

**STATE OF CONNECTICUT PROCUREMENT NOTICE**

**Request for Proposals (RFP) For  
Issued by the State of Connecticut Department of Mental  
Health and Addiction Services  
(DMHAS)**

**Managed Services Division  
Behavioral Health Recovery Program  
Administrator  
(DMHAS-MSD-ASO-BHRP-2027)**

**AUGUST 21, 2025**

The Request for Proposal is available in electronic format on the State Contracting Portal by filtering by Organization for the Connecticut Department of Mental Health and Addiction Services <https://portal.ct.gov/DAS/CTSource/BidBoard> or from the Agency's Official Contact:

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Hartford, CT 06106  
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The RFP is also available on the Department's website at:  
<https://portal.ct.gov/DMHAS/RFPs/Index/RFPs-and-RFQs>

**RESPONSES MUST BE RECEIVED NO LATER THAN  
OCTOBER 23, 2025**

**A BIDDERS' CONFERENCE WILL BE HELD  
Thursday, September 18, 2025  
at 10:00 AM**

DMHAS is an Equal Opportunity/Affirmative Action Employer.  
The Agency reserves the right to reject any and all submissions or cancel this procurement at any time if deemed in the best interest of the State of Connecticut (State).

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## I. GENERAL INFORMATION

### A. INTRODUCTION

**1. RFP Name and Number.** DMHAS-MSD-ASO-BHRP-2027.

**2. RFP Summary.**

The State of Connecticut, Department of Mental Health and Addiction Services (hereafter referred to as DMHAS, or the Department) is seeking proposals from qualified respondents with a primary site of operations in Connecticut to manage the delivery of the services for the Behavioral Health Recovery Program (BHRP). This organization will be responsible for administering the functions of BHRP and ensuring eligible individuals have access to community based clinical and/or recovery support services.

**3. RFP Purpose.**

It is the intention of DMHAS to enter into a financial and contractual relationship with a qualified and experienced organization to assist in the ongoing management of the BHRP services subscribed by State funding. DMHAS intends to utilize the expertise of the organization to ensure quality, recovery-oriented services, those provided directly by the organization as well as those provided by DMHAS' contracted behavioral health providers, to individuals enrolled in or eligible for services covered under this RFP.

**4. Commodity Codes.** The services that the Agency wishes to procure through this RFP are as follows:

- 85000000: Healthcare Services
- 93000000: Politics and Civic Affairs Services
- 93140000: Community and Social Services

### B. INSTRUCTIONS

**1. Official Contact.** The Agency has designated the individual below as the Official Contact for purposes of this RFP. The Official Contact is the **only authorized contact** for this procurement and, as such, handles all related communications on behalf of the Agency. Proposers, prospective proposers, and other interested parties are advised that any communication with any other Agency employee(s) (including appointed officials) or personnel under contract to the Agency about this RFP is strictly prohibited. Proposers or prospective proposers who violate this instruction may risk disqualification from further consideration.

Name: **Christine Goracy**  
Address: 410 Capitol Avenue  
Hartford, CT 06106  
Phone: (860) 418-6859  
E-Mail: [DMHAS.FiscalContracts@ct.gov](mailto:DMHAS.FiscalContracts@ct.gov)

**2. Registering with State Contracting Portal.** Respondents must register with the State of CT contracting portal at <https://portal.ct.gov/DAS/CTSource/Registration> if not already registered.

Respondents must submit the following information pertaining to this RFP with your proposal:

- Secretary of State recognition – [onlineBusinessSearch \(ct.gov\)](https://portal.ct.gov/DAS/CTSource/Registration)
- Non-profit status, if applicable
- Notification to Bidders, Parts I-V <https://portal.ct.gov/-/media/CHRO/NotificationtoBidderspdf.pdf>
- Campaign Contribution Certification (OPM Ethics Form 1): <https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

**3. RFP Information.** The RFP, amendments to the RFP, and other information associated with this procurement are available in electronic format from the Official Contact or from the Internet at the following locations:

- Agency's RFP Web Page  
<https://portal.ct.gov/DMHAS/RFPs/Index/RFPs-and-RFQs>
- State Contracting Portal (go to CTSource bid board, filter by DMHAS  
<https://portal.ct.gov/DAS/CTSource/BidBoard>

It is strongly recommended that any proposer or prospective proposer interested in this procurement check the Bid Board for any solicitation changes. Interested proposers may receive additional e-mails from CTSource announcing addendums that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

**4. Procurement Schedule.** See below. Dates after the due date for proposals ("Proposals Due") are non-binding target dates only (\*). The Agency may amend the schedule as needed. Any change to non-target dates will be made by means of an amendment to this RFP and will be posted on the State Contracting Portal and, if available, the Agency's RFP Web Page.....

|                                    |                                  |
|------------------------------------|----------------------------------|
| RFP Release                        | 8/21/2025                        |
| Letter of Intent Due               | 9/4/2025 by 3:00 pm              |
| RFP/Bidder's Conference Date       | 9/18/2025 at 10:00 am            |
| Deadline for Questions             | 9/25/2025 by 3:00 pm             |
| Answers Released                   | 10/2/2025 by 3:00 pm             |
| Proposals Due                      | 10/23/2025 by 3:00 pm            |
| (*) Proposer Selection             | TBD                              |
| (*) Start of Contract Negotiations | TBD                              |
| (*) Start of Contract              | Anticipated to begin on 7/1/2026 |

**5. Contract Awards.** The award of any contract pursuant to this RFP is dependent upon the availability of funding to the Agency. The Agency anticipates the following:

- Total Funding Available: \$15,063,798.00
- Number of Awards: 1
- Contract Cost: Up to \$5,021,266.00 per year
- Contract Term: 3-year term. DMHAS has the right to extend this contract based on funding availability
- Funding Source: State

**6. Eligibility.**

Private organizations, defined as non-state entities that are either nonprofit, proprietary corporations, or partnerships that have a Connecticut location for its business operations established within a twenty-five (25) mile radius to downtown Hartford, Connecticut are eligible to submit proposals in response to this RFP.

**7. Minimum Qualifications of Proposers.** To qualify for a contract award, a proposer must have the following minimum qualifications:

- The Respondent shall have a minimum of three (3) consecutive years of experience managing an array of behavioral health services for individuals who have behavioral health needs for recipients under the DMHAS and/or the CT Medicaid system.
- The Department reserves the right to reject the submission of any Respondent in default of any current or prior contract with DMHAS or the State of Connecticut.
- Register to do Business in the State of CT (the Office of the Secretary of the State) [onlineBusinessSearch \(ct.gov\)](http://onlineBusinessSearch.ct.gov).
- Current accreditation status

**8. An Electronic Letter of Intent.** An Electronic Letter of Intent (LOI) **is required** to respond to this RFP. The LOI is non-binding and does not obligate the sender to submit a proposal. The LOI must be submitted to the Official Contact by e-mail by the deadline established in the Procurement Schedule. The LOI must clearly identify the sender, including name, postal address, telephone number, and e-mail address. It is the sender's responsibility to confirm the Agency's receipt of the LOI. Failure to submit the required LOI in accordance with the requirements set forth herein shall result in disqualification from further consideration.**9. Inquiry Procedures.** All questions regarding this RFP or the Agency's procurement process must be directed, in writing, electronically, (e-mail) to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline(s) will be answered. However, the Agency will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Agency may or may not respond to questions received after the deadline. If this RFP requires a Letter of Intent, the Agency reserves the right to answer questions only from those who have submitted such a letter. The Agency may combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such.

The agency will release the answers to questions on the date(s) established in the Procurement Schedule. The Agency will publish any and all amendments to this RFP on the State Contracting Portal and, if available, on the Agency's RFP Web Page.

At its discretion, the Agency may distribute any amendments to this RFP to prospective proposers who submitted a Letter of Intent or attended the RFP Conference.

**10. Virtual RFP Conference.** A Virtual RFP Bidder's conference will be held on September 18, 2025: Time 10am. **Invitations will be forwarded to prospective proposers who sent in the Required Letter of Intent.**

Prospective proposers will be provided an opportunity to submit questions via email to DMHAS.FiscalContracts@ct.gov. All questions submitted will be answered in a written Addendum to this RFP, which will serve as the Department's official response. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the Addendum and duly noted as such. The agency will release the Addendum on the date established in the Procurement Schedule. The Department will publish any and all Addenda.

**11. Electronic Proposal Due Date and Time.** The Official Contact is the **only authorized recipient** of proposals submitted in response to this RFP. Proposals must be received by the Official Contact on or before the due date and time:

- **Due Date: October 23, 2025**
- **Time: by 3:00 pm**

Proposals received after the due date and time will be ineligible and will not be evaluated. The Agency will send an official letter alerting late respondents of ineligibility.

