



**Ohio Department of Job and Family Services/
Ohio Medicaid Technical Assistance and Policy Program (MEDTAPP)
And
Ohio Department of Developmental Disabilities
National Core Indicator Survey**

Request for Proposals

Application Due Date: June 7, 2013

Application Release Date: May 9, 2012

Request for Proposals Contact:

Ohio Colleges of Medicine Government Resource Center
Barry Jamieson
Senior Project Manager
Email: barry.jamieson@osumc.edu
Phone: (614) 366-0329

Executive Summary

The purpose of the National Core Indicator Survey is to support the Office of Medical Assistance and the Ohio Department of Developmental Disabilities in measuring the performance of, and improving Ohio's service delivery system. NCI is currently being utilized in 35 other states. Because of the importance of this work and the powerful information it provides to DODD's policy makers and partners throughout the State of Ohio, the GRC has issued this multi-year proposal for implementation of the National Core Indicators on behalf of DODD.

Since 2008, the National Core Indicators (NCI) has helped DODD measure system performance and make improvements that will better support individuals with developmental disabilities and their families in Ohio. National Core indicator data has enabled Ohio to learn about the strengths and weaknesses of the DD service delivery system and continue to craft plans to improve the quality of life of people with DD. In addition, National Core Indicators gives policymakers the ability to examine the relationship between funding and quality outcomes, and the perceived effect on quality of life based upon the implementation of self-direction.

Ohio Medicaid and the Ohio Department of Developmental Disabilities will select program awardees. Ohio Medicaid and the Ohio State University Office of Sponsored Programs reserve the right to terminate this initiative at any time, request revisions to or modifications of selected proposals, or initiate a new Request for Proposals.

As a result of implementing nationally recognized performance and outcome indicators on a continuing basis, individuals and families in Ohio's DD system will have the opportunity to become a strong voice in the service delivery system, and developmental disabilities policy makers will continue to receive the information they need to focus on the desired outcomes for the people receiving those services.

I. Summary

The Ohio Colleges of Medicine Government Resource Center (GRC) is requesting proposals from qualified vendors to administer the National Core Indicators (NCI) Adult Consumer Survey in Ohio. This Request for Proposals (RFP) is issued on behalf of the Ohio Office of Medical Assistance (OMA) and the Ohio Department of Developmental Disabilities (DODD). The NCI Adult Consumer Survey is a face-to-face survey of individuals with development disabilities ages 18 and older who are receiving services. The contractor will be responsible for conducting at least 400 completed face-to-face surveys.

II. Introduction

Section 1903(a) of the Social Security Act allows the federal government to participate financially in state Medicaid programs in such amounts “found necessary by the Secretary for the proper and efficient administration of the State Medicaid plan.” To assist the Ohio Office of Medical Assistance (OMA) and the Ohio Department of Developmental Disabilities (DODD) to provide efficient and effective administration of the Medicaid program, at the request of OMA and DODD, the Ohio Colleges of Medicine Government Resource Center (GRC) will oversee the implementation of the National Core Indicators Survey of individuals with developmental disabilities residing in Ohio. The GRC will provide project management, survey oversight and analytical expertise to the project.

III. Background

Objective

Implementation of the National Core Indicators will help OMA and DODD continue to measure system performance and make improvements that will better support individuals with developmental disabilities (DD) and their families in Ohio. It will enable Ohio to learn about the strengths and weaknesses of the DD service delivery system and continue to craft plans to improve the quality of life of people with DD. In addition, implementation of the National Core Indicators will allow Ohio to continue the evaluation of numerous cause and effect conditions such as the relationship between funding and quality outcomes, and the perceived effect on quality of life based upon the implementation of self-direction.

The rationale for using NCI is also based on the following;

- The focus is on desired outcomes for people receiving services;
- They have been determined to be valid and reliable;
- They are currently being utilized in 35 other states;
- They will allow Ohio to compare its performance with other states;
- They align with the CMS Home and Community-Based Services Quality Framework;
- They support strategic system planning.

In addition to using the National Core Indicators as a basis for measuring the performance of, and improving Ohio's service delivery system in general, implementation of the National Core Indicators will serve as a mechanism to continue to provide feedback on numerous Futures Study Committee Recommendations as well as to inform Ohio's identified priority areas, furthering system improvement. As the system progresses, DODD, through implementation of the National Core Indicators, will be better able to continue to measure progress on established Futures goals, collect and provide outcomes data on relevant issues such as Autism and employment, develop change strategies most likely to bring about improvement, and to ultimately empower individuals and families within the system.

