



REQUEST FOR PROPOSAL (RFP) RFP: 005-21

Fiscal Intermediary Service Integration  
Home Health Aide Application

home52

175 Tri County Parkway

Cincinnati, Ohio 45246

**Proposal Due Date: July 1, 2021, by 12pm EST**

# Contents

<u>Section One: General Information</u> .....	4
<u>Purpose of the RFP</u> .....	4
<u>RFP Schedule of Events</u> .....	5
<u>Request for Proposal Number</u> .....	5
<u>Proposal Name</u> .....	5
<u>Important Dates</u> .....	5
<u>Bidder Information Session</u> .....	5
<u>Proposal Delivery</u> .....	6
<u>Integrity of the Procurement Process</u> .....	7
<u>Agency and Program Background</u> .....	7
<u>home52</u> .....	7
<u>Council on Aging of Southwestern Ohio</u> .....	7
<u>Elderly Service Program (ESP)</u> .....	7
<u>Consumer Directed Care (CDC)</u> .....	8
<u>Other Populations to be Served by home52 HHAA</u> .....	8
<u>Section Two: Home Health Aide App</u> .....	9
<u>home52 Home Health Aide App Overview</u> .....	9
<u>home52 Home Health Aide Launch and Expansion Plan</u> .....	9
<u>Bid Overview</u> .....	10
<u>Expectations of Bid</u> .....	10
<u>What is a Fiscal Intermediary/Agent?</u> .....	10
<u>Background Check</u> .....	11
<u>Forms</u> .....	11
<u>Account Management</u> .....	11
<u>API</u> .....	11
<u>Section Three: Proposal Submission Requirements</u> .....	13
<u>Proposal submission format:</u> .....	14
<u>Section Four: Proposal Evaluation</u> .....	16
<u>Selection</u> .....	16
<u>Scoring of Submission</u> .....	17
<u>Appendix A: Appeals Process</u>	

**Attachments:**

Attachment One - Required Bidder Forms

Attachment Two - Scope of Work

Attachment Three - Fiscal Agent API Requirements

Attachment Four - BCII Records Check Requirements

Attachment Five - ESP Consumer Directed Care Overview

Attachment Six - Consumer Directed Care FAQs

## Section One: General Information

### Purpose of the RFP

Nationwide the aging population is facing a home health aide workforce crisis. There are not enough aides to serve clients currently enrolled in state programs, much less the growing population of older adults and people with disabilities who will need care soon. In fact, in Ohio, over 3,000 individuals enrolled in state home care programs are currently going without care. Council on Aging of Southwestern Ohio (COA), by way of its subsidiary home52, LLC is developing a mobile application to remove common barriers that are contributing to the home health aide shortage.

The application is designed to enhance key components of an existing service COA provides called Consumer Directed Care (CDC). This service model allows clients to directly employ an individual of their choosing to be their home health aide. COA and home52 are soliciting proposals from qualified companies and system integrators for a solution that will adhere to the role of a Fiscal Intermediary in the CDC service. To perform such a role the technology and services solution would include, but not be limited to, the following system components:

- Submitting background checks per state and federal requirements.
- Managing and processing IRS (Internal Revenue Service) forms on behalf of the client.
- Organization and management of service requirements.
- Process Training and Support.
- Payment Process.
- Provide reports on service outcomes.

The above list of demonstrations and requirements are essential to the payment and brokerage functionality within the Fiscal Intermediary role for CDC. The current process exists solely as a manual paper process that will be configured with the criteria listed to operate through the application being developed by COA and home52. The solution must be HIPAA (Health Insurance Portability and Accountability) compliant and scalable.

home52 is accepting proposals from qualified Bidders interested in contracting with home52 to provide fiscal intermediary services on behalf of older adults and/or adults with disabilities residing in the counties where COA and home52 provide services, who will employ private home health aides.

The goal of this RFP is to attract the highest quality providers for the lowest cost who can meet the demand for services. The tentative contract period is October 1, 2021, to September 30, 2024, with two (2) additional one (1) year renewable options.

All Bidders must meet all terms and conditions within this document, including all Appendices and Attachments, if selected to receive an Agreement. Prospective Bidders are advised to read the entire RFP carefully prior to submitting a proposal.