**An acceptable submission must include the following:**

- a. One (1) conforming electronic copy of the original proposal.
- b. The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.
- c. The electronic copy of the proposal must be emailed to official agency contact for this procurement. The subject line of the email must read: **DMHAS-MSD-ASO-BHRP-2027**. Required forms and appendices may be scanned and submitted as PDFs at the end of the main proposal document. Please ensure the entire email submission is less than 25MB as this reflects The Agency's server limitations. Respondents should work to ensure there are not additional IT limitations from the provider side.

**12. Multiple Proposals.** The submission of multiple proposals is not an option for this procurement.

## **II. PURPOSE OF RFP AND SCOPE OF SERVICES**

### **A. AGENCY OVERVIEW**

The Department of Mental Health and Addiction Services (DMHAS) promotes and administers comprehensive, recovery-oriented services in the areas of mental health treatment and substance use treatment throughout Connecticut.

While the Department's services serve all Connecticut citizens, its mandate is to serve adults (over 18 years of age) with psychiatric or substance use disorders, or both, who lack the financial means to obtain such services on their own. DMHAS also provides collaborative programs for individuals with special needs, such as persons with HIV/AIDS infection, people in the criminal justice system, those with problem gambling disorders, pregnant and parenting women with substance use disorders, persons with traumatic brain injury or hearing impairment, those with co-occurring substance use and mental illness, and special population transitioning out of the Department of Children and Families.

DMHAS operates on the belief that people with mental illnesses and/or substance use disorders can and should be treated in community settings, and that inpatient treatment should be used when absolutely necessary to meet the best interests of the individual. Effective care requires that services such as residential, supportive, rehabilitative and crisis intervention programs are available within their local communities. DMHAS is responsible for providing a wide range of services to adults in each of the five human service Regions in Connecticut.

DMHAS continually works to enhance service effectiveness, including ongoing compliance with the highest national standards of behavioral healthcare by seeking accreditation by the Joint Commission across all its state-operated facilities. DMHAS provides statewide behavioral health services to over 100,000 individuals through state operated services and over 160 private not-for-profit contractors. DMHAS runs the two state psychiatric hospitals, one of which includes detox and residential treatment services for addiction disorders. Inpatient units are also available at three other state-run facilities.

#### **Department Mission and Vision**

"To promote the overall health and wellness of persons with behavioral health needs through integrated network of holistic, comprehensive, effective, and efficient services and supports that foster dignity, respect, and self-sufficiency in those we serve."

DMHAS envisions a recovery system of high-quality behavioral health care that offers Connecticut residents choices from an array of accessible services and supports effective in addressing their health concerns. These services and supports will be culturally responsive, attentive to trauma, built on personal, family, and community strengths, and focus on promoting persons' recovery and wellness. Through a focus on cultivating inclusive social contexts in which individuals' contributions will be valued, the DMHAS system will also foster a sense of full citizenship among persons with behavioral health needs. Finally, services and supports will be integrated, responsive, and coordinated within the context of a locally managed system of care in collaboration with the community, thereby ensuring 2 continuity of care both over time and across organizational boundaries. As a result, each person will have maximal opportunities for establishing, or reestablishing, a safe, dignified, and meaningful life in the communities of their choice.

### **B. PROGRAM OVERVIEW**

***Title: Behavioral Health Recovery Program***



- 1. Problem Statement:** Recovery from substance use and mental health disorders is the guiding principle and operational framework for the system of care that comprises the DMHAS healthcare system. Recovery is best understood as a process rather than as an event. Thus, the service system shall address the needs of people over time and across different levels of health, illness, and disability. Recovery principles shall be applied to the full range of engagement, intervention, treatment, rehabilitative, and supportive services that a person may need.

**"Recovery"** is a process of restoring or developing a positive and meaningful sense of identity apart from one's condition and rebuilding one's life despite, or within the limitations imposed by, that condition. Recovery-oriented care is a person-centered approach and thus may vary from person to person and within the mental health, substance use communities. Just a few examples of recovery include:

- *Returning to a healthy state evidenced by improving one's mood and outlook on life following an episode of depression;*
- *Continuing education in support of career development;*
- *Managing one's illness such that the person can live independently and have meaningful and competitive employment and healthy social relationships;*
- *Reducing the painful effects of trauma through a process of healing;*
- *Attaining or restoring a desired state such as achieving sustained sobriety;*
- *Building on personal strengths to offset the adverse effects of a disability;*
- *Connecting and re-connecting with family, friends, and community; and*
- *Pursuit of spiritual activities to the extent of the person's interest.*

Many individuals, as they enter periods of early recovery, experience difficulty accessing or managing the resources needed to meet their basic needs including food, personal care items, clothing, transportation, and shelter/housing. Barriers to these resources create additional stress during the recovery process and, if left unaddressed, can contribute to difficulties sustaining it.

To help address these challenges, the State of Connecticut has implemented supports for basic needs since 1997. Currently, the Behavioral Health Recovery Program assists individuals statewide in accessing resources to meet their basic needs and continue their recovery efforts.

DMHAS is issuing this RFP as part of the Managed Services Division. The purpose of this RFP is to enter a financial and contractual relationship with a qualified and experienced organization, where it will administer all daily functions related to services within the DMHAS Behavioral Health Recovery Program.

The DMHAS Behavioral Health Recovery Program is administered by the State of Connecticut to provide eligible participants with clinical and basic recovery support services. The program is for individuals who are determined eligible for Husky D (Medicaid for Low Income Adults) by the Department of Social Services and who meet other service eligibility criteria. Services currently include oversight of the program's basic needs services, independent housing services, supportive recovery housing services, transportation services, and clinical services.

DMHAS intends to utilize the expertise of the organization to ensure ongoing quality, recovery-oriented services are available statewide through BHRP. These services include those provided directly by the organization as well as those provided by DMHAS' contracted behavioral health providers, to individuals enrolled in or eligible for

services covered under this RFP. The resulting contractor will be the primary vehicle for organizing and integrating management processes across payer streams that fund an array of program models designed to meet the basic needs of diverse populations statewide. The contractor will conduct eligibility determinations, claims administration, quality management and improvement, care management and case management as specified by DMHAS and will work with the Department to advocate for the interests of individuals, families and communities through the coordination and integration of appropriate services among programs and systems.

## **2. Service Outcome Goals:**

- a.** To facilitate the delivery and integration of high-quality behavioral health treatment services to eligible individuals;
- b.** To provide timely access to all clinically necessary and appropriate behavioral health treatment services, consistent with DMHAS standards of care; and
- c.** To support the individualized recovery journeys of eligible individuals through the coordination of behavioral health treatment and recovery support services.

## **3. Target Population:**

- a.** Adults aged 18 and over,
- b.** Who are enrolled in and hold active coverage under the CT Medicaid HUSKY Health insurance (federal Medicaid Title XIX)
- c.** Are experiencing or at risk of experiencing one or more behavioral health disorders.

## **4. Evidence Based Practices:** This program will utilize evidence-based practices in the following areas:

- a.** Healthcare Administration
- b.** Care Coordination
- c.** Utilization management
- d.** Advocacy and Organizing
- e.** Implementation Science

## **C. SCOPE OF SERVICE DESCRIPTION**

**Service Description:** The Department of Mental Health and Addiction Services (DMHAS) is committed to working with an organization that has demonstrated experience in the public sector. The organization must be able to demonstrate a history of successfully managing both behavioral health services and implementing large-scale, statewide behavioral healthcare initiatives. The Department is seeking a Contractor with a Connecticut based infrastructure and extensive management experience to actualize our Guiding Principles and Strategies towards the Vision, as referenced in Section II.A. of this RFP. The Department recognizes that the defined scope of the BHRP is both broad and complex and as such, subcontractors may be utilized as appropriate. The resultant Contractor will be held directly accountable and liable for all of the contractual provisions resulting from this RFP whether the resultant Contractor chooses to subcontract its responsibilities to a third party or not.

Under the direction of the Department, the Contractor's responsibilities under this RFP and the resulting contract are to manage all behavioral health clinical and recovery support services (as further described below) for BHRP (both those currently in place and also proposed additions and reforms as outlined below).

Clinical and Recovery Support Services to be managed under the BHRP:

- Acute or Subacute psychiatric hospitalizations
- Basic Needs / Gift cards
- Food assistance
- Utilities
- Independent Housing Services / Security Deposit
- Supportive Recovery Housing Services
- Transportation

The State of Connecticut directly operates various behavioral health services that are covered under DMHAS. The Contractor will be required to perform Clinical Utilization Management and Care Coordination for all behavioral health services provided to eligible BHRP individuals including any private non-profit, municipal (if applicable), and state-operated providers to ensure medical necessity and compliance with all other applicable requirements. In addition, the Contractor may be expected to play additional roles in managing these services as directed by the Departments.