Funding

The National Core Indicator Survey is being sponsored through the Ohio Office of Medical Assistance Medicaid Technical and Policy Program (MEDTAPP) and the Ohio Department of Development Disabilities.

IV. Scope of Work and Specifications of Deliverables

Project Design

The GRC is issuing this Request for Proposals (RFP) to engage a qualified vendor in a partnership with DODD to conduct at least 400 NCI Consumer Surveys via face-to-face administration.

Specifications of Deliverables

The following are deliverables for implementing the National Core Indicators Consumer Survey:

1. Complete a detailed project work plan that includes the Human Services Research Institute's (HSRI) interviewer training, staffing, data collection schedule and protocols, and data entry schedule and protocols.
2. Ensure survey completeness of at least 400 individually randomly selected individuals with disabilities from a list provided by DODD.
3. Ensure HIPPPAA compliance and relevant Institutional Review Board guidelines are met.
4. Ensure Pre-Survey Form and Background Information Forms are completed by county boards of DD or providers prior to coordinating interviews.
5. Coordinate/schedule and conduct a Consumer Survey/Interview with each of the randomly selected individuals via face-to-face interviews with each person at the location of the person's choice, using the National Core Indicators Consumer Survey form provided (subject to addition of questions as deemed appropriate by GRC/HSRI);
6. Input all data collected into the ODESA System via the HSRI website by June 30, 2014;
7. Provide the GRC NCI Project Manager a copy of all data uploaded in Excel format on a regularly scheduled basis; Data must be given to the GRC after 100, 200, 300, and 400 completed surveys.

8. Prepare and transmit the schedule for all aspects of the work as outlined in this proposal via e-mail to the GRC NCI Project Manager.
9. Complete and send monthly reports regarding all aspects of the work including, but not limited to; status, risks mitigated, and progress, via e-mail to the GRC NCI Project Manager.
10. Participate in monthly meetings and additional meetings as needed with the GRC Project Manager and DODD representatives.

In order to ensure at least 400 completed surveys, the contracted services and the proposal from the bidder shall include, but not be limited to, the following areas:

1. How the bidder will:

- Disseminate and ensure completion of Consumer Pre-Survey forms ;
- Disseminate and ensure completion of Consumer Background Information ;
- Schedule and implement face-to-face Consumer Surveys;
- Determine staffing as related to administration of deliverables outlined above;
- Adhere to survey administration training guidelines as determined by HSRI;
- Comply with all privacy regulations as they relate to individuals served in the DD system and their families;
- Collect and store survey data;
- Transfer survey data to GRC and HSRI;
- Complete and transmit the work schedule to GRC;
- Complete and transmit monthly reports to GRC.

2. Project Work Plan:

- Provide a draft work plan outlining how the bidder will address the deliverables in #1 above. Upon notification, the selected bidder's project manager shall prepare a presentation for the GRC to be made no later than **June 28, 2013** outlining the final work plan to be followed for completion of all deliverables.
- The final work plan may be negotiated between GRC and the selected bidder after the presentation. Upon approval of the final work plan by GRC the successful bidder may begin implementation of the project no earlier than the "Start Work Date" as indicated in the contract. Documentation of GRC approval will be provided in electronic form within ten working days of the selected bidder's final, proposed work plan.
- Regular updates to the work plan shall be submitted to the GRC communications contact on at least a monthly basis, or more frequently as needed to communicate progress, through the duration of the contract.

3. Meetings and Communications:

- The selected bidder will participate in monthly status updates, in person or via electronic mail/e-mail or conference calls, with designated GRC staff, to assure the project is on track and addressing each of the objectives and deliverables.
- The selected bidder shall reference the frequency and mode of communicating with the GRC contact, in the proposed work plan (e.g., electronic mail/e-mail, phone, fax, hard copy). The selected bidder's contact person shall also be designated on the work plan, including all pertinent contact information.

4. Feedback:

- GRC will make staff available, as negotiated in the selected bidder's final work plan.

V. Timeline for National Core Indicator Survey

Timeline	Task
June 28, 2013	Final work plan due
July 1, 2013	Project Begins
July 1 – Sept. 30, 2013	Database Preparation and Communications Developed
July 1, 2013 – May 1, 2014	Interview Training: When Offered by HSRI
August 15, 2013– May 1, 2014	Pre-Survey and Background Information Form Data Collection
October 1, 2013– May 1, 2014	Scheduling\Conducting Consumer Interviews
October 1, 2013 - May 30, 2014	Data Entry and Database Preparation
May 1- June 30, 2014	All data Entered into the ODESA System
June 1 – June 30, 2014	Final Database and Methodology Report Due to GRC

VI. How to Apply: Proposal Format and Submission

Proposal Submission

- The proposal must be prepared in accordance with instructions in this section.
- The proposal is to be prepared in a manner that clearly outlines how each of the deliverables in Section II will be completed within the time frames specified in that same section.
- Proposals must include a Technical Proposal & a Cost Proposal, not to exceed \$66,000 total project costs. **Cost proposals exceeding \$66,000 will not be reviewed.**
- **Proposals must be submitted in electronic form and must be received by 4:00p.m. Eastern Standard Time, June 7, 2013. Late proposals will not be reviewed.**
- Proposals must be emailed to Barry Jamieson at barry.jamieson@osumc.edu.