## RFP Schedule of Events

Request for Proposal Number	Proposal Name
005-21	Fiscal Intermediary Services for home52's Home Health Aide App (HHAA)
Important Dates	
Bidder Information Session	6/17/21
Last Day to Submit Questions	6/21/21
Last Day for COA to Answer Submitted Questions	6/24/21
Proposal Due Date	7/1/21 by 12 noon EST
Estimated Award Date	7/19/21
Estimated Information Exchange	7/30/21
Tentative Contract Start Date	10/1/21

### Bidder Information Session

A virtual, online Bidders Conference regarding this RFP will be held 6/17/21. Anyone interested in learning more about this RFP, or the home52 Home Health Aide App, may send an email of interest to **Provider\_Services@help4seniors.org**. An email link to the Bidders Conference will be sent to the inquiring Bidders.

**Emails of interest to attend the Conference must be received no later than  
June 16, 2021 @ 4pm EST.**

We ask that any questions Bidders wish to have addressed in this information session be submitted to: [Provider\\_Services@help4seniors.org](mailto:Provider_Services@help4seniors.org) **no later than June 15, 2021 @ 4pm EST.**

All questions regarding the RFP must be submitted digitally to:

**[Provider\\_Services@help4seniors.org](mailto:Provider_Services@help4seniors.org)**

Submitted questions must reference **RFP 005-21**. Only questions submitted in writing to this e-mail address will receive a response. All questions must be submitted no later than **June 21, 2021**.

Responses to questions submitted will be posted on home52's website at <https://www.home52.org/fi-rfp/> no later than Thursday, June 24, 2021.

## Proposal Delivery

Each encrypted submission must include **one (1) signed original** electronic (\*.doc or \*.pdf) version of the original proposal document with all narratives and signed forms scanned as a single document. For confidentiality purposes, on the electronic version, financial information can be marked “proprietary” or “confidential,” scanned, and included as a separate file. You may also submit a physical submission of the proposal which includes **one (1) flash drive with one (1) signed original** version of the original proposal document with all narratives and signed forms scanned as a single document. Submitting a physical copy will not increase any bidder’s potential of being awarded a contract.

Please have the signed original copy of your proposal divided into labeled sections based on the Proposal Submission Requirements found in Section 3 (Three) of this RFP.

**All sealed bids must be received no later than NOON Eastern Standard Time on Thursday, July 1, 2021.**

Electronic submissions should be sent to [provider\\_services@help4seniors.org](mailto:provider_services@help4seniors.org) with the subject **RFP 005-21**. Should you choose to submit a physical copy, COA staff will be accepting bids at 175 Tri County Parkway, Cincinnati, Ohio 45246 on Thursday, July 1, 2021, only from 8 a.m. to 12:00 p.m. EST if the prospective bidder wishes to hand deliver their proposal. Bids may also be submitted via courier, delivery service, or via United States mail. home52 encourages electronic delivery to COA staff to minimize the risk of late delivery via a courier/delivery service. The Bidder is responsible for ensuring the bid arrives at COA’s office prior to the submission deadline. If a receipt of delivery is desired by the Bidder, the Bidder is responsible for using a form of delivery service that supplies them with a timed and/or dated delivery receipt. Sealed bids must be sent to:

Council on Aging of Southwestern Ohio  
Attention: Home Health Aide Application RFP  
175 Tri County Parkway  
Cincinnati, Ohio 45246

**No late bids will be accepted.** COA and home52 are not responsible for, and will not open or consider, proposals arriving after the deadline because of missed delivery, improper address, insufficient postage, accident, or any other cause. COA’s building is open from 8:00 A.M. to 4:30 P.M., Monday through Friday. \*Please note the COA offices will be closed Monday, July 5, 2021 in observance of the Independence Day holiday. \*

## Integrity of the Procurement Process

During the procurement process, bidders interested in responding to the solicitation may submit questions via email ([provider\\_services@help4seniors.org](mailto:provider_services@help4seniors.org)) only to the Provider Services team regarding procedural matters related to the RFP, or requests for clarification or modification of this solicitation, no later than the due date and time as set forth in the RFP. Questions or requests submitted after the due date and time will not be answered.

Prospective service providers shall not contact any Council on Aging or home 52 personnel (except for the Provider Services team), board or advisory council members, or program funders, including elected officials, for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any Notice of Intent to Award a contract. Unauthorized contact with any Council on Aging personnel, board or advisory council members, or its funders, including elected officials, may be cause for rejection of the vendor's proposal.

