

Sooner
Oklahoma Health Care Authority



RFP Services: Consulting Services
RFP Number: 8070001092

Section C. Instructions to Bidder

Table of Contents

C.1 GENERAL INFORMATION: 2
C.2 BIDDER QUESTIONS 4
C.3 RFP AMENDMENTS..... 4
C.4 LANGUAGE..... 5
C.5 PROPOSAL CHANGE..... 5
C.6 PROPOSAL RESPONSE REQUIREMENTS..... 5

C.1 GENERAL INFORMATION:

1. The contract officer listed in Section A of this RFP is the only individual the Bidder shall be in contact with concerning any issues with this RFP. Failure to comply with this requirement may result in the Bidder’s proposal response being considered nonresponsive and not considered for further evaluation.
2. This RFP relies on the Bidder’s expertise and experience to determine how to achieve OHCA’s goals and define and deliver the required services and requires the successful Bidder to develop and write a detailed response.
3. Bidders are urged to read this RFP carefully. Failure to do so will be at the Bidder’s risk. Provisions, terms, and conditions may be stated or phrased differently than in previous RFPs. Proposals will be evaluated and any resultant contract(s) will be administered in strict accordance with the plain meaning of the contents hereof irrespective of past interpretations, practices, or customs.
4. Manufacturers’ Name and Approved Equivalent
 - a. Unless otherwise specified in this RFP, manufacturers’ names, brand names, information, and/or catalog numbers listed in a specification are for information and not intended to limit competition. Bidder may offer any brand for which it is an authorized representative, which meets or exceeds the specification for any item(s). However, if a Proposal is based on equivalent products, indicate on the Proposal form the manufacturer’s name and number.
 - b. Bidder shall submit sketches, descriptive literature, and/or complete specifications with their Bid. Reference to literature submitted with a previous Proposal shall not satisfy this provision. The Bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids that do not comply with these requirements are subject to rejection.
 - c. Acceptance of RFP Content
 - i. Unless otherwise provided in Section One of the Bidder’s response to this RFP, all Bids shall be firm representations that the responding Bidder has carefully investigated and will comply with all terms and conditions contained in this RFP Upon award of any contract to the

successful Bidder, the contents of this RFP shall become contractual obligations between the parties. Failure to provide all proposed Amendments to the terms and conditions contained in this RFP of the Proposal may cause the Proposal to be rejected from consideration for award.

- d. Rejection of Offer
 - i. The OHCA reserves the right to reject any Bids that do not comply with the requirements and specifications of this RFP. A Proposal may be rejected when the Bidder imposes terms or conditions that would modify requirements of this RFP or limit the Bidder's liability to the OHCA. Other possible reasons for rejection of Bids are listed in OAC 260:115-7-32.
 - ii. Attempts to impose unacceptable conditions on the OHCA, or impose alternative terms not in the best interest of the OHCA shall not be tolerated. Continued attempts to impose unacceptable conditions or terms on the OHCA shall result in a determination of non-responsiveness of the Proposal due to lack of compliance with the terms and conditions of negotiation or this RFP.
5. Either OHCA or the Bidder(s) may discontinue the contracting process at any time. Notice of Bidder discontinuation of contracting shall be submitted to the contact in Section A Scope of Work.
6. Open Records
 - a. Documents and information a Bidder submits as part of, or in connection with, a RFP may be subject to disclosure in accordance with Oklahoma law, including the Open Records Act. To the extent permitted by Oklahoma law, a Proposal shall not be disclosed, except for the purposes of evaluation, prior to Contract award.
 - b. Bidders claiming any portion of their Proposal as proprietary or confidential shall specifically identify what documents or portions of documents they consider proprietary or confidential, and shall submit an additional copy of the Proposal with this information redacted; provided, however, bids that are marked proprietary or confidential in their entirety shall not be accepted for consideration. OHCA shall make the final decision as to whether Proposal documentation or information marked proprietary or confidential is proprietary or confidential. All material submitted to OHCA shall be considered the property of OHCA.
 - c. If Bidder provides a copy of its Proposal with proprietary and confidential information redacted and OHCA appropriately supplies the redacted Proposal to another party under the Oklahoma Open Records Act or other statutory or regulatory requirements, the Bidder agrees to indemnify OHCA and step in to defend its interest in protecting the referenced redacted material.
7. All public documents related to this RFP shall be made available on the OHCA website at the following link: <http://www.okhca.org/procurement>. This includes the RFP Library, RFP, and Amendments.