Proposal Format

To be accepted, a proposal must include: a Technical Proposal and a Cost Proposal as described in this section, contain all the information specified for each of the categories listed in this section, and meet the requirements of this section.

1. **Technical Proposal**

- **Cover Letter.** The Technical Proposal must include:
 - A cover letter that identifies the bidder;
 - The name, title, address, telephone number and email address of the bidder's contact person with authority to answer questions concerning the RFP; and
 - The name, title, address, and telephone number and e-mail address of the bidder's contact person with authority to address contractual issues, including a person with the authority to execute a contract on behalf of the bidder.
- **Organizational Experience.** The bidder must include:
 - Information on the background of the firm or individual, including background information of any subcontractor(s);
 - Any prior experience relevant to this RFP (including current contact names and phone numbers for these references), and a list of similar projects currently underway by the firm, individual or by any subcontractor(s) as well as all completed over the past five (5) years. The Evaluation/Selection Review committee will consider these additional references and may contact each of these sources. This experience may include but is not limited to:

- a. Experience with Ohio's system of supports to people with DD;
 - b. Relevant experience with interviewing individuals with DD and their families; and
 - c. Experience working with the DD population.
- **Technical Approach and Work Plan.** The Technical Proposal must indicate how the bidder plans to address the purpose, objectives and deliverables, within the timeframes as stated in this RFP. The proposal must outline the following in detail:
 - The key objectives of the bidder's proposal;
 - The technical approach and draft work plan to be implemented;
 - The project staffing, including any subcontractors;
 - A Table of Organization for the project;
 - A chart indicating the names of staff and staff hours or activities/tasks linked to the responsibility of each of those individuals involved in each deliverable of the project;
 - A procedure for reporting the status of the project, including work completed;
 - A proposal for how coordination will occur and how information will be shared with GRC; and
 - A proposed procedure to address and resolve unanticipated problems during the course of the project, specifying that the procedure will not adversely affect the timelines associated with the project.
 - **Personnel Qualifications**
 - The Technical Proposal must include the names, resumes, education, and experience of personnel listed in the Table of Organization/personnel chart for this project (including any subcontractors), and fully explain how their education and experience is relevant to the areas described in Section I (Purpose and Objectives) and II (Scope of Work and Specifications of Deliverables) of this RFP.
 - GRC shall require a clause in the resulting contract regarding key personnel that any person identified as critical to the success of the project may not be removed without reasonable notice to GRC.
 - One Project Manager shall be named on behalf of the bidder. All correspondence shall be directed through this named individual.

2. **Proposal Budget and Budget Narrative**

Each proposal shall include a budget spreadsheet, and an accompanying budget narrative, detailing specific direct and indirect costs associated with the proposal. The budget spreadsheet can be found at <http://grc.osu.edu/ddisabilities/nationalcoreindicators/index.cfm>

A budget template can be found at Appendix I.

Proposals shall include indirect costs (F&A) for the entire project period (July 1, 2013-June 30, 2014) not to exceed 10% of the total direct expenses. The difference between the bidder's institutional federally negotiated rate and the 10% (unrecovered F&A) will be used as match..

VII. Criteria for Proposal Evaluation and Selection

All proposals will be reviewed and scored by a Proposal Review Committee, comprised of staff from of the Ohio Department of Developmental Disabilities (DODD) and the Office of Medical Assistance (OMA). Any proposals not meeting the requirements contained in this RFP will not be scored.

The Technical Proposal will be reviewed and scored by the Proposal Review Committee. A maximum of 100 points will be awarded for the Technical Proposal, as outlined in this section. Any proposal receiving less than a total of 70 points out of the possible 100 points will be disqualified from further consideration. Scoring on the Proposal will be for the bidder and any extensively used subcontractor.