## Agency and Program Background

### home52

home52 is a subsidiary of Council on Aging of Southwestern Ohio (COA). Leveraging nearly 50 years of experience, COA and home52 are experts at helping individuals, families, and caregivers manage complex medical and long-term care needs. home52 offers services that align with COA's mission to help individuals remain independent in their homes and communities. More information about home52 can be found at [www.home52.org](http://www.home52.org).

### Council on Aging of Southwestern Ohio

COA was established in 1970 and was incorporated as a nonprofit agency in December 1971. In 1974, COA was designated by the Ohio Commission of Aging, now the Ohio Department of Aging (ODA), as the Area Agency on Aging (AAA) for Butler, Clermont, Clinton, Hamilton, and Warren counties. These five counties comprise Planning and Service Area Number 1 (PSA-1) in the State of Ohio.

COA, providing service to older adults for more than 50 years, is Southwestern Ohio's AAA. Our mission: Enhance lives by assisting people to remain independent through a range of quality services. These include advocacy, caregiver support, counseling, health promotion, home and community-based services, legal assistance, nutrition, senior centers, and transportation. Providers that are selected through this RFP will contract with home52 but will be providing fiscal intermediary services to COA and other clients. More information about COA can be found at [www.help4seniors.org](http://www.help4seniors.org).

### Elderly Service Program (ESP)

The Elderly Services Program (ESP) helps older adults remain safe and independent in their homes by providing senior home care services such as personal care, housekeeping, meals, transportation and

more. ESP expands care seniors may already receive from family and friends and prevents unnecessary nursing home placement. COA administers the Elderly Services Program in Butler, Clinton, Hamilton, and Warren Counties. These programs are funded by county tax levies.

#### **Consumer Directed Care (CDC)**

Consumer Directed Care (CDC) is another option for delivering home care services. Instead of using traditional agencies, clients become “employers” and hire their own “employees” to provide the care and services they need. This allows a client to choose their home care aide to assist and support them with their instrumental activities of daily living (IADL) which may include personal care, homemaking, companion, and respite tasks.

#### **Other Populations to be Served by home52 HHAA**

The home52 Home Health Aide App population is expected to expand over the contract period. The Fiscal Intermediary provider(s) contracted by home52 will begin serving clients residing in Hamilton County that may not be clients of COA. The goal is to expand to neighboring counties and scale as a model of care. These clients may include those for which Consumer Directed Care services are purchased by private pay clients and others.



## Section Two: Home Health Aide App

### home52 Home Health Aide App Overview

home52's Home Health Aide App (HHAA) gives aides and clients autonomy over their schedules, allows for transparent communication between everyone involved in the care plan, and empowers clients and their families/caregivers to have more control over their care. It also helps COA staff more quickly identify critical gaps in care.

Following the framework of Consumer Directed Care (CDC) as a baseline, the app allows the client to become an "employer" and hire their own "employees"/"home health aide." It is an alternative to the traditional option of procuring a home care agency. The "employee" provides the same services that would be available through the home care agency, including help with chores and transportation. The goal of the HHAA option is to provide more choice, independence, and increase client satisfaction while using ESP resources more effectively and increasing the home health aide workforce.

HHAA is designed to be universal and to serve individuals accessing in-home care services through a variety of programs and sources. The app will be available in all major app stores for tablet and mobile devices, designed with older adults in mind.

Our mobile application will:

- Increase compatibility and flexibility between home health aides and their care recipient.
- Expand the Consumer Directed Care workforce to help alleviate the aide shortage.
- Improve communication between clients, informal caregivers, home health aides, and the care management team.
- Provide training, best practices, and payment for services for home health aides, all in one space.
- Make timely payments to home health aides for services rendered based on built-in checks and balances leveraged by electronic visit verification (EVV).

### home52 Home Health Aide Launch and Expansion Plan

As a new service, home52's Home Health Aide App will launch in Fall 2021 with an initial focus on Hamilton County ESP clients of COA. The program will begin with a soft launch focused on a subset of Hamilton County ESP clients with the intent to gradually expand to serve Hamilton County and Butler County clients by December 30, 2021.

home52 seeks to expand services to all applicable clients in Hamilton as well as expand to neighboring counties and potential clients in Spring 2022. As home52's Home Health Aide App expands, services provided in partnership with the fiscal intermediary provider(s) will expand.