The Contractor will be responsible for ensuring that it performs the functions of the BHRP in compliance with all applicable federal and state statutes, regulations, guidance, and other requirements that apply to these functions, including current requirements and future requirements that may be established during the period of the resultant contract, including any extensions.

The Department expects the resultant Contractor to ensure administrative efficiency and cost-effectiveness; be accountable to all program requirements; and to collect, analyze, report out on and use program data for continuous quality improvement. As guided by the BHRP Policies (<https://portal.ct.gov/dmhas/divisions/behavioral-health-division/bhrp>) implemented by the Commissioner of the Department of Mental Health and Addiction Services which are in accordance with the authority granted in C.G.S. § 17a-485i to govern BHRP covered services as may be updated from time to time.

Behavioral Health Clinical Services are designed for the treatment of a substance use disorder(s), psychiatric disorder or both and be determined by DMHAS or the resulting Contractor to need covered clinical recovery services under an evaluation of necessity. Behavioral Health Recovery Support Services are transitional supportive services provided as an adjunct to clinical treatment services to assist eligible recipients in achieving and maintaining recovery. Individuals are actively engaged in behavioral health clinical services and in need of recovery support services.

The BHRP seeks to maintain access capacity for current MH clinical treatment services, including acute and intermediate level of care, and recovery support services, including, basic needs (gift cards), independent housing (IH), security deposit (IH), transportation, Supported Recovery Housing Services (SRHS), Photo ID, food and other recovery support services as well as Ambulatory transportation services. The Department expects the resultant Contractor to maintain capacity to provide the aforementioned services to at least 13,000 individuals per year statewide.

## **1. Organizational Requirements**

### **a. Entity type and location**

- i. Proposers eligible to respond to the RFP are private provider organizations (defined as non-state entities that are either nonprofit or proprietary corporations or partnerships).
  - ii. Proposals must describe the proposer's experience and capacity to develop and implement services defined in this RFP within timeframes set forth by the Department.
  - iii. Proposers eligible to respond to the RFP must have a primary location and offices physically located in Connecticut.
- b. To submit a responsive proposal, THE PROPOSER SHALL provide an overview of their organization containing the following information:
  - i. Description of the mission, vision, and values of the respondent organization and the management philosophy that will be used to successfully administer the BHRP.
  - ii. Provide an organization chart detailing how the proposed program structure fits within the corporate structure.
  - iii. Description on how the existing corporate structure will support and enhance the proposed BHRP.
  - iv. Identify if the contractor is an independent entity or a subsidiary or division of another company or business entity (if the Contractor is not an independent entity, describe the organization linkages and the degree of integration/ collaboration between the organizations including any roles of the organizations' principals)
  - v. Description of the relationship of any parent company or entity when the Respondent is an affiliate of another organization.
  - vi. A description of the Respondent's five (5) consecutive years of experience managing an array of clinical and recovery focused behavioral health services.
  - vii. A description of The Respondent's minimum of three (3) consecutive years of experience facilitating the delivery and integration of high-quality behavioral health treatment or recovery services to individuals.
  - viii. A description of the Respondent's familiarity, and where applicable, past work with the Connecticut publicly funded behavioral health service system
  - ix. A description of the Respondent's familiarity, and where applicable, past work with the DMHAS and Connecticut Medicaid systems.

## 2. Service Expectations:

- a. **Scope of Services:** To submit a responsive proposal, THE PROPOSER SHALL provide an overview of the organization's experience providing comprehensive services similar to those outlined in this RFP. This overview shall include the following information:

Identify and describe any current or past contract(s) where the Contractor performed similar work in the past three (3) years with state agencies, other jurisdictions or commercial health care payers and for each contract, include the name of the customer's program officer, title, address, telephone number, and e-mail address, and the duration of the contract.

- i. Include demonstrating experience providing similar services for the three (3) most recent years that your agency provided such services. This shall include at a minimum the following data elements:
    - a) Years for which services were delivered,
    - b) Number of clients served,

- c) State(s), Territories, Counties, Cities, Towns served,
        - d) Funding Source(s),
        - e) Cost of Services, and
        - f) Demonstrate experience to provide appropriate cultural and linguistic services that meet the needs of the population.
- b. **Service Site:** To submit a responsive proposal, THE PROPOSER SHALL provide an overview of the organization's infrastructure and capacity to conduct operations related to this RFP in Connecticut. This overview shall include the following information:
  - i. Describe the proposed site of the Connecticut location for its business operations that is within a twenty-five-mile (25) radius to downtown Hartford, Connecticut.
  - ii. Copy of current accreditation status
  - iii. Identify any deficiencies in programmatic and financial audits and, if applicable, detail what steps the contractor has taken to address any recommendations.
  - iv. List all sanctions, fines, penalties or letters of noncompliance issued against the Contractor by any funding source (public and/or private).
  - v. Describe the circumstances leading to the sanction, fine, penalty or letter of noncompliance and the corrective action or resolution to the sanction, fine, penalty or letter of noncompliance. If no sanctions, fines, penalties or letters of noncompliance were issued, a statement that attests that no sanction, fine, penalty or compliance action has been imposed on the Contractor within the past three (3) years shall be submitted.
- c. **Utilization Management (UM):** To submit a responsive proposal, THE PROPOSER SHALL provide an overview of the organization's proposed process to accept, review and determine eligibility for services requested for an individual. This overview shall include the following information:
  - i. A narrative description of the organization's experience providing utilization management.
  - ii. Provide a UM Program description that includes flow diagrams, policies and procedures, clinical and supporting elements collected from providers and recipients in order to render a decision regarding authorization of services (clinical and recover support), concurrent reviews, and any other UM components such as outlier management.
  - iii. A description of the organization's current IT assets (including any cloud-based services), information management systems, and data, including any contracts for such services related to utilization management.
  - iv. Description of how the organization will access the DSS eligibility management system for confirming eligibility and maintain required Medicaid eligibility data (as defined by DMHAS) within the IT Assets outlined above. Please note-Medicaid Eligibility Verification determinations are made solely by DSS. As required under this contract the contractor will be required to download Service Recipients' Medicaid eligibility status from DSS and upload the required Medicaid eligibility data into the Contractor's Web-based Information Management System.

- v.** Description of how the organization will maintain a Service Recipient's Medicaid eligibility history for the duration of the contract in the Information Management System. If Medicaid eligibility is not recorded in the Information Management System within the specified contracted timeframe, the Contractor shall be responsible for the cost of BHRP Covered Services for Service Recipients who were previously Medicaid eligible and found to be ineligible due to Contractor error.
- vi.** Description of how the organization will maintain the appropriate security provisions against unauthorized changes to the eligibility data in the Information Management System.
- vii.** Description of the organization's ability to process for both the Behavioral Health Clinical and Recovery Support Services (RSS) service authorizations, claims processing, appeals and grievances components within the UM process.
- viii.** Description of the organization's capacity, and where applicable, experience verifying Service Recipient eligibility for BHRP Covered Clinical Services by utilizing the Medical Necessity level of care criteria or other criteria as determined by the DMHAS Contract Manager. The recipient of this contract shall be required to provide via a toll-free telephone line for providers requesting authorization. The Service Recipient eligibility information including eligibility and service authorization data elements will be maintained in the Contractors Information Management System.
- ix.** Description of the clinical staffing assigned to the BHRP Behavioral Health Clinical Services including licensure requirements, years of experience required, annual training requirements and proof of competence in the application of Medical Necessity Level of Care criteria. the Contractor shall provide a Connecticut-licensed, board-certified and ASAM-certified psychiatrist to assist with approval and denial of authorizations for Clinical Treatment Services. All Clinical Treatment Service denials shall be issued by the psychiatrist.
- x.** Description of the organization's capacity to maintain an Information Management System (IMS) that will allow for the process to; approve or deny (initial and continued stay) authorization requests, have the ability to adjudicate claims against service authorizations, allow for providers to check claim status (via the web enabled Information Management System), aggregate the claims for multiple Service Recipients, issue denial notices to providers (including payment denial notices) and record all appeals and record payment grievances and resolution.
- xi.** Provide evidence from the proposed UM Program that demonstrates the use of clinical criteria to support clinical authorization decisions as well as for recovery support services. Please note- Do not include patient health information.
- xii.** A description on how the Respondent will customize the UM Program for the core clinical Level of Care Guidelines.
- xiii.** Describe how the Respondent audits, including training and supervision, staff for compliance with medical necessity determinations.
- xiv.** Propose a QM Program Plan outline based on previous experience including process for annual program evaluation.
- xv.** Describe how the Respondent will collect Member satisfaction information related to behavioral health services and address any barriers related to this process.
- xvi.** Describe the Respondent's response and review of critical incidents.

