costs, primary and incidental, necessary to complete all program activities (whether identified by JFSCC in this RFP or not).

C. IMPORTANT – PROVIDER DISQUALIFIERS FOR PROPOSAL ERRORS

Any provider's Technical Proposal found to contain any cost information shall be disqualified from consideration. Cost information is defined as any dollar amounts which might be deemed to be indicative of the relative cost or economy of the proposed project. Information on assets, value, or historical business volume of the provider is NOT considered to be such prohibited cost information and MAY be included in any provider's technical proposal as information on business capacity and stability. All prohibited cost information must be submitted with the separate, sealed Cost Proposal. The Technical Proposal is defined as any part of the provider's proposal (either as required by JFSCC or sent at provider's discretion), such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc., which is not specifically identified by JFSCC as a required component of the separate, sealed Cost Proposal. Should a provider determine to include in the technical proposal any documents which contain such cost information, the cost information in those documents must be made unreadable by the provider before submission of the proposal to JFSCC. Failure to follow these instructions will result in disqualification.

SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION

6.1 Scoring of Proposals

JFSCC will contract with a provider that best demonstrates the ability to meet requirements as specified in this RFP. Providers submitting a response will be evaluated based on the capacity and experience demonstrated in their Technical and Cost Proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT), comprised of staff from JFSCC and their designees. Providers should not assume that the review team members are familiar with any current or past work activities with JFSCC. Proposals containing assumptions, lack of sufficient 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 that they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

Selection of the provider will be based upon the criteria specified in Sections II., III., IV., and V. of this RFP. Any proposals not meeting the requirements contained in those sections of this RFP will not be scored or may be held pending receipt of required clarifications. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The review team may waive minor defects that are not material when no prejudice will result to the rights of any provider or to the public. In scoring the proposals, JFSCC will score in three phases:

A. Phase I. Review—Initial Qualifying Criteria:

In order to be fully reviewed and scored, proposals submitted must pass the following Phase I. Review. **Any “no” answer to the questions listed below will eliminate a proposal from further consideration.**

1. Was the proposal received by the deadline as specified in Sections 1.3 and 5.1?
2. Did the provider submit six paper copies and one electronic copy of their Technical Proposal, as well as their Cost Proposal (in a separate sealed envelope labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR HOME-BASED AND HOMEMAKER SERVICES PROGRAM FOR OWF RECIPIENTS RFP#01-CY10 SUBMITTED BY [PROVIDER’S NAME HERE].”**)?
3. Does the provider’s proposal include all required affirmative statements and certifications, signed by the provider’s responsible representative, including the following:
 1. Provider Assurances Form, Attachment A
 2. Declaration of Material Assistance Form (see Section 4.5 of this RFP)
 3. Campaign Contribution Declaration Form, Attachment D
 4. Certifications (see Section 4.4 of this RFP)
 5. Copy of the most recently completed financial audit
4. According to those certifications, does the provider affirmatively indicate that it is not on the federal debarment list; that it is fiscally solvent; that it will meet all Federal, State, and Local compliance requirements; and that the person signing the form is authorized to enter into a contract with JFSCC?
5. Does JFSCC’ review of the Auditor of State website verify that the provider is not excluded from contracting with JFSCC by ORC Section 9.24 for an unresolved finding for recovery (i.e. the proposal of any provider whose name appears on the Auditor’s website as having an unresolved finding for recovery will be eliminated from further consideration.)?

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

The PRT will then score those qualifying technical proposals, not eliminated in Phase I. Review by assessing how well the provider meets the requirements as specified in Sections II, III, IV, V, and VI of this RFP. Using the score sheet for Phase II scoring (see **Attachment B.** of this RFP for specific evaluation criteria), the PRT will read, review, discuss and reach consensus on the final technical score for each qualifying technical proposal.

A maximum of 135 points will be awarded for the Technical Proposal. A technical proposal must achieve a total of at least 90 points (a score which represents that the provider can successfully perform the resulting contractual duties) out of the possible 135 points to qualify for continued consideration. Any proposal which does not meet the minimum required technical proposal points will be disqualified from any further consideration and its cost proposal will neither be opened nor considered.

IMPORTANT: Before submitting a proposal to JFSCC in response to this RFP, providers are strongly encouraged to use the Technical Proposal Evaluation Score Sheet (**Attachment B.**) and the above technical performance scoring information to review their proposals for completeness, compliance and quality.