## Bid Overview

### Expectations of Bid

For this RFP (Request for Proposal), home52 is looking for a contractual partner to act as the Fiscal Intermediary through the Home Health Aide App (HHAA). At the point of this RFP the HHAA service concept and design is complete, and the app is currently under development. The goal of home52 is to pilot the app as a service that enhances Consumer Directed Care (CDC) through application technology.

In the Bidder's proposal home52 is looking for a contractor(s) who can scale with the HHAA service and application. COA and home52 desire to partner with a contractor that is local to the United States. For the HHAA, home52 retains that all work, data, and service remain in a cloud interface and/or the United States. It is not required for a bidder to have a physical location in Ohio. However, presenting an understanding of Ohio tax requirements and familiarity with requirements established by the Ohio Department of Aging and the Ohio Department of Medicaid is essential for the growth of the application.

home52 is looking for a contractor that understands specialized populations, such as the elderly or people with disabilities. Because home52 will build fiscal intermediary operations into HHAA through an Application Programming Interface (API), the most qualified bidders will show evidence of the following:

- Previous history in delivering fiscal agent services.
- Policies and procedures which outline supporting clients as a fiscal agent, including background checks, form management, and payment processing.
- Onboarding process(es) and orientation for new clients.
- Training curriculum used for current clients including any continuing education courses offered.
- Retention strategies to keep on new clients.
- Demonstration of the average number of clients per month both current and prior to COVID-19.
- Troubleshooting and issue management processes.
- Satisfaction and service reporting.

Bidders can partner or "co-bid" with companies that fit within the scope of the RFP. For example, a company may have expertise in fiscal intermediary services, but be unfamiliar with background checks. That bidder could enter a proposal that outlines their partnership with a background check company to complete services. home52 is looking to collaborate to bring the HHAA to market. It is expected that all partners or "co-bidders" need to complete the required bidder's forms and provide individual information for all 1<sup>st</sup> evaluation criteria. All other parts of the proposal may be submitted jointly.

### What is a Fiscal Intermediary/Agent?

Consumer Directed Care (CDC) as a service allows COA clients to hire individuals directly to provide their home care services. A fiscal intermediary works on behalf of the client to perform human

resource duties such as background checks and managing paperwork, while also processing payment and taxes. In the HHAA, we are looking for a partner to complete these services. We need that partner to provide an Application Programming Interface (API) to integrate the performance of the service with the application.

### **Background Check**

It is required for any individual providing direct care services to individuals who receive ESP services to have a criminal records check. For the submission process the bidder may co-submit with a system solution that conducts criminal background checks per the requirements in Attachment Four (4) of this RFP.

### **Forms**

To legally perform services, and provide payment for those services, a home care aide, and their client (who is receiving ESP services) are required to complete specific forms. These forms may be generated by the bidder, state, and federal government. See Attachment Two (2) of this RFP for examples of the expected forms. It is home52's goal to have the forms completed throughout the onboarding process in the HHAA. It is expected that the awarded bidder(s) will receive forms through the application and then manage forms and maintain compliance on behalf of COA, as well as home52 clients and their Home Health Aide(s).

### **Account Management**

It is expected that the awarded bidder(s) will maintain and manage the human resource duties and payment to the home health aide (employee) on behalf of the COA client (employer). This includes but is not limited to:

- Managing a relationship with the client (employer) to ensure they are current in all aspects of their employee(s).
- Providing training on workflow and payment processes.
- Trouble shooting issues on behalf of the client/employer and aide/employee for both technical and process issues.
- Maintaining communication with home52, home health aide (employee), and COA client (employer).

### **API**

The payment provider Application Programming Interface (API) will be used to integrate employer, employee, and time entry information with the payment provider to facilitate timely payroll runs taking place. The HHAA (application) will manage a collection of data for Clients (Employers), Aides (Employees), Time Entries, and Time Entry Approvals. We will use the Payroll Provider API to send this information to the Payroll Provider. The Payroll Provider system will use this information to issue payments to Aides (Employees) with appropriate taxes and withholdings. The Payroll Provider will produce all required tax information and forms for the Clients (Employers) and Aides (Employees). The API should collect/receive all necessary documents including verified background checks and ensure timely payment to the employees. The API should include an audit log with the history of payment

approval and completed payment transactions. To support the integration home52 holds the following expectations:

- Support contact information
- Support request ETA: ideally < 4 hrs.
- Notice for any API changes that would require changes to the HHAA application code must be given 90 days before the change goes into effect.