**d. Provider Relations:** The provider network serves as the safety net for our most vulnerable populations. In partnership with the Department, behavioral health providers remain committed to delivering care that is timely, compassionate, flexible and effective. The Contractor shall develop and maintain positive contractor-provider relations by keeping providers and individual's needs and interests central to daily operations, while incorporating the goals of prevention, treatment and recovery into the mission of the BHRP Contractor. To submit a responsive proposal, THE PROPOSER SHALL provide an overview of the organization's capacity to cultivate and maintain positive contractor-provider relationships. This overview shall include the following information:

- i. Describe a plan for effective communication between Respondent and providers in reference to: notification, training, orientation, complaint resolution and routine communication or special notifications, etc.
- ii. Provide examples of trainings, workshops, or conferences developed and executed within the past five years.
- iii. Describe a plan for assisting providers who require technical assistance related to authorization or registration.
- iv. Describe a plan for documenting and responding to provider grievances related to administrative services excluding authorization decisions.
- v. Provide examples of communication materials that have been disseminated, including but not limited to: provider handbooks, web-based solutions and/or provider alerts.

**e. Service Recipient Relations:** Positive contractor-service recipient relationships are critical to the success of the BHRP and the recovery outcomes of the individuals we serve. To submit a responsive proposal, THE PROPOSER SHALL provide an overview of how they will engage with service recipients. This overview shall include the following elements:

- i. A description of the organization's experience staffing call centers and online communication platforms for Members. This section shall include information on how the organization will meet specified timeliness, accessibility, and other requirements that will be set forth in the contract and in the Telephone Management section below.
- ii. A description of the organization's experience developing and distributing member publications (e.g., handbook, guides for covered services).
- iii. A description of the organization's experience developing and maintaining a member relations website.
- iv. A description of the organization's experience providing training and outreach to service recipients. Please include information on past training initiatives that provided education on topics such as:
  - a) covered services
  - b) application processes
  - c) payments
  - d) invoicing and other program procedures.

- v. A proposal on how the organization will host and/or participate in Service Recipient informational meetings as directed by the DMHAS Contract Manager to discuss quality improvement initiatives and other items as determined by the DMHAS Contract Manager.
  - vi. A proposal on how the organization will ensure the ability to provide TDD/TTY Services (for the hearing and speech impaired) and language translation services for those Service Recipients who require them.
- f. Service Recipient Satisfaction:** Positive service recipient satisfaction is critical to the success of the BHRP and integral to the culture and outcomes of the program. To submit a responsive proposal, THE PROPOSER SHALL provide an overview of how they will prioritize and measure service recipient satisfaction. This overview shall include the following elements:
- i. A description of the proposer's guiding principles, values, and beliefs towards customer service. This description should include a proposal on for empathetic service delivery.
  - ii. A description on the type of Recipient inquiries anticipated and a proposal for addressing Recipient inquiries, including grievances and crisis calls.
  - iii. A description and examples of survey methods used to determine Recipient experience with the Contractor and Recovery Support Services received, including non-traditional methods such as texting or online surveys.
  - iv. Examples of staff training materials, service recipient brochures, handbooks, orientation packages, welcome packages, and frequently asked question documents
  - v. An overview on how service recipients were involved in developing such material or protocols as well as Recipient call center data collection and reports.
- g. Information Management System:** Successful implementation and oversight of the BHRP is dependent on the Contractor having the technical capacity to develop and maintain complex data collection, monitoring and reporting functions. Functional, secure and accessible information technology resources are critical to the program's daily operations and recipient outcomes. To submit a responsive proposal, THE PROPOSER SHALL provide an overview of how they will implement such a system. This overview shall include the following elements:
- i. A description of the architecture of the organization's current IT and operational systems.
  - ii. A description of the process to customize aspects of UM, data reporting, Recipient relations, and provider relations to meet the unique needs of the BHRP. Describe limitations in time or cost to customizing components to the IT platform.
  - iii. A description of the Respondent's ability to adapt its information technology systems to the needs of this contract, including but not limited to its ability to exchange data electronically.
  - iv. The proposed method to upload the eligibility file and identify and correct errors in the upload process.



- v. The proposed method to verify eligibility and respond to Recipient and/or provider requests regarding eligibility status, including the maximum amount of time from the time of the request to the response to the Recipient and/or provider.
  - vi. The proposed plan to assemble and maintain a single comprehensive eligibility database.
  - vii. The proposed plan to assemble and maintain single comprehensive authorization file.
  - viii. The proposed plan to assemble and maintain a single comprehensive provider file.
  - ix. A description on how the IMS uses a data model that includes the appropriate constraints and database rules in order to safeguard the database from data integrity problems.
  - x. A description on how the IMS will meet all state and federal data security and privacy requirements, including but not limited to HIPAA and HITECH, 42 C.F.R. Part 2, Medicaid confidentiality regulations (42 C.F.R. 431.300), HIV and AIDS confidentiality laws (Conn. Gen. Stat. 19a-583 and 19a-585), and mental health confidentiality laws (Conn. Gen. Stat. 52-146e). Include a description of all data governance processes, including roles, permissions, access controls.
  - xi. A description of the Respondents' provider and Recipient portals, including the interface to eligibility data, any interface with other information systems and/or databases, data refresh frequency and end-user required hardware/software.
  - xii. Provide third party certification validating that the Respondent's information system is capable to handle PHI data classification.
- h. Telephone Management:** The resultant contractor shall provide Telephone Call Management Services in a manner that facilitates Recipient and provider access to information and services in an efficient, timely, convenient, and user-friendly manner. This shall include the use of staffed lines, the use of industry standard technology to monitor and distribute call volume and the ability to provide detailed and timely reporting for both day-to-day operational management and ongoing service quality monitoring. To submit a responsive proposal, THE PROPOSER SHALL provide an overview of how they will implement such a system. This overview shall include the following elements:
- i. A description on how the organization will operate and staff a Connecticut based toll-free telephone line for providers to request authorization for Clinical Treatment Services. Include days and hours of availability, including hours of operation and excluded holidays.
  - ii. A description on how the organization will provide and staff a Connecticut based toll-free telephone line for Recovery Support Services for Service Recipients, Providers and referral sources. Include days and hours of availability, including hours of operation and excluded holidays.
  - iii. A description on the organization's procedures and provisions for crisis calls, after-hour calls, inclement weather, Disaster Recovery, overflow management, TTY access, language line, and warm transfer ability.

- iv. A description on how the organization has used innovative technological approaches to enhance Telephone Call Management Services and provide examples of Call Management reports that include performance measures and evaluation of key metrics.

### **3. Staffing Requirements:**

- a. **BHRP Program Personnel:** Please provide a roster of the project's key personnel for your organization. Please include the title, FTE, vacancy status, licensure status and minimal professional credential required for each position including administration, IT, HR and Quality Management. Please attach current job descriptions and, if currently employed, resumes for all listed personnel.
- b. **Staffing Model for BHRP Program**
  - i. Describe a management plan for the project that includes, at a minimum, identification of Executive and Senior Leadership positions; their responsibilities, and lines of authority including the number and type of personnel to be supervised by each Executive and Senior leader.
  - ii. Provide proposed personnel job descriptions and/or resumes for Executive and Senior Leadership positions indicating contract-related experience, credentials, licensure, education and training, and work experience.
  - iii. Provide a proposed organizational chart for the administration of BHRP.
  - iv. If the positions identified are not currently established or filled, provide a detailed description and timeline of the steps to be taken to establish and fill the positions before the start date of the contract.
  - v. Provide a staff training plan that will be used to consistently and continuously educate and train staff specific to their role within the BHRP.
  - vi. Describe the plan to incorporate people who are responsive to individual's cultural and linguistic needs and with lived experience in both the child and adult systems into the staffing pattern of the proposed BHRP.

### **4. Data and Technology Requirements**

#### **a. Technology**

- i. Describe your organization's technology, infrastructure, applications and data systems for capturing provider and service recipient information. Include a description of the platforms utilized and its capacity to integrate with other clinical and administrative systems.
- ii. Describe the network's security policies and procedures including access control and user management.
- iii. Describe data transfer methods
- iv. Describe the system's capacity and quality management by submitting an overview of your Continuous Quality Improvement (CQI) Plan.

