



Third Party Administration (TPA) Request for Proposal

Project Name or Description: Third Party Administration for the Bridges Program

Company Name: The Child and Family Health Collaborative of Ohio

Address: 2600 Corporate Exchange Drive, Suite 180, Columbus, Ohio 43231

Procurement Manager: Karen Hill

Telephone Number: 614-461-0014 x4

Email Address: karen.hill@ohiochildrensalliance.org

Issue Date: February 20, 2019

1. Background

The Child and Family Health Collaborative “Collaborative” of Ohio LLC is administering a statewide social services program called Bridges. Bridges provides young adults, ages 18 through 21, who have emancipated from the Ohio child welfare system with social services, housing, and financial support to empower them to achieve self-sufficiency. Direct services are provided to young adults by social workers employed by one of 25 community agencies that are part of our statewide network. The program has been operational since February 2018 and has enrolled over 600 young adults. There are approximately 2,700 young adults in the State of Ohio that are eligible or will soon be eligible for the Bridges program. The Collaborative is seeking a third party administrator (TPA) to provide a range of administrative services to its personnel and network of community agencies.

2. Scope of Work

The Collaborative is seeking the following range of services from a TPA:

Administration

1. A full-time manager of this scope of work to report directly to the Collaborative Program Administrator of Bridges.
2. Printing, shipping, and distribution of various marketing materials provided by the Collaborative including: brochures, flyers, posters, marketing kits, table skirts, and exhibitor displays.
3. Manage distribution of participant welcome kits. This includes assembly of items provided by the Collaborative (i.e. toiletry, brochures, blankets) and distribution of such

kits to the 25 Bridges provider agencies through the U.S. mail. An estimated 600 kits would be required to be shipped annually.

4. Submission of a comprehensive narrative report of work performed and service utilization to Collaborative Program Administrator of Bridges (i.e. welcome kit shipments, video language line usage, payment reports).

Financial Management

1. Administration of payments between the Collaborative and our network of 25 community agencies on a monthly basis; this includes reconciliation, electronic funds transfers, and other forms of payment services.
2. Administration of payments between the Collaborative and a select group of utility companies, landlords, and other local entities on a monthly basis.

Information Technology

1. Host a single existing website for Bridges provider agencies (www.bridgesprogramohio.com).
2. Provide regular maintenance to the website including: text content changes, file uploads, and user account management (i.e. logins and passwords for approximately 150 users).
3. Develop or procure a cell phone text messaging app for Bridges social workers to use to securely communicate to the young adults on their case load. Pilot the app with five (5) Bridges provider agencies.
4. Video Language Line services made available to Bridges social workers and/or participants; expected frequency of use: five instances of use per month.

3. Anticipated Term of Contract

- July 1, 2019 – June 30, 2021

4. Anticipated Selection Schedule

The Request for Proposal timeline is as follows:

- Issuance of RFP: February 20, 2019
- Q&A Period: February 25 through March 15 (questions must be submitted in writing to karen.hill@ohiochildrensalliance.org)
- Submission deadline: March 29, 2019 at 5:00PM
- Anticipated final selection and notifications: April 16, 2019
- Contract finalized by: May 15, 2019
- Contract term: July 1, 2019 – June 30, 2020

The Collaborative reserves the right to revise this schedule in the best interest of the Collaborative and/or to comply with state or federal procurement procedures and regulations and after providing reasonable notice.

5. Issuance of Proposals

This proposal will be posted on the Ohio Children's Alliance website: www.ohiochildrensalliance.org. It will also be made available via email at the request of interested companies. The proposal may also be posted on various procurement websites.

6. Submission of Proposals

Proposals shall be sent via email to karen.hill@ohiochildrensalliance.org by March 29, 2019 at 5:00PM. (Optional) Additional copies of proposals may be sent to the Ohio Children's Alliance office by postal mail: 2600 Corporate Exchange Drive, Suite 180, Columbus, Ohio 43231.

Costs incurred in the preparation of this application are to be borne by the applicant; the Collaborative will not contribute in any way to the costs of the preparation.

7. Required Elements of Proposal

A proposal must, at a minimum, include the following elements:

1. A cover letter that includes attestation that the full time manager of the contract shall be an eligible individual to access the State of Ohio Statewide Automated Child Welfare Information System (SACWIS) as described in Ohio Administrative Code rules [5101:2-33-70](#) and [5101:2-33-21](#).
1. Brief description of the company that includes a general overview, names and credentials of the team who will be conducting the scope of work.
2. A narrative outlining the company's strengths or skill in the areas mentioned in scope of work.
3. A description of any subcontractors that will be used to fulfill any of the elements in the proposal.
4. A detailed response to the scope of work.
5. A budget and budget justification/narrative.
6. References of other organizations whom similar work has been done.
7. Proposals shall not exceed 20 pages.

All agreements will require that the contracted vendor maintain the confidentiality of information and records which state and federal laws, rules, and regulations require to be kept confidential.

8. Evaluation of Proposals

The successful respondent will:

1. Provide the education, experience, knowledge, skills, and qualifications of the company and the individuals who will be available to provide these services.
2. Demonstrate a realistic timeline of project plan.
3. Demonstrate a realistic cost of service.
4. Submit complete responses to the Elements of the Proposal.
5. Have expertise in working with similar customers or doing similar work.

Minority businesses, women's business enterprises and labor surplus area firms, as well as Minority Business Enterprise (MBE) and Encouraging Diversity, Growth, and Equity (EDGE) vendors are preferred.

9. Mandatory Qualifications

In order to be considered for the agreement expected to result from this RFP, the Collaborative requires that applicants MUST meet, at minimum, ALL the following qualification requirements:

2. The applicant must have an office within the State of Ohio or provide documentation verifying a plan to obtain an office location in the State of Ohio.
3. The applicant must attest in its cover letter that the full time manager of the contract shall be an eligible individual to access the State of Ohio Statewide Automated Child Welfare Information System (SACWIS) as described in Ohio Administrative Code rules [5101:2-33-70](#) and [5101:2-33-21](#).

Applications which do not meet all the above qualifications will be disqualified from further consideration.

10. Caveats

The Collaborative is under no obligation to issue an agreement as a result of this solicitation if, in the opinion of the Collaborative, none of the applications are responsive to the objectives and needs of the Collaborative. The Collaborative reserves the right not to select any application. Changes in this RFP of a material nature will be provided via the Collaborative website (www.cfhcoho.org). All applicants are responsible for obtaining any such changes without further notice by the Collaborative.