## Section Three: Proposal Submission Requirements

Bidders are encouraged to bid with partners to fulfill the desired services. A complete bid proposal includes the elements listed within this Section. If co-bidders are engaged, items 1) Bid Forms and Documentation and 2) First Level Evaluation must be submitted for each co-bidder. The third through fifth level responses should address the co-bidder partnership and the role of each co-bidder as is relevant to the proposal item.

### 1) Bid Forms and Documentation

- a) Bidder's Information Forms

### 2) First Level Evaluation

- a) Prior year's tax return (including all schedules)
- b) Prior year's statement of revenue and expenses
- c) Dated statement from a contracted CPA or an internal officer confirming that all federal, state, and local income and employment tax payments are current and paid through the most recent tax year.
- d) Proof of Ability to process Background Checks and Payment.

### 3) Second Level Evaluation response:

- a) **Project Approach.** Describe how your company will manage this project, including:
  - i) Project management
  - ii) Communications
  - iii) Change management
  - iv) Risk management, including HIPAA compliance and practices.
  - v) Upgrades and maintenance

Project approach should be no more than six (6) pages in length.

### 4) Third Level Evaluation response:

- a) **Company Profile.** Provide an overview of your company detailing the company's experience and capabilities in managing clients as described in the bid overview as well as reference to the company's ability to manage tech and client support. Company profile should include years in industry, financial stability, leadership profiles, and types of clients served. Company profile should be no more than two (2) pages total.
- b) **Staff Profile.** Provide profiles for the team members that will be assigned to this bid. Staff profiles should include education and experience relevant to the bid. Staff profiles should be no more than one (1) page per team member.
- c) **Experience Profiles.** Provide at least (1) one example of your experience with the defined use case. Experience profiles should be no more than two (2) pages in length per example, or six (6) pages total. Bidder should include 3 – 5 professional references from customers with a similar background for contact.
- d) **Quality management, monitoring, and improvement process.** Describe how your agency:

- i) Incorporates policies, processes, and activities to reduce risk and improve all aspects of service delivery.
  - ii) Addresses issues and concerns in a timely manner.
  - iii) Solicits feedback from clients, employees, management, and other stakeholders such as COA for performance improvement.
- e) **Service.** Provide a one (1) page description of the company’s experience and commitment to specialized populations & client satisfaction. It should include but is not limited to the following:
- i) Describe your agency’s mission, depth, breadth, and years of service to specialized populations, such as the elderly or people with disabilities.
  - ii) Describe your agency’s average number of clients per month both current and prior to COVID-19.
  - iii) Locations serviced.
  - iv) Include client satisfaction responses from previous delivery of services. Describe your agency’s previous history in delivering Fiscal agent services.
  - v) Provide your agency’s policies and procedures which outline supporting clients as a fiscal agent, including background checks, form management, and payment processing.
  - vi) Onboarding and orientation for new clients.
  - vii) Training curriculum and continuing education for current clients.
  - viii) Retention strategy for new clients
- 5) **Fourth Level Evaluation response:**
- a) **Pricing.** Provide your pricing to include cost to provide service per the Scope of Work.
- 6) **Fifth Level Evaluation response:**
- a) **Off-Shoring.** A description of any services that will be assigned to employees who reside outside of the United States or to subcontractors that operate outside of the United States.
  - b) **API.** Provide evidence of fulfilling the following requirements:
    - i) Sandbox/test environment.
      - (1) This environment will allow us to use the API with example data in a non-production environment.
    - ii) API usage documentation.
      - (1) Should include example client code, requests, and responses.
    - iii) Developer API credentials.
      - (1) API key or username/password used to access API.

**Proposal submission format:**

- a) Each encrypted submission must include **one (1) signed original** electronic (\*.doc or \*.pdf) version of the original proposal document with all narratives and signed forms scanned as a single document. For confidentiality purposes, on the electronic version, financial information can be marked “proprietary” or “confidential,” scanned, and included as a separate file.
- b) You may also submit a physical submission which includes **one (1) flash drive with one (1) signed original** electronic (\*.doc or \*.pdf) version of the original proposal document with all

narratives and signed forms scanned as a single document. Submitting a physical copy will not increase any bidder's odds.

- c) Please have the signed original copy of your proposal divided into sections based on the Proposal Submission Requirements and Evaluation criteria are found in Sections Three (3) and Four (4) of this RFP.