The scoring criteria are as follows:

35	The bidder’s proposal clearly outlines the method for achieving each of the deliverables.
35	The bidder’s proposal outlines a draft project work plan with realistic methods for achieving the deliverables (includes a detailed schedule) within the timeframes outlined in the RFP.
10	The bidder’s proposal includes procedures for: communication throughout the contract period; resolving unanticipated problems; and status updates to the DODD (format and mode) as stated in the RFP.
10	The bidder’s proposal includes sufficient project staffing and demonstrates the competence, knowledge, and qualifications of all employees and subcontractors as outlined in the RFP and as applicable to achieving the deliverables.
10	The bidder’s proposal reflects experience with similar projects in Ohio, other states, for CMS, or other agencies related to Developmental Disabilities.

VIII. RFP Schedule of Events:

The Ohio State University will make every attempt to adhere to the schedule below

- RFP Issued to Bidders May 9, 2013
- Response to Bidder Questions May 9 thru May 24, 2013
- RFP Due date June 7, 2013
- Award Announcement June 21, 2013
- Project Start Date July 1, 2013

IX. Bidder Information

- **Requests for Clarification;**
 - Questions regarding the RFP must be submitted in writing to Barry Jamieson at barry.jamieson@osumc by May 24 at 5pm. Answers to all questions received will be posted on the GRC website at <http://grc.osu.edu/ddisabilities/nationalcoreindicators/index.cfm> by May 24.
- **Bidders' Library;** A Bidders library has been created to include:
 - Adult Consumer Survey, which includes Pre-survey & Background Information forms;
 - 2010-11 Consumer Survey Final Report; and,
 - Using National Core Indicators Data.
 - Budget SpreadsheetThe above items may be viewed at:
<http://grc.osu.edu/ddisabilities/nationalcoreindicators/index.cfm>

X. RFP Terms and Conditions

The Ohio State University reserves the right to:

- Reject any or all proposals received in response to this RFP;
- Request clarification from any applicant on any or all aspects of its proposal;
- Cancel and/or reissue this RFP at any time;
- Retain all proposals submitted in response to this RFP; and,
- Invite some, all, or none of the applicants for interviews and further discussion.

Provisions

If any provisions in a resultant agreement are held to be invalid, void, or unenforceable, the remaining provisions shall continue in full force and effect without being impaired or invalidated in any way. Funding will be adjusted to reflect any changes in the deliverables. The contractor will submit any changes in deliverables to the GRC.

Ethical Conduct

Apart from a contact required for any on-going business at OSU, vendors are specifically prohibited from contacting any individual at, or associated with the OSU regarding this RFP. Vendor communication shall be limited to the contact named on the cover page of this document. **A vendor's failure to adhere to this prohibition may, at OSU's sole discretion, disqualify the vendor's proposal.**

Cancellation for Lack of Funding

A resultant agreement may be canceled without any further obligation on the part of The Ohio State University in the event that sufficient appropriated funding is unavailable to assure full performance of its terms. The vendor shall be notified in writing of such non-appropriation at the earliest opportunity.

Quote

Applicant responses must be valid for 120 days.

Contract Term

The contract term will commence on the date of award and continue through June 30, 2014. Pricing will remain firm for the initial period. At the end of the initial period, the contract may be renewed for an additional 1-year period (at the same terms and conditions, and with a revised scope of work and pricing), upon the signed mutual agreement between OSU and the awarded vendor. OSU will review requests for price increases for each renewal period.

Requirements for Advance Approval

Prior to out-of-state travel or conference attendance by the contractor, the contractor will consult with OSU concerning the nature and cost of each out-of-state travel plan and conference registration for an amount exceeding \$1,000.

Data Use and Management

The Contractor will become familiar with and fully implement all requirements of HIPAA.

The contractor will be in compliance with Federal, HIPAA and State confidentiality law, for data use, and management including but not limited to access, storage, and transmission, shall be role-based, specific to this agreement.

The Contractor shall enter separately into a Business Associate Agreement (BAA) with OSU-GRC to receive data funded/authorized under this agreement, in accordance with the Business Associate Agreement between ODJFS and OSU-GRC.

The Contractor shall enter separately into a Data Use Agreement (DUA) with OSU-GRC to receive data funded/authorized under this agreement, in accordance with the Data Use Agreement between ODJFS and OSU-GRC. The contractor shall not use any information, systems, or records made available for any purpose other than to fulfill the obligations specified herein.

The contractor's possession of information provided may be considered confidential or proprietary under the laws of the State of Ohio or under federal law, and that contractor agrees to promptly notify OSU and ODJFS of the receipt of any public records requests for information related to this Agreement in order to seek to have any confidential or proprietary information withheld from the document prior to its release.

All data provided to the contractor may only be used for the specific associated agreement and for no other use in projects not associated with the agreement, and that any contractor's data release, sharing, or transfer beyond its initial approved scope and specifications will be considered as unauthorized.