#### **b. Data and Disaster Recovery Plan:**

Connecticut's effort to ensure continuity of services during a natural or man-made disaster is based upon recent events where portions or all of Connecticut was affected by weather events. A disaster recovery plan (DRP) describes how the Contractor will

continue operations and manage operations in the event there are disruptions to normal processes. A disaster recovery plan consists of the precautions taken to be implemented so that the effects of a disaster will be minimized and the Contractor will be able to either maintain or quickly resume critical provider and Recipient service functions and ensure the integrity of provider and Recipient data.

The Disaster Recovery Plan that shall, at a minimum, include processes and procedures to restore software and master files and provide hardware backup that will allow the Contractor to continue to provide services in accordance with the terms of this contract in the event of systems outages. Within two (2) weeks following execution of the contract, the Contractor shall submit the Disaster Recovery Plan to the DMHAS Contract Manager for approval. The Contractor shall update the approved Disaster Recovery Plan as needed or as requested by the DMHAS Contract Manager throughout the term of this contract.

- c.** To submit a responsive proposal, the Respondent shall:
- i.** Describe how it will meet the data backup and data storage requirements.
  - ii.** Describe how it will meet the data restoration requirements.
  - iii.** Describe its Disaster Recovery Plan (DRP) and provide a detailed description of all processes.
  - iv.** Describe the type of recovery site maintained.
  - v.** Describe how the DRP is tested and how often it is tested.
  - vi.** Define the position of who is in charge of the DRP and provide a description of all of the roles of people involved.
  - vii.** Provide a proposed Service Level Agreement for data recovery which, among other items, will include the proposed recovery time until normal production has fully resumed; and
  - viii.** Describe how it plans to meet all HIPAA Security, Privacy and Breach Notification requirements including training for privacy, security and confidentiality.

## **5. Use of Sub-contractors**

Describe the proposed use of subcontractors in the performance of any activities required by the BHRP program if applicable. Including a profile of the organization, type of service, and an attestation of willingness to enter into a contract to provide the proposed services to your organization.

## **6. Work Plan**

To assure continuity and quality of services to Recipients and minimal disruption to provider business practices please describe a six (6) month Work Plan for the startup/transition period. Include activities and established timelines for the following;

- a.** Preparations/alterations to the site of operations within 30 days of contract award notification
- b.** obtaining DPH licensure
- c.** service implementation
- d.** staff recruitment and training
- e.** Technologies required
- f.** Proposed internal performance measures

## 7. Financial Requirements (Cost Proposal Component)

- a. **Financial Status Reports:** If the three (3) most recent audits are available via the Office of Policy and Management's EARS system, such may be noted in the proposal, and a hardcopy of the audit cover letters need not be provided.
- b. **Audited Financial Statements:** Any proposer agency that does not hold a current contract with the Department, must submit cover letters from their auditor for the last three (3) annual audits of their agency and a copy of their most recent financial audit, included in the proposal. If less than three (3) audits were conducted, detail must be provided as to why, and any supporting documentation assuring the financial efficacy of the applicant agency should be included (i.e. an accountant prepared financial statement, a tax return, etc.).

## 8. Budget Expectations

- a. Proposals must contain an itemized annual budget on the budget form delineated in Section VI. Appendix, E. Budget and Budget Narrative, of this RFP. All startup costs must be clearly identified as one (1) line item in the budget.
- b. A budget narrative must be provided, explaining all costs contained in the budget. All start-up costs must be listed separately and clearly detailed in the budget narrative.
- c. All other funding, including agency financial support must be identified.
  - i. Complete a price schedule, budget, or cost proposal in its entirety that will enable the effective delivery of the proposed project or services.
  - ii. Describe all direct and indirect costs associated with the service or project.
  - iii. Describe any key cost variables for the service or project such as volume, frequency, duration or length.
  - iv. Narrative and justification: Present a detailed, line-item cost narrative that explains the basis and rationale for the costs proposed.
  - v. Why do you consider your costs to be reasonable, given the nature of your proposed project or service?
  - vi. Describe any key budgeting decisions you faced, assumptions, or calculation approaches used to develop the cost proposal.

## D. PERFORMANCE MEASURES

The following performance metrics highlight key priorities that will be analyzed with providers/vendors collaboratively during the life of the contract. This is not an exhaustive list, but rather an indication of significant performance metrics of interest to The Agency. The Agency looks forward to working with providers/vendors to define additional important performance metrics.

- a. **Completion of Prior Authorization for Clinical Services-** 85% of all prior authorizations shall be completed (approved or denied) with the contract timeframe from receipt of all necessary information.
- b. **Completion of Continued Authorization For Clinical Services-** 85% of all continued authorization reviews for clinical services shall be completed (approved or denied) within the contracted timeframe from receipt of all necessary information.

- c. Claims Processing:** 90% of all clean claims shall be paid or denied within thirty (30) calendar days of receipt and 99% of all clean claims shall be paid or denied within forty-five (45) days of receipt, without containing financial or mechanical errors.
- d. Basic Recovery Support Services Initial Authorizations -** 90% of prior authorization requests shall be approved or denied within the contracted timeframe of receiving complete information for at least 5,000 unduplicated Service Recipients per year.
- e. Claims Payments:** Claim and payment extracts with data supporting the payments and voids issued shall be transferred to the DMHAS Contract Manager by 2:00 PM on each payment run day in the format and manner specified by the DMHAS Contract Manager. 95% accuracy shall be required for all transmissions.
- f. Data Updates:** All eligibility file updates shall be loaded accurately within two (2) business days after the successful receipt of such data, Monday through Friday or at a later date specified by the DMHAS Contract Manager. 100% accuracy shall be required for electronic transmission.
- g. Program Specific Reports:** Accurate reports shall be produced and delivered timely. Monthly reports shall be due within thirty (30) calendar days of the end of the month. Quarterly reports shall be due within forty-five (45) calendar days of the end of the quarter. Annual reports shall be due within forty-five (45) calendar days of the end of the program year and also at the close of the contract.
- h. Grievance/Appeals:** 95% of all appeals and grievances shall be resolved within DMHAS established timeframes.
- i. Provider Contracts:** 95% of BHRP provider contracts and amendments shall be produced with accurate content in the format specified by the DMHAS Contract Manager and submitted to DMHAS in the manner specified by the DMHAS Contract Manager.
- j. Consumer Satisfaction Reports:** A minimum of 80% of individuals receiving services through BHRP will indicate satisfaction with those services based on the BHRP program specific survey.
- k. Training and Outreach-** At least twenty (20) sessions of outreach and training shall be provided to providers and Service Recipients to provide education on topics such as: covered services, application processes, payments, invoicing and other program procedures.
- l.** At least 80% of providers and services recipients will indicate satisfaction with trainings via post training surveys.

## **E. CONTRACT MANAGEMENT/DATA REPORTING**

As part of the State's commitment to becoming more outcomes-oriented, DMHAS, seeks to actively and regularly collaborate with providers/vendors to enhance contract management, improve results, and adjust service delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, DMHAS reserves the right to request/collect other key data and metrics from providers/vendors.

The Departments recognize and appreciate the value of data-driven reports and rely on data to understand and transform the service delivery system. As such, the resultant Contractor will need to have a robust, comprehensive yet flexible data collection process that allows for identification and interpretation of trends and aberrations. It is expected the resultant Contractor will have experience and the capacity to create custom reporting measures as well as any other appropriate validated quality measures, in order to monitor, compare, and improve Recipient outcomes over time. It is expected that the resultant Contractor will act as a full participant in the process of using their analysis of service and Recipient data to propose and potentially implement appropriate interventions. The Departments shall make data sets available to the resultant Contractor for the purpose of integrating available data to form a comprehensive picture of the service system.

The contractor shall submit reports in a timely manner with accurate data in an electronic and/or hard copy format as pre-approved by the Contract Manager. Examples of reporting requirements include, but is not limited to, the following:

**a. Weekly Reporting:**

- i. Payment Register and Extract – indicating amounts payable to each provider  
Claims Extracts – for each payment register.

**b. Monthly Reporting:**

- i. Administrative Budget – summarizing the actual expenditures to the budgeted projections.
- ii. Claims Expenditures by Level of Care (LOC) - providing authorization days, paid days, amount paid and previous year comparison.
- iii. Claims projections – regarding the budget surplus or deficit, including previous fiscal year comparison.
- iv. Authorization Extract – data extract of authorizations

**c. Quarterly Reporting:**

- i. Provider Quality – by provider, including (but not limited to) number of admissions, average length of stay, total days paid, outliers, authorization claims.
- ii. Quality Management and Improvement (QM Plan) - including but not limited to an overall programmatic functioning, clinical initiatives, reviews and resolutions of Service Recipients complaints, denials and appeals, and critical incidents
- iii. QM Plan Report – includes outcomes of the QM Plan, Compliance with Performance Standards – reports on the outcomes for each specified performance standard of the contract.