## Section Four: Proposal Evaluation

home52 shall award a Service Agreement to the bidder(s) who submit the best proposal(s) based on evaluation of all bids as determined by home52, in its sole discretion unless home52 rejects all bids. home52 reserves the right to reject any or all bids, any part or parts of any bid, and the right to waive any informality in any bid. Any bid which is conditional, obscure, or which contains additions not requested, or irregularities of any kind, may be rejected.

home52 reserves the right to make changes in program requirements, procedures, and terms after the bids have been submitted, opened, and reviewed in order to maximize delivery of services consistent with the objectives of the home52 Home Health Aide App.

home52 reserves the right to apply any of the following, if warranted, in home52's sole opinion:

- Negotiate price.
- Award to multiple providers
- Eliminate any term or condition that is not advantageous to home52, its clients, or funders.
- Set ceiling/maximum rates for services provided resulting from this RFP.

Bid proposals will be evaluated based on Bidder's (1) Financial Analysis and Stability, (2) The Organization and Capabilities Overview, (3) Pricing, and (4) API and Technical Integration.

### Selection

home52 will form a review committee made up of representatives from various functional areas within and outside of the organization. This review committee will base its recommendation on the evaluation criteria set forth in this RFP. The committee will conduct an initial evaluation based on information in the submitted proposals.



## Scoring of Submission

The selected committee will base the evaluation on the following criteria:

Description	Evaluation Criteria
1 <sup>st</sup> Category Evaluation- Go/No Go Criteria	Submitted Documentation
2 <sup>nd</sup> Category Evaluation- The Organization and Capabilities	0-3 points
3 <sup>rd</sup> Category- Personnel, Staffing, and Training	0-12 points
4 <sup>th</sup> Category Evaluation - Pricing	0-3 points Complete based on requested pricing information, and competitive with other proposals.
5 <sup>th</sup> Category Evaluation – Payment API	0-21 points
	<b>Total possible points = 39</b>

### 1<sup>st</sup> Level Evaluation: GO/NO-GO CRITERIA

*These are YES/NO criteria. Any submission with 1 or more “NO” answers will be discussed with the review committee to determine if further evaluation will be afforded or granted.*

Criteria	Scoring Criteria	Examples for Scoring	Points
<b>Financial Stability &amp; Insurance</b>	1. Provides prior year’s tax return (including all schedules) and prior year’s statement of revenue and expenses.	<b>GO:</b> No material findings present on audited financial reports. Provides current Certificate of Insurance.	<b>GO</b>
	2. Provides dated statement from a contracted CPA or an internal officer confirming that all federal, state, and local income and employment tax payments are current and paid through the most recent tax year.	<b>NO GO:</b> Financial data not provided, or audits contain material findings or unaudited financials show lack of financial stability. Unable to provide Certificate of Insurance and Workers’ Compensation Certificate.	<b>NO-GO</b>

## 1<sup>st</sup> Level Evaluation: GO/NO-GO CRITERIA

*These are YES/NO criteria. Any submission with 1 or more "NO" answers will be discussed with the review committee to determine if further evaluation will be afforded or granted.*

Criteria	Scoring Criteria	Examples for Scoring	Points
<b>Project Approach</b>	Proposal outlines: <ol style="list-style-type: none"> <li>1. Strong project management methodology.</li> <li>2. Regular communications with home52, COA, and home52 development partners.</li> <li>3. A change control process that includes documentation.</li> <li>4. Processes for early identification of risks to the project and proposed mitigation steps.</li> <li>5. How future workflows will be developed and incorporated. And how any maintenance that affects the API will be performed.</li> </ol>	<b>GO:</b> Proposal demonstrates the bidder's proposed process(es) to address the following: change management, risk management, and project management.	<b>GO</b>
		<b>NO GO:</b> No evidence in the proposal that the bidder has a process to address the following: change management, risk management, and project management.	<b>NO-GO</b>

## 2<sup>nd</sup> Category Evaluation- The Organization and Capabilities *Total Possible Points = 3*

Criteria	Scoring Criteria	Examples for Scoring	Points
<b>Company Profile</b>	Company profile demonstrates experience as a fiscal agent and the ability to support the technical integration of their services. Include company's mission, vision, and evidence of working with specialized populations, such as the elderly or people with disabilities.	<p><b>Example 0 points</b> - No information provided.</p> <p><b>Example 1 point</b>- Little to no pertinent information provided.</p> <p><b>Example 2 points</b>- Profile demonstrates only one requirement or only limited experience and/or ability.</p> <p><b>Example 3 points</b>- Profile addresses both requirements effectively, demonstrating both experience and ability.</p>	<b>0-3</b>