All remaining qualified Technical Proposals will proceed to the next level of review, which is consideration of the Cost Proposal. Any other proposals will be disqualified from further consideration, and the corresponding Cost Proposals will neither be opened nor will be scored.

C. Phase III.—Criteria for Considering the Cost Proposal

The Cost Proposal will be reviewed by JFSCC. The grand total of each technically qualified provider's Cost Proposal is divided by that provider's Technical Proposal score. This compares the cost with the quality of the Technical Proposal, which will provide an average cost-per-quality point earned on the Technical Proposal.

A maximum of 50 points will be awarded for the Cost Proposal. A cost proposal must achieve a total of at least 35 points (a score which represents that the provider can successfully perform the resulting contractual duties) out of the possible 50 points to qualify for continued consideration. Any proposal which does not meet the minimum required cost proposal points may be disqualified from any further consideration.

If the cost proposals of all technically qualifying proposers (as determined by the scoring process described in this section and by the Technical Proposal Evaluation

Score sheet, **Attachment B.**, to this RFP) are in excess of the available funding for this project, JFSCC may, at its sole discretion, negotiate with all technically qualifying providers for a revised cost proposal. Providers may then submit one last and best offer, or may request that JFSCC view its original cost proposal as its last and best offer, or may formally withdraw from further consideration, and shall formally indicate its choice according to directions provided by JFSCC at that time. Upon receipt of all last and best offers, and assuming that one or more have submitted a cost proposal that is within project budget, JFSCC will then consider those providers' revised cost proposals which are within the budget according to the cost-point assignment process described in this section, above, and in the Technical Proposal Evaluation Score Sheet, **Attachment B.**, for calculation of the winning score.

6.2 Review Process Caveats

JFSCC may, at its sole discretion, waive minor errors or omissions in providers' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

JFSCC reserves the right to request clarifications from providers to any information in their Technical and/or Cost 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 JFSCC, and providers' 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 JFSCC, but are at the sole discretion of JFSCC.

Should JFSCC determine a need for interviewing providers prior to making a final selection, results to interview questions shall be scored in a manner similar to the process described in Section 6.1, Scoring of Proposals, above. Such scored results may be either added to those providers' proposal scores, or will replace certain criteria scores, at the discretion of JFSCC. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all providers participating in the interview process for that RFP.

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

Any provider deemed not responsible, or any submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the contract.

6.3 Final Provider Recommendation

The PRT will recommend to the Director of JFSCC the technically qualified provider offering the proposal most advantageous to JFSCC, as determined by the processes and requirements established in this RFP.

6.4 Tie Breaker

In the event that two or more of the proposals have a score which is tied after final calculation of both the technical proposal and the cost proposal, the proposal with the higher score in the technical proposal will prevail.

SECTION VII. PROTEST PROCEDURE

7.1 Protests

Any potential, or actual, provider objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

- A. A protest may be filed by a prospective or actual provider objecting to the award of a contract resulting from this RFP. The protest shall be in writing and shall contain the following information:
 1. The name, address, and telephone number of the protestor;
 2. The program name of the RFP being protested;
 3. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 4. A request for a ruling by JFSCC;
 5. A statement as to the form of relief requested from JFSCC; and
 6. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest;

- B. A timely protest shall be considered by JFSCC, if received within the following periods:
 1. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 1 p.m. the closing date for receipt of

proposals, as specified in Section 1.3, Anticipated Procurement Timetable of this RFP.

2. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 9 a.m. of the tenth calendar day after the issuance of the Letter of Intent to Award the contract.
- C. An untimely protest may be considered by JFSCC if it determines that the protest raises issues significant to JFSCC's procurement system. An untimely protest is one received by JFSCC after the time periods set forth in Item B. of this section.
- D. All protests must be filed at the following location:

Director
Job & Family Services of Clark County
1345 Lagonda Avenue
Springfield, Ohio 45503

- E. 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 the JFSCC Director determines that a delay will severely disadvantage JFSCC. The provider(s) who would have been awarded the contract shall be notified of the receipt of the protest.
- F. JFSCC 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.

7.2 Caveats

JFSCC is under no obligation to issue a contract as a result of this solicitation if, in the opinion of JFSCC and the proposal review team, none of the proposals are responsive to the objectives and needs of JFSCC. JFSCC reserves the right to not select any provider should JFSCC decide not to proceed. Changes in this RFP of a material nature will be provided via the agency website. All providers are responsible for obtaining any such changes without further notice by JFSCC.