Presentation, Publications and Dissemination

The contractor shall obtain OSU, OMA and DODD prior approval for release of any results including preliminary and/or final results related to funded projects or funded data under this Agreement.

The contractor shall obtain, review, and comment within 30 days upon submission of a draft to OMA and DODD of peer-reviewed academic journal articles. Notwithstanding the preceding, if the parties disagree concerning whether certain information should be detailed or modified, the parties agree to meet for the purposes of making good faith efforts to discuss and resolve any issues or disagreements.

Time Sensitivity – Any data or publication release may be pending or delayed due to OMA or DODD policy/program change.

The contractor shall obtain OSU, OMA and DODD prior review and permission to release any products resulting from activities, funded data or projects under this Agreement.

When issuing press releases, requests for proposals, bid solicitations, and other documents or statements describing projects or programs funded in whole or in part with Federal money, all grantees receiving Federal funds, including but not limited to State and local governments shall clearly state:

1. The percentage of total costs of the program or project which will be financed with Federal money;
2. The dollar amount of Federal funds for the program or project; and
3. The percentage and dollar amount of the total costs or the program or project that will be financed by nongovernment sources.

Interviews, Demonstrations, and Presentations

The proposal evaluation committee may require some applicants to interview with the committee, make a presentation about their proposal, and/or demonstrate their products or services. Such presentations, demonstrations, and interviews provide an applicant with an opportunity to clarify its proposals and to ensure a mutual understanding of the proposal's content. The presentations, demonstrations, and interviews will be scheduled at the convenience and discretion of the evaluation committee. The evaluation committee may record any presentations, demonstrations, and interviews.

Contract Award

OSU intends to award the contracts for the work no later than July 1, 2013, if OSU decides the work is in its best interests and has not changed the award date. OSU expects the Contractor to have its key and support staff available to "start work" within five business days after OSU issues a purchase order under the Contract.

OSU reserves the right to modify, by scope-of-work reduction or elimination, any elements of the work covered by this RFP and its OSU amendments, for any reason.

Contract

If this RFP results in a Contract award, the Contract will consist of this RFP, written amendments to this RFP, the Contractor's Proposal, written authorized amendments to the Contractor's Proposal, OSU Terms and conditions, and the agreement between OSU and the project's prime funding sponsors OMA and DODD. It will also include any materials incorporated by reference in the above documents and any purchase orders and change orders issued under the Contract. The form of the Contract is attached as a one-page attachment to this RFP, but it incorporates all the documents identified above. The general terms and conditions for the Contract are contained in another attachment to this RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. Prime Sponsor Agreement;
2. OSU Terms and Conditions;
3. This RFP, as amended by OSU;
4. The documents and materials incorporated by reference in the RFP or OSU amendments;
5. The Contractor's Proposal, as amended by the Contractor; and
6. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, purchase orders, change orders, and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract.

Appendix I. Budget

Primary Investigator:
 RFA: Ohio National Core Indicator Survey
 Title:

Enter Current Appt, Salary and Proposed FTE.

PERSONNEL	Current		Monthly Current Salary	# months @ current salary	# months @ increased salary	% Increase	Base Salary for Proposal	Fringe Rate	Year 1				
	Appt	Salary							FTE	MM	Salary	Fringe	Total
	12	0	0	0	0	0.00%	0	0.00%	0%	0.00	0	0	0
	12	0	0	0	0	0.00%	0	0.00%	0%	0.00	0	0	0
	12	0	0	0	0	0.00%	0	0.00%	0%	0.00	0	0	0
	12	0	0	0	0	0.00%	0	0.00%	0%	0.00	0	0	0
Total Personnel									0%	0.00	0	0	0
Consultant (List by Name)													0
Equipment													0
Supplies													0
Travel													0
Patient Care (Federal Definition based on Rate Agreement)													0
<i>In patient</i>													0
<i>Out patient</i>													0
Other													0
Tuition (enter # GRAs ---->)	0.00	16,710											0
Subcontracts			COMPLETE SUB TABS -remaining fields will autocalculate										0
SubK Direct													0
SubK F&A													0
Allowable for MTDC Base													0
Subcontract 1:													0
Direct													0
F&A			0.00%										0
Allowable for F&A Base													0
Subcontract 2:													0
Direct													0
F&A			0.00%										0
Allowable for F&A Base													0
Total Direct (with subK F&A)													0
Total Direct (without subK F&A)													0
MTDC													0
F&A			10.00%										0
Total Costs													0
Unrecovered F&A		federal rate	0.00%										0