**3<sup>rd</sup> Category- Personnel, Staffing, and Training** *Total Possible Points = 12*

Criteria	Scoring Criteria	Examples for Scoring	Points
<b>Staff Profiles</b>	Staff assigned demonstrate the knowledge, skills, and experience required to 1) manage the client relationships and 2) support integrations with the application. The team has breadth and depth of experience needed for the scope.	<p><b>Example 0 points</b> - No information provided.</p> <p><b>Example 1 point</b> - Staff are assigned but it is not clear that they have expertise to cover both requirements.</p> <p><b>Example 2 points</b> - Staff are assigned and have expertise to cover one of the defined requirements.</p> <p><b>Example 3 points</b> - Profiles address both requirements.</p>	<b>0-3</b>
<b>Experience Profiles</b>	At least 3 professional references and defined use cases demonstrating experience and ability to deliver on projects that are similar in size and scope to bid overview.	<p><b>Example 0 points</b> - No information provided.</p> <p><b>Example 1 point</b> - Supplied information shows bidder's experience and ability to work as a fiscal agent for a dissimilar project. Experience does not include ability to sustain API. No references included.</p> <p><b>Example 2 point</b> - Supplied information shows bidder's experience and ability to work as a fiscal intermediary and API support for a dissimilar project. Includes less than 3 references.</p> <p><b>Example 3 points</b> - Information supplied shows the bidder's experience and ability to deliver on a project very similar to the size and scope of this RFP. Includes evidence to work as a fiscal agent, sustain an API, and includes 3 references.</p>	<b>0-3</b>

**3<sup>rd</sup> Category- Personnel, Staffing, and Training** *Total Possible Points = 12*

Criteria	Scoring Criteria	Examples for Scoring	Points
<p><b>Quality management, monitoring, and Improvement process</b></p>	<p>Describe how your agency:</p> <ul style="list-style-type: none"> <li>• Incorporates policies, processes, and activities to reduce risk and improve all aspects of service delivery.</li> <li>• Addresses issues and concerns in a timely manner.</li> <li>• Solicits feedback from clients, employees, management, and other stakeholders such as COA for performance improvement.</li> </ul>	<p><b>Example 0 points-</b> No information provided.</p> <p><b>Example 1 point-</b> Proposal does not include a policy or process for quality management, monitoring or improvement.</p> <p><b>Example 2 points-</b> Proposal includes a policy or process for quality management, monitoring or improvement with no examples or details of how data is collected or used.</p> <p><b>Example 3 points-</b> Proposal includes a policy or process for quality management, monitoring or improvement. Proposal describes how feedback is solicited and used to maintain or improve performance.</p> <p>Proposal includes examples and details of how issues and concerns are addressed, how data is collected and used.</p>	<p><b>0-3</b></p>
<p><b>Service</b></p>	<ul style="list-style-type: none"> <li>• Provide the onboarding process and orientation given to new clients.</li> <li>• Provide the training curriculum used for current clients including any continuing education courses offered.</li> <li>• Describe your agency’s retention strategies to keep on new clients.</li> </ul>	<p><b>Example 0 points-</b> No information provided.</p> <p><b>Example 1 point-</b> Proposal mentions onboarding process and orientation for new clients but does not include training curriculum for continuing education courses for current clients. Does not include retention strategies for new clients.</p> <p><b>Example 2 points-</b> Proposal mentions onboarding process and orientation for new clients and includes training curriculum for continuing education courses</p>	<p><b>0-3</b></p>

**3<sup>rd</sup> Category- Personnel, Staffing, and Training** *Total Possible Points = 12*

Criteria	Scoring Criteria	Examples for Scoring	Points
		for current clients. Does not include retention strategies for new clients.  <b>Example 3 points-</b> Proposal mentions onboarding process and orientation for new clients and includes training curriculum for continuing education courses for current clients. Includes retention strategies for new clients.	