SECTION VIII. ATTACHMENTS AND THEIR USES

- A. Provider Assurances Form *(To be completed and included in the proposal packet as specified in Section 5.2, A.)***
- B. Technical Proposal Evaluation Score Sheet *(For provider self-evaluation purposes...do not submit)***

- C. Cost Proposal Evaluation Score Sheet *(For provider self-evaluation purposes...do not submit)***
- D. Campaign Contribution Declaration Form *(To be completed and included in cost proposal packet as specified in Section 5.2, A.)***

ATTACHMENT A
Provider Assurances Form

Purpose: Job & Family Services of Clark County (JFSCC) requires the following information on providers who submit proposals or bids in response to Requests for Proposals (RFPs) or other competitive opportunity in order to facilitate the development of the contract (or finalization of a purchase) with the selected provider. JFSCC reserves the right to reject any proposal if this information is not provided fully, accurately, and by the deadline set by JFSCC. Further, some of this information (as identified below) **must** be provided in order for JFSCC to accept and consider a proposal/bid. **Failure to provide such required information will result in the proposal’s immediate disqualification.**

Instructions: Provide the following information regarding the provider submitting the proposal or bid. Providers must print this attachment, complete and sign it and include it in their proposals. It is mandatory that the information provided is certified with an original signature from a person with authority to represent the provider. Providers are to provide this completed and signed form as a component of their original proposal, according to instructions in the RFP for proposal/bid composition.

Providers must provide all information

1. JFSCC RFP #:	2. Proposal Due Date:
3. Provider Name: (legal name of the provider – person or organization – to whom contract/purchase payments would be made)	4. Provider Federal Tax ID #: (this number MUST correspond with the name in Item #3)
5. Provider Corporate Address:	6. Provider Remittance Address: (or “same” if as same as Item #5)
7. Print or type information on the provider representative/contact person <u>authorized to answer questions on the proposal/bid:</u> Provider Representative: Representative’s Title: Address: Phone #: Fax #: E-Mail:	
8. Print or type the name of the provider representative <u>authorized to address contractual issues, including the authority to execute a contract on behalf of the provider, and to whom legal notices regarding contract termination or breach, should be sent</u> (if not the same individual as in #7, provide the following information on each such representative and specify their function): Provider’s Representative: Representative’s Title: Address: Phone #: Fax #: E-Mail:	

I recognize that I must give assurances for each item below. If I cannot, I will explain why the assurances were not met or this proposal will be automatically rejected. The assurances are:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer, or as the owner of this agency or business to submit this proposal.
2. We are not currently on any Federal, State of Ohio, or local Debarment List.
3. We included in our proposal a copy of our most recently completed financial audit confirming that we are fiscally solvent.
4. We have, or will have: all of the fiscal control and accounting procedures needed to ensure that contract funds will be used as required by law and contract.
5. We have additional funding sources and will not be solely dependent on any funds awarded through a contract as a result of this RFP.
6. **We will meet all applicable Federal, State and Local compliance requirements.** These include, but are not limited to:
 - Records accurately reflect actual performance.
 - Maintaining record confidentiality, as required.
 - Reporting financial, participant, and performance data, as required.
 - Complying with Federal and State non-discrimination provisions.
 - Meeting requirements of **Section 504 of the Rehabilitation Act of 1973.**
 - Meeting all applicable labor laws, including Child Labor Law standards.
 - Drug Free Workplace
 - Performing background checks on staff providing direct services.

We will not:

- Use contract funds to assist, promote or deter union organizing.
- Use contract funds in the construction, operation or maintenance of any part of a facility to be used for sectarian instruction or religious worship.

I hereby assure that all of the above are true:

Signature

Date

Name (printed)