**d. Annual Reporting:**

- i. Annual Financial Report – allowing for actual budget reconciliation of expenditures and payments made.
- ii. QM Plan
- iii. Service Organization Control (SOC 2) Risk Assessment Report

**e. Ad hoc Reporting:**

- i.** Provider Profiles
- ii.** Rate Extracts
- iii.** Department Request Outcome measures

### III. PROPOSAL SUBMISSION OVERVIEW

#### A. SUBMISSION FORMAT INFORMATION

- 1. Required Outline.** All proposals must follow the required outline presented in Section IV – Proposal Outline. Proposals that fail to follow the required outline will be deemed non-responsive and not evaluated.
- 2. Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Proposers must complete and use the Cover Sheet form provided by the Agency in the Appendix VI. Appendix D. Cover Sheet.
- 3. Table of Contents.** All proposals must include a Table of Contents that conforms with the required proposal outline.
- 4. Executive Summary.** Proposals must include a high-level summary, not exceeding three (3) pages of the main proposal and cost proposal. The summary must also include the organization's eligibility and qualifications to respond to this RFP. The Executive Summary is not part of the main proposal and cost proposal.
- 5. Attachments.** Attachments other than the required Appendices or Forms identified in the RFP are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions will result in disqualification. All attachments should be included in VI. Appendix.
- 6. Style Requirements.** This is an electronic submission.

Submitted proposals must conform to the following specifications:

|              |   |
|--------------|---|
| Paper Size   | 8.5 x 11 (Standard Letter)  |
| Font Size    | 12  |
| Font Type    | Times New Roman   |
| Margins      | Normal (1 inch around)  |
| Line Spacing | 1 ½   |
| Print Style  | Single-Sided  |
| Page Limit   | Maximum <b>25 pages</b> , exclusive of Executive Summary, Appendices, Budget Forms and Budget Narrative |

- 7. Pagination.** The proposer's name must be displayed in the header of each page. All pages, including the required Appendices and Forms, must be numbered in the footer.
- 8. Packaging and Labeling Requirements.** Not Applicable
- 9. Declaration of Confidential Information.** Proposers are advised that all materials associated with this procurement are subject to the terms of the Freedom of Information Act (FOIA), the Privacy Act, and all rules, regulations and interpretations resulting from them. If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL prior to submission. In subsection IV.F of the proposal submission, the proposer must reference where the information labeled CONFIDENTIAL is located in the proposal.



*EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

**10. Conflict of Interest - Disclosure Statement.** Proposers must include a disclosure statement concerning any current business relationships (within the last three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the proposer and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The Agency will determine whether any disclosed conflict of interest poses a substantial advantage to the proposer over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. *Example: "[name of proposer] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

## **B. EVALUATION OF PROPOSALS**

- 1. Evaluation Process.** It is the intent of the Agency to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful proposers, and awarding contracts, the Agency will conform with its written procedures for POS and PSA procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85). Final funding allocation decisions will be determined during contract negotiation.
- 2. Evaluation Review Committee.** The Agency will designate a Review Committee to evaluate proposals submitted in response to this RFP. The Review Committee will be composed of individuals, Agency staff or other designees as deemed appropriate. The contents of all submitted proposals, including any confidential information, will be shared with the Review Committee. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. The Review Committee shall evaluate all proposals that meet the Minimum Submission Requirements by score and rank ordered and make recommendations for awards. The Agency Head will make the final selection. Attempts by any proposer (or representative of any proposer) to contact or influence any member of the Review Committee may result in disqualification of the proposer.
- 3. Minimum Submission Requirements.** To be eligible for evaluation, proposals must (1) be received on or before the due date and time; (2) meet the Proposal Format requirements; (3) meet the Eligibility and Qualification requirements to respond to the procurement; (4) follow the required Proposal Outline; and (5) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Agency will reject any proposal that deviates significantly from the requirements of this RFP.

**Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Review Committee will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The weights are disclosed below:

| Criteria                                  | Points |
|---|--------|
| Organizational Requirements               | 20     |
| Service Expectations                      | 25     |
| Staffing Requirements                     | 15     |
| Data and Technology Requirements          | 15     |
| Work Plan                                 | 15     |
| Financial Requirements - Budget/Narrative | 5      |
| Appendices                                | 5      |

**Note: As** part of its evaluation of the Staffing Plan, the Review Committee will review the proposer's demonstrated commitment to affirmative action, as required by the Regulations of CT State Agencies § 46A-68j-30(10).

- 5. Proposer Selection.** Upon completing its evaluation of proposals, the Review Committee will submit the rankings of all proposals to the Commissioner or Agency Head. The final selection of a successful proposer is at the discretion of the Commissioner or Agency Head. Any proposer selected will be so notified and awarded an opportunity to negotiate a contract with the Agency. Such negotiations may, but will not automatically, result in a contract. Any resulting contract will be posted on the State Contracting Portal. All unsuccessful proposers will be notified by e-mail or U.S. mail, at the Agency's discretion, about the outcome of the evaluation and proposer selection process. The Agency reserves the right to decline to award contracts for activities in which the Commissioner or Agency Head considers there are not adequate respondents.
- 6. Debriefing.** Within ten (10) days of receiving notification from the Agency, unsuccessful proposers may contact the Official Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the ten (10) days. If unsuccessful proposers still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Agency to discuss the evaluation process and their proposals. If held, the debriefing meeting will not include any comparisons of unsuccessful proposals with other proposals. The Agency may schedule and hold the debriefing meeting within fifteen (15) days of the request. The Agency will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.
- 7. Appeal Process.** Proposers may appeal any aspect the Agency's competitive procurement, including the evaluation and proposer selection process. Any such appeal must be submitted to the Agency head. A proposer may file an appeal at any time after the proposal due date, but not later than thirty (30) days after an agency notifies unsuccessful proposers about the outcome of the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. The filing of an appeal shall not be deemed sufficient reason for the Agency to delay, suspend, cancel, or terminate the

procurement process or execution of a contract. More detailed information about filing an appeal may be obtained from the Official Contact.

- 8. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Agency's contracting procedures, which may include approval by the Office of the Attorney General. Fully executed and approved contracts will be posted on State Contracting Portal and the Agency website.

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#### **IV. REQUIRED PROPOSAL SUBMISSION OUTLINE AND REQUIREMENTS**

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**A. Cover Sheet**

**B. Table of Contents**

**C. Executive Summary**

**D. Main Proposal**

**E. Attachments (clearly referenced to summary and main proposal where applicable)**

**F. Declaration of Confidential Information**

**G. Conflict of Interest - Disclosure Statement**

**H. Statement of Assurances**

*A-H are defined more specifically below. The listing above is just to provide an initial outline for proposers.*

**A: Cover Sheet**

The Respondent must use a Cover Sheet that is provided.

*Legal Name* is defined as the name of provider, vendor, CT State agency, or municipality submitting the proposal. *Contact Person* is defined as the individual who can provide additional information about the proposal or who has immediate responsibility for the proposal. *Authorized Official* is defined as the individual empowered to submit a binding offer on behalf of the proposer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto.

**B: Table of Contents**

Respondents must include a Table of Contents that lists sections and subsections with page numbers that follow the organization outline and sequence for this proposal.

**C: Proposer Executive Summary**

The page limitation for this section is three (3) pages briefly describing how the Respondent meets the eligibility and qualification criteria outlined in the Proposal Overview and a brief overview of why the Respondent should be selected for the activities highlighted in the scope of services.

**D: Main Proposal Submission Requirements To Submit a Responsive Proposal:**

**\*\*\*Please note the maximum total page length for this section is twenty-five (25)** (all appendices and other attachments should be referred to in section D and then placed in section E.

**1. Organizational Requirements**

The purpose of this subsection is to gather information about the administrative and operational capabilities of the proposer to provide the purchased service. The respondent should refer to section II.C.1 of this RFP for an outline of the minimum required information for this section.

**2. Service Requirements**

The purpose of this subsection is to gather information about how the proposer intends to provide the purchased service (including the use of any subcontractors). The respondent should refer to section II.C.2 of this RFP for an outline of the minimum required information for this section.

**3. Staffing Requirements**

- a. Team overview: Describe the team that would work on this project. Include a list of key team members and their general availability while on this project. Make the case for why they will be great partners on this project. Please provide bios, and additional information you think best highlights the strength of the team that would be working on this project.

- b. General capacity: Please describe your organization's capacity to take on additional work if you are awarded this contract. How would you create additional capacity, if needed? How would you quickly pivot directions, should feedback from the DMHAS require a change in direction?
- c. The respondent should refer to section II.C.3 of this RFP for an outline of the minimum required information for this section.