**4<sup>th</sup> Category Evaluation – Pricing** *Total Possible Points = 3*

Criteria	Scoring Criteria	Examples for Scoring	Points
<b>Pricing</b>	Provide pricing examples for: <ul style="list-style-type: none"> <li>• Cost per client.</li> <li>• Cost per transaction.</li> <li>• Any relevant service cost within the scope of the RFP.</li> </ul>	<b>Example 0 points</b> - No information provided.  <b>Example 1 point</b> - Pricing included but does not address all points.  <b>Example 2 points</b> – Pricing included does not reflect the ability to scale.  <b>Example 3 points</b> – Pricing included reflects the ability to scale.	<b>0-3</b>

**5<sup>th</sup> Category Evaluation – Payment API** *Total Possible Points = 21*

Criteria	Scoring Criteria	Examples for Scoring	Points
<b>Off Shoring</b>	COA and home52 desire to partner with a contractor that is local to the United States. For the Home Health Aide App, we retain that all	<b>Example 0 points</b> - No information provided.	<b>0-3</b>

**5<sup>th</sup> Category Evaluation – Payment API** *Total Possible Points = 21*

Criteria	Scoring Criteria	Examples for Scoring	Points
	work, data, and service remain in a cloud interface and/or the United States.	<p><b>Example 1 point</b> – Significant off shoring to employees or subcontractors residing outside the U.S.</p> <p><b>Example 2 point</b> – Minimal off shoring to employees or subcontractors residing outside the U.S.</p> <p><b>Example 3 points</b> – No off shoring to employees or subcontractors residing outside the U.S.</p>	
<b>API Industry Standard</b>	API follows appropriate industry standards (ex: REST or GraphQL) and returns responses in JSON format.	<p><b>Example 0 points</b> - No evidence provided.</p> <p><b>Example 1 point</b> – Minimal API usage documentation with example HTTP requests and responses</p> <p><b>Example 2 point</b> - API usage documentation with example HTTP requests and responses</p> <p><b>Example 3 points</b> - API usage documentation with example REST or GraphQL requests and responses</p>	<b>0-3</b>
<b>Testing Capabilities</b>	Bidder will need to provide access to their API in a test environment (with credentials) as well as documentation on API usage.	<p><b>Example 0 points</b> – No evidence provided.</p> <p><b>Example 1 point</b> – bidder has an API.</p> <p><b>Example 2 points</b> - Documentation describing sandbox/test environment access and usage.</p> <p><b>Example 3 points</b> - Able to invoke API in a test environment and verify correct responses.</p>	<b>0-3</b>
<b>Standard</b>	The API is able to be executed using a standard tool (ex: Postman) and responses are verified.	<b>Example 0 points</b> – No evidence provided.	<b>0 or 3</b>

**5<sup>th</sup> Category Evaluation – Payment API** *Total Possible Points = 21*

Criteria	Scoring Criteria	Examples for Scoring	Points
		<p><b>Example 3 points</b> - Able to invoke API in a test environment using a standard tool (e.g., Postman) and verify correct responses.</p>	
<b>Integration</b>	Provide examples of previous integrations.	<p><b>Example 0 points</b> – No evidence provided.</p> <p><b>Example 1 point</b> – Case study examples are provided.</p> <p><b>Example 2 points</b> – References customers for which previous integrations were provided.</p> <p><b>Example 3 points</b> – Source code repository of example application integrating with the API.</p>	<b>0-3</b>
<b>Regulation Experience</b>	Demonstrate their knowledge, capabilities, or experience from working with government agencies in the past. Specifically, Ohio, or another tri-state area.	<p><b>Example 0 points</b> – No evidence provided.</p> <p><b>Example 1 point</b> – Can demonstrate experience in understanding and monitoring regulations, but not through a government agency(s).</p> <p><b>Example 2 points</b> – Have worked with some government agency(s) in the past.</p> <p><b>Example 3 points</b> – Have deep knowledge and have integrated a government agency in the state of Ohio or another tri-state area.</p>	<b>0-3</b>
<b>3<sup>rd</sup> Party Experience</b>	Bidder has worked with a 3rd party company (such as DocuSign, Vetty, Checkr, or others) to receive signed documents or verified background checks from individuals.	<p><b>Example 0 points</b> – No evidence provided.</p> <p><b>Example 1 point</b> – Understanding is documented but no references listed.</p> <p><b>Example 2 points</b> – Case study examples are provided.</p>	<b>0-3</b>

**5<sup>th</sup> Category Evaluation – Payment API** *Total Possible Points = 21*

Criteria	Scoring Criteria	Examples for Scoring	Points
		<b>Example 3 points</b> – References customers and previous or current 3 <sup>rd</sup> party company partnerships.	