Title

ATTACHMENT B
Technical Proposal Evaluation Score Sheet

135 points possible				
<u>Proposing Organization:</u>				
Provider Experience	Poor 1-11 points	Fair 12-23 points	Good 24-35 points	Score 35 points possible
Provider demonstrated the following experience (according to Section 2.1 of the RFP): <ul style="list-style-type: none"> a. Previous experience in delivering similar services. Proposal included descriptions and/or samples of similar projects completed in the past five years. b. Proposal included names and contact information of entities for which the proposer has performed similar large scale projects in the past 5 years. c. Experience with the target population. 	Notes:			
Scope of Work & Deliverables	Poor 1-16 points	Fair 17-33 points	Good 34-50 points	Score 50 points possible
Provider has created a realistic and comprehensive plan for providing each of the following: <ul style="list-style-type: none"> a. Home-based services to children and families. b. Homemaker services to adults. c. The Provider’s proposal demonstrates the capacity to provide the specified number of units of service, based on the needs of JFSCC. 	Notes:			
Proposal Elements	Poor 1-16 points	Fair 17-33 points	Good 34-50 points	Score 50 points possible
Provider’s proposal addressed/demonstrated each of the following: <ul style="list-style-type: none"> a. Organizational Philosophy b. Organizational Structure, History, and Governance c. Services to be Provided d. Family Centered Focus e. Quality f. Retention and Continuity g. Hard-to-Serve Clients h. Clients in Remote Locations i. After-Hours, Weekend, and Holiday Service j. Cultural Competency k. Dispute Resolution l. Implementation Plan 	Notes:			
Comments:				Final Score

ATTACHMENT C
Cost Proposal Evaluation Score Sheet

50 points possible				
<u>Proposing Organization:</u>				
Weighted Criteria RATES	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's proposal identified unit costs for the following: a. Basic home-based/homemaker service. b. Hard to serve clients. c. Clients in remote areas of Clark County. d. After-hours, weekend, and holiday services.	Notes:			
Weighted Criteria DETAIL	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider included a detailed narrative demonstrating how costs are related to each service presented, including how the rates were calculated.	Notes:			
Weighted Criteria COSTS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's cost proposal included a detailed budget with all necessary cost elements (used to calculate the unit rates) to operate the program.	Notes:			
Weighted Criteria COST REASONABLENESS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's costs are necessary and reasonable.	Notes:			
Weighted Criteria COMPUTATIONS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's cost proposal computations are all correct.	Notes:			
Comments:				Final Score

ATTACHMENT D
Campaign Contribution Declaration Form

AFFIDAVIT IN COMPLIANCE WITH SECTION 3517.13
OF THE OHIO REVISED CODE

STATE OF OHIO

COUNTY OF _____ SS:

Personally appeared before me the undersigned, as an individual or as a representative of

_____ for a contract for _____
(Name of Entity) (Type of Product or Service)

to be let by the County of Clark, who, being duly cautioned and sworn, makes the following statement with respect to prohibited activities constituting a conflict of interest or other violations under Ohio Revised Code Section 3517.13, and further states that the undersigned has the authority to make the following representation on behalf of himself or herself or of the entity (corporation, business trust, partnership, other unincorporated business [including labor unions], association [including professional associations], estate, or trust):

1. That none of the following has individually made within the previous 24 months and that, if awarded a contract for the purchase of goods or services in excess of \$10,000 (aggregated) in a calendar year, none of the following individually will make, beginning on the date the contract is awarded and extending until one year following the conclusion of the contract, as an individual, one or more campaign contributions (on or after April 4, 2007) totaling in excess of \$1,000, to any member of the Clark County Board of Commissioners or their individual campaign committees:
 - a. myself;
 - b. any partner or owner or shareholder of the partnership (or other unincorporated business);
 - c. any shareholder of the association;
 - d. any administrator of the estate;
 - e. any executor of the estate;
 - f. any trustee of the trust;
 - g. any owner of more than 20% of the corporation or business trust (if applicable);
 - h. each spouse of any person identified in (a) through (c) of this section;
 - i. each child seven years of age to seventeen years of age of any person identified in divisions (a) through (g) of this section (only applicable to contributions made on or after January 1, 2007).

2. That none of the following have collectively made within the previous 24 months, and that, if awarded a contract for the purchase of goods or services in excess of \$10,000 (aggregated) in a calendar year, none of the following collectively will make, beginning on the date the contract is awarded and extending until one year following the conclusion of the contract, one or more campaign contributions (on or after April 4, 2007) totaling in excess of \$2,000, to any member of the Clark County Board of Commissioners or their individual campaign committees:
 - a. myself
 - b. any partner or owner or shareholder of the partnership (if applicable);
 - c. any shareholder of the association;
 - d. any administrator of the estate;
 - e. any executor of the estate;
 - f. any trustee of the trust;
 - g. any owner of more than 20% of the corporation or business trust (if applicable);
 - h. each spouse of any person identified in (a) through (c) of this section;
 - i. each child seven years of age to seventeen years of age of any person identified in divisions (a) through (g) of this section.

Signature: _____

Title: _____

Sworn to before me and subscribed in my presence this _____ day of _____, 20____

Notary Public: _____

My Commission Expires: _____