#### **4. Data and Technology**

The purpose of this subsection is to gather information about the proposer's information management and performance measurement systems. The respondent should refer to section II.C.4 of this RFP for an outline of the minimum required information for this section.

#### **5. Subcontractor**

If applicable, the respondent should refer to section II.C.5 of this RFP for an outline of the minimum required information for this section.

#### **6. Workplan**

The purpose of this subsection is to gather information about the quality and quantity of personnel that the proposer intends to employ to deliver the purchased service. The respondent should refer to section II.C.6 of this RFP for an outline of the minimum required information for this section.

#### **7. Financial Requirements**

The purpose of this subsection is to gather information about the proposer's fiscal stability, accounting and financial reporting systems, or relevant business practices. The respondent should refer to section II.C.7 of this RFP for an outline of the minimum required information for this section.

#### **8. Budget and Budget Narrative**

The purpose of this subsection is to gather information about how the proposer developed the proposed budget and cost allocations. The respondent should refer to section II.C.8 of this RFP for an outline of the minimum required information for this section.

### **E: Attachments**

Attachments other than the required attachments identified are not permitted and will not be evaluated. See the Proposal Checklist in Appendix VI. for a list of relevant attachments. Further, the required attachments must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions may result in disqualification.

### **F: Declaration of Confidential Information**

If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL prior to submission. The proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

### **G: Conflict of Interest – Disclosure Statement**

Proposers must include a disclosure statement concerning any current business relationships (within the last three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the proposer and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. *Example: "[name of proposer] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

### **H: Statement of Assurances**

Place after Conflict of Interest-Disclosure Statement. Sign and return.

## **V. MANDATORY PROVISIONS**

### **A. PSA STANDARD CONTRACT PROVISIONS**

#### **Section III. Terms and Conditions**

The Contractor agrees to comply with the following mandatory terms and conditions.

##### **A. Contractor Obligations**

- 1. Payment or Service Liability.** The Department and the State of Connecticut assume no liability for payment under the terms of any agreement or contract, and the Contractor shall have no obligation to perform any services, until the Contractor is notified, in writing, that the contract has been approved by the Commissioner of the Department, where applicable by the Office of Policy and Management, and where applicable by the Attorney General.
- 2. Contract Revisions and Amendments.**
  - a.** A formal Contract amendment, in writing, shall not be effective until executed by both parties to the Contract, where applicable by the Office of Policy and Management, and where applicable by the Attorney General. Such amendments shall be required for extensions to the final date of the Contract period and to terms and conditions specifically stated in this Contract, including but not limited to revisions to the maximum Contract payment, to the unit cost of service, to the Contract's objectives, services, or plan, to due dates for reports, to completion of objectives or services, and to any other Contract revisions determined material by the Department.
  - b.** The Contractor shall submit to the Department in writing any proposed revision to the Contract and the Department shall notify the Contractor of receipt of the proposed revision. Any proposal deemed material shall be executed pursuant to (a) of this section.
  - c.** No amendments may be made to a lapsed Contract.
- 3. Contract Reduction.**
  - a.** The Department reserves the right to reduce the Contracted amount of compensation at any time in the event that:
    - (1) the Governor or the Connecticut General Assembly rescinds, reallocates, or in any way reduces the total amount budgeted for the operation of the Department during the fiscal year for which such funds are withheld; or
    - (2) federal funding reductions result in reallocation of funds within the Department.
  - b.** The Contractor and the Department agree to negotiate on the implementation of the reduction within thirty (30) days of receipt of formal notification of intent to reduce the contracted amount of compensation from the Department. If agreement on the implementation of the reduction is not reached within 30 calendar days of such formal notification and a contract amendment has not been executed, the Department may terminate the contract sixty (60) days from receipt of such formal notification. The Department will formally notify the Contractor of the termination date.
- 4. Default by the Contractor.**
  - a.** If the Contractor defaults as to, or otherwise fails to comply with, any of the conditions of this contract the Department may:
    - (1) withhold payments until the default is resolved to the satisfaction of the Department;



- (2) temporarily or permanently discontinue services under the contract;
  - (3) require that unexpended funds be returned to the Department;
  - (4) assign appropriate state personnel to execute the contract until such time as the contractual defaults have been corrected to the satisfaction of the Department;
  - (5) require that contract funding be used to enter into a subcontract arrangement with a person or persons designated by the Department in order to bring the program into contractual compliance;
  - (6) terminate this contract;
  - (7) take such other actions of any nature whatsoever as may be deemed appropriate for the best interests of the state or the program(s) provided under this contract or both;
  - (8) any combination of the above actions.
- b. In addition to the rights and remedies granted to the Department by this contract, the Department shall have all other rights and remedies granted to it by law in the event of breach of or default by the Contractor under the terms of this contract.
- c. Prior to invoking any of the remedies for default specified in this paragraph except when the Department deems the health or welfare of service recipients is endangered as specified in of this contract or has not met requirements as specified in this contract, the Department shall notify the Contractor in writing of the specific facts and circumstances constituting default or failure to comply with the conditions of this contract and proposed remedies. Within five (5) business days of receipt of this notice, the Contractor shall correct any contractual defaults specified in the notice and submit written documentation of correction to the satisfaction of the Department or request in writing a meeting with the commissioner of the Department or his/her designee. Any such meeting shall be held within five (5) business days of the written request. At the meeting, the Contractor shall be given an opportunity to respond to the Department's notice of default and to present a plan of correction with applicable time frames. Within five (5) business days of such meeting, the commissioner of the Department shall notify the Contractor in writing of his/her response to the information provided including acceptance of the plan of correction and, if the commissioner finds continued contractual default for which a satisfactory plan of corrective action has not been presented, the specific remedy for default the Department intends to invoke. This action of the Commissioner shall be considered final.
- d. If at any step in this process the Contractor fails to comply with the procedure and, as applicable, the agreed upon plan of correction, the Department may proceed with default remedies.
- 5. Federal Funds.** (if applicable) The Department assumes no liability for payment, and the Contractor shall have no obligation to perform, under the terms of this contract until and unless the Federal or State funds for this contract are authorized and made available.
- 6. Credits and Rights in Data.**
- a. Unless expressly waived in writing by the Department, all documents, reports, and other publications for public distribution during or resulting from the performances of this contract shall include a statement acknowledging the financial support of the state and the Department and, where applicable, the federal government. All such publications shall be released in conformance with applicable federal and state law and all regulations regarding confidentiality. Any liability arising from such a release by the Contractor shall be the sole responsibility of the Contractor and the

Contractor shall indemnify the Department, unless the Department or its agents co-authored said publication and said release is done with the prior written approval of the Commissioner of the Department. Any publication shall contain the following statement: "This publication does not express the views of the Department or the State of Connecticut. The views and opinions expressed are those of the authors." The Contractor or any of its agents shall not copyright data and information obtained under the terms and conditions of this contract, unless expressly authorized in writing by the Department. The Department shall have the right to publish, duplicate, use and disclose all such data in any manner, and may authorize others to do so. The Department may copyright any data without prior notice to the Contractor. The Contractor does not assume any responsibility for the use, publication or disclosure solely by the Department of such data.

- b.** "Data" shall mean all results, technical information and materials developed and/or obtained in the performance of the services hereunder, including but not limited to all reports, surveys, plans, charts, recordings (video and/or sound), pictures, curricula, public awareness or prevention campaign materials, drawings, analyses, graphic representations, computer programs and printouts, notes and memoranda, and documents, whether finished or unfinished, which result from or are prepared in connection with the services performed hereunder.
- 7. Liaison.** Each party shall designate a liaison to facilitate a cooperative working relationship between the Contractor and the Department in the performance and administration of this contract.
- 8. Subcontracts.** None of the services to be provided by the Contractor shall be subcontracted or delegated to any other organization, subdivision, association, individual, corporation, partnership or group of individuals or other such entity without the prior written consent of the Department. Any subcontract to which the State has consented in writing shall in no way alter the contract terms and conditions. No subcontract or delegation shall relieve or discharge the Contractor from any obligation, provision or liability hereunder.
- 9. Independent Capacity of Contractor.** The Contractor, its officers, employees, subcontractors, or any other agent of the Contractor in the performance of this contract will act in an independent capacity and not as officers or employees of the State of Connecticut or of the Department.
- 10. Suspension or Debarment.**
  - a.** Signature on contract certifies the Contractor or any person (including subcontractors) involved in the administration of Federal or State funds:
    - (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any governmental department or agency (Federal, State or local);
    - (2) within a three year period preceding this contract, has not been convicted or had a civil judgment rendered against him/her for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
    - (3) is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the above offenses;
    - (4) has not within a three-year period preceding this contract had one or more public transactions terminated for cause or fault.