8. All Bids submitted shall be consistent with the Oklahoma Central Purchasing Act, Information Services Act, and associated statutes and rules, as applicable.
9. All costs incurred by the Bidder for response preparation and participation in this RFP process will be the sole responsibility of the Bidder. The OHCA will not reimburse any Bidder for any such costs.
10. By submitting a Bid, Bidder agrees not to make any claims for damages or have any rights to damages because of any misunderstandings or misrepresentation of the specification or because of any misinformation or lack of information.
11. The deadline for submitting responses to be considered for award is defined in Section A Scope of Work. Responses received after the submission deadline will not be considered. If a late submission is received, OHCA will return the submission to the vendor in accordance with OAC 260:115-3-11(e).
12. Proposal shall remain firm for a minimum of one hundred eighty (180) days from the RFP closing date. Bidders guarantee unit prices to be correct. In accordance with 74 O.S 85.40, ALL travel expenses to be incurred by the supplier in performance of the Contract shall be included in the total proposal price/contract amount.

C.2 BIDDER QUESTIONS

1. All questions and requests for clarification regarding the meaning or interpretation of any RFP provision, including changes, should be submitted to the email address specified in Section A Scope of Work using Attachment 8. Questions will not be accepted by mail, fax, or telephone.
2. Bidders must submit questions no later than the date and time shown on the cover sheet. Answers to the questions shall be posted as amendments to the RFP.

C.3 RFP AMENDMENTS

1. No alterations to the contract documents, including all Sections and Attachments, will be made or accepted without a formal Amendment to the RFP. Submissions must include the most current, unaltered version of all Attachments. Attempts to alter RFP documents in ways other than specified in the RFP shall result in the proposal being deemed non-responsive.
2. OHCA shall post amendments to this RFP on its website. It is the Bidder's responsibility to check frequently for any possible amendments that may be issued. OHCA is not responsible for a Bidder's failure to acquire any amendment documents required to complete a RFP.
3. The Bidder shall acknowledge receipt of any and all amendment(s) to this RFP by signing and returning the amendment(s) with its proposal. Failure to acknowledge RFP amendment(s) may be grounds for rejection.
4. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the RFP. All amendments to the RFP shall be made in writing by OHCA.
5. In no event shall the Bidder's failure to read and understand any term or condition in this RFP constitute grounds for a claim after contract award.

C.4 LANGUAGE

1. Proposal Responses shall be in clear, concise language. This is defined as easy-to-understand, non-technical information unless describing technology and/or architecture requirements.
2. Whenever the terms “shall”, “must”, “will”, or “is required” are used in this RFP, the specification being referred to is mandatory for this RFP. Failure to meet any mandatory specification may cause rejection of the Bidder’s proposal.
3. Whenever the terms “expected,” “can,” “may,” or “should” are used in this RFP, the specification being referred to is a desirable item and failure to provide any item so termed will not be cause for rejection.

C.5 PROPOSAL CHANGE

1. If the Bidder needs to change a proposal prior to the RFP Closing Date and Time, a new proposal shall be submitted to OHCA with the following statement: “This proposal supersedes the proposal previously submitted.”
2. The name and address of the Bidder, and the RFP number shall be included in the email.
3. The new proposal must be delivered before or by the RFP Closing Date and Time. If the new proposal does not arrive by this date and time, the previous proposal will be used for evaluation.

C.6 PROPOSAL RESPONSE REQUIREMENTS

1. All proposal responses must be submitted by the deadline to the contract officer identified in Section A. Scope of Work.
2. The font shall be Times New Roman, and the type size shall not be smaller than 12 point. The top, bottom, left and right margins shall be at least one inch, excluding headers and footers. All pages must be numbered.
3. The Bidder shall not submit any items other than those requested in the Attachments/forms. If the Bidder submits marketing material, illustrations, extra pages or narrative, etc., the proposal may be considered non-responsive. The additional information will not be considered in the evaluation.
4. All Bids shall be submitted as follows:
5. A PDF copy of the proposal response shall be emailed directly to the contract officer listed in Section A. The email must be clearly marked with the Bidder’s name and RFP number.
6. Responses must be submitted on the forms provided, where applicable. Where a form is not provided, responses must be submitted in MS Word format (.doc or .docx) or Adobe PDF (.pdf).
7. Each Bidder shall submit a complete proposal and should clearly describe the Bidder’s ability to meet or exceed every requirement detailed in Section A. Scope of Work by filling out the RFP Attachments.
8. Proposals should be organized in a way that is clear and mirrors the organization of this RFP.

9. Each Section, as listed, should be organized in a logical order in the email submission.
10. The RFP documents that are required to be completed by the Bidder and returned in the Bidder's proposal response are as follows:
 - a. Section One – Administrative Documents
 - i. Completed Attachment 1 Proposal Cover Page.
 - ii. Completed Attachment 2 Checklist and Corporate Stability - Bidder must disclose any and all judgements, pending litigation or other potential financial reversals which might materially affect the viability or stability of the Bidder's organization, or certify that no such condition is known to exist at the time of submission.
 - iii. Signed Amendments, if applicable.
 - iv. Any proposed exceptions to RFP terms and conditions.
 - b. Section Two – References and resumes
 - i. References shall be submitted using Attachment 3 in accordance with the Instructions on the front page of the form. It is the responsibility of the Bidder to collect references from their customers. All references should be signed and clearly list the contact information of the responding customer.
 - ii. Bidder will submit three (3) references where the proposed solution is currently in use.
 - iii. Resumes shall be submitted for all Key Personnel defined in Section A, Table 2.
 - c. Section Three – Financial Viability
 - i. Bidder will include a copy of their audited financial statements for the previous year as a part of their Bid.
 - ii. OHCA reserves the right to request reports on financial stability from independent financial rating services in order to further substantiate financial viability.
 - d. Section Four – Technical Response
 - i. – Bidders shall submit a completed response to Attachment 4 - Technical Narrative Questions shall have the following:
 1. Page limits:
 - a. Attachment Four shall be limited to 15 pages per subcategory a.-n;
 - b. Pages submitted in excess of this limitation will not be evaluated;
 2. Milestone Schedule – shall be established at the beginning of each task order
 - ii. Attachment 5 – Potential Optional Services
 1. Bidders may propose optional services that they believe will assist the OHCA in meeting the goals of the RFP.
 2. OHCA may or may not opt to implement the potential optional services.

3. Attachment 5 shall be limited to two (2) pages. Any additional pages submitted shall not be considered.
- e. Section Five – Pricing
 - i. Attachment 6. Pricing Sheets shall be submitted in accordance with the instructions in the Pricing Sheets workbook.
 - ii. If the submitted Price Proposal form exceeds the not-to-exceed defined in Attachment 6 the proposal shall be deemed non-responsive.
 - iii. Attachment 6 must be submitted as a spreadsheet, in its original and unaltered format, other than as necessary to complete the response sections of the Attachment. PDF and other alternate formats will not be accepted. No alterations to the pricing format will be accepted and,
 - f. Attachment 7 Bidder's Questions is only to be submitted at the time of questions and answers.
- b. It is the responsibility of the Bidder to ensure that all RFP documents are completed and received by OHCA. Bidders shall use the Attachments provided to submit the requested information. Failure to provide a complete response utilizing the provided Attachments may lead to disqualification or an unfavorable evaluation.