- b. Any change in the above status shall be immediately reported to the Department.

**11.Litigation.**

- a. The Contractor shall provide written notice to the Department of any litigation that relates to the services directly or indirectly financed under this contract or that has the potential to impair the ability of the Contractor to fulfill the terms and conditions of this contract, including but not limited to financial, legal or any other situation which may prevent the Contractor from meeting its obligations under the contract.
- b. The Contractor shall provide written notice to the Department of any final decision by any tribunal or state or federal agency or court which is adverse to the Contractor or which results in a settlement, compromise or claim or agreement of any kind for any action or proceeding brought against the Contractor or its employee or agent under the Americans with Disabilities Act of 1990, Executive Orders Nos. 3 & 17 of Governor Thomas J. Meskill and any other provisions of federal or state law concerning equal employment opportunities or nondiscriminatory practices.

**12.Performance.** The failure of either party to insist upon strict performance of any terms or conditions of this contract shall not be deemed a waiver of the term or condition or any remedy that each party has with respect to that term or condition nor shall it preclude a subsequent default by reason of the failure to perform.

**13.Facility Standards and Licensing Compliance.** The Contractor will comply with all applicable local, state and federal licensing, zoning, building, health, fire and safety regulations or ordinances, as well as standards and criteria of pertinent state and federal authorities. Unless otherwise provided by law, the Contractor is not relieved of compliance while formally contesting the authority to require such standards, regulations, statutes, ordinance or criteria.

**14.Severability.** If any provision of this Contract is declared or found to be illegal, unenforceable, or void, then both parties shall be relieved of all obligations under that provision. The remainder of this Contract shall be enforced to the fullest extent permitted by law.

**15.Program Cancellation.** Where applicable, the cancellation or termination of any individual program or services under this contract will not, in and of itself, in any way affect the status of any other program or service in effect under this contract.

**16.Mergers and Acquisitions.**

- (a) Contracts in whole or in part are not transferable or assignable without the prior written agreement of the Department.
- (b) At least ninety (90) days prior to the effective date of any fundamental changes in corporate status, including merger, acquisition, transfer of assets, and any change in fiduciary responsibility, the Contractor shall provide the Department with written notice of such changes.
- (c) The Contractor shall comply with requests for documentation deemed necessary by the Department to determine whether the Department will provide prior written agreement. The Department shall notify the Contractor of such determination not later than forty-five (45) business days from the date the Department receives such requested documentation.

**B. Contract Provisions**

**1. Definitions:**

- a. **"Claims"**: All actions, suits, claims, demands, investigations and proceedings of any kind, open, pending or threatened, whether mature, unmatured, contingent, known or unknown, at law or in equity, in any forum.
- b. **"Contract"**: This agreement, as of its effective date, between or among the Parties.
- c. **"Contractor Parties"**: A Contractor's members, directors, officers, shareholders, partners, managers, principal officers, representatives, agents, servants, consultants, employees or any one of them or any other person or entity with whom the Contractor is in privity of oral or written contract and the Contractor intends for such other person or entity to Perform under the Contract in any capacity.
- d. **"Records"**: All working papers and such other information and materials as may have been accumulated by the Contractor in Performing the Contract, including but not limited to, documents, data, plans, books, computations, drawings, specifications, notes, reports, records, estimates, summaries, memoranda and correspondence, kept or stored in any form.
- e. **"State"**: The State of Connecticut, including the Agency and any office, department, board, council, commission, institution or other agency or entity of the State.
- f. **"Termination"**: An end to the Contract prior to the end of its term whether effected pursuant to a right which the Contract creates or for a breach.
- g. **"Breach"**: If either party breaches the Contract in any respect, the non-breaching party shall provide written notice of the breach to the breaching party and afford the breaching party an opportunity to cure within ten (10) days from the date that the breaching party receives the notice. In the case of a Contractor breach, any other time period which the Agency sets forth in the notice shall trump the ten (10) days. The right to cure period shall be extended if the non-breaching party is satisfied that the breaching party is making a good faith effort to cure but the nature of the breach is such that it cannot be cured within the right to cure period. The notice may include an effective Contract Termination date if the breach is not cured by the stated date and, unless otherwise modified by the non-breaching party in writing prior to the Termination date, no further action shall be required of any party to effect the Termination as of the stated date. If the notice does not set forth an effective Contract Termination date, then the non-breaching party may Terminate the Contract by giving the breaching party no less than twenty-four (24) hours' prior written notice. If the Agency believes that the Contractor has not performed according to the Contract, the Agency may withhold payment in whole or in part pending resolution of the Performance issue, provided that the Agency notifies the Contractor in writing prior to the date that the payment would have been due in accordance with Section II Cost and Schedule of Payments.
- h. **"Confidential Information"** shall mean any name, number or other information that may be used, alone or in conjunction with any other information, to identify a specific individual including, but not limited to, such individual's name, date of birth, mother's maiden name, motor vehicle operator's license number, Social Security number, employee identification number, employer or taxpayer identification number, alien registration number, government passport number, health insurance identification number, demand, deposit account number, savings account number, credit card number, debit card number or unique biometric data such as fingerprint, voice print, retina or iris image, or other unique physical representation. Without limiting the foregoing, Confidential Information shall also

- include any information that the Department classifies as "confidential" or "restricted." Confidential Information shall not include information that may be lawfully obtained from publicly available sources or from federal, state, or local government records which are lawfully made available to the general public.
- i. **"Confidential Information Breach"** shall mean, generally, an instance where an unauthorized person or entity accesses Confidential Information in any manner, including but not limited to the following occurrences: (1) any Confidential Information that is not encrypted or protected is misplaced, lost, stolen or in any way compromised; (2) one or more third parties have had access to or taken control or possession of any Confidential Information that is not encrypted or protected without prior written authorization from the State; (3) the unauthorized acquisition of encrypted or protected Confidential Information together with the confidential process or key that is capable of compromising the integrity of the Confidential Information; or (4) if there is a substantial risk of identity theft or fraud to the client, the Contractor, the Department or State.
2. **Audit Clause. Audit Requirements.** For purposes of this paragraph, the word "contractor" shall be deemed to mean "nonstate entity," as that term is defined in Section 4-230 of the Connecticut General Statutes. The contractor shall provide for an annual financial audit acceptable to the Department for any expenditure of state-awarded funds made by the contractor. Such audit shall include management letters and audit recommendations. The State Auditors of Public Accounts shall have access to all records and accounts for the fiscal year(s) in which the award was made. The contractor will comply with federal and state single audit standards as applicable.
3. **Whistleblowing.** This Contract may be subject to the provisions of Section 4-61dd of the Connecticut General Statutes. In accordance with this statute, if an officer, employee or appointing authority of the Contractor takes or threatens to take any personnel action against any employee of the Contractor in retaliation for such employee's disclosure of information to any employee of the contracting state or quasi-public agency or the Auditors of Public Accounts or the Attorney General under the provisions of subsection (a) of such statute, the Contractor shall be liable for a civil penalty of not more than five thousand dollars for each offense, up to a maximum of twenty per cent of the value of this Contract. Each violation shall be a separate and distinct offense and in the case of a continuing violation, each calendar day's continuance of the violation shall be deemed to be a separate and distinct offense. The State may request that the Attorney General bring a civil action in the Superior Court for the Judicial District of Hartford to seek imposition and recovery of such civil penalty. In accordance with subsection (f) of such statute, each large state contractor, as defined in the statute, shall post a notice of the provisions of the statute relating to large state contractors in a conspicuous place which is readily available for viewing by the employees of the Contractor.
4. **Public Records.** This Contract may be subject to the provisions of section 1-218 of the Connecticut General Statutes. In accordance with this statute, each contract in excess of two million five hundred thousand dollars between a public agency and a person for the performance of a governmental function shall (a) provide that the public agency is entitled to receive a copy of records and files related to the performance of the governmental function, and (b) indicate that such records and files are subject to FOIA and may be disclosed by the public agency pursuant to FOIA. No request to inspect or copy such records or files shall be valid unless the request is made to the public agency in accordance with FOIA. Any complaint by a person who is denied the right to inspect or copy such records or files shall be brought to the Freedom of Information Commission in accordance with the provisions of sections 1-205 and 1-

206 of the Connecticut General Statutes.

5. **Connecticut Law.** The parties deem the Contract to have been made in the City of Hartford, State of Connecticut. Both parties agree that it is fair and reasonable for the validity and construction of the Contract to be, and it shall be, governed by the laws and court decisions of the State of Connecticut, without giving effect to its principles of conflicts of laws. To the extent that any immunities provided by Federal law or the laws of the State of Connecticut do not bar an action against the State, and to the extent that these courts are courts of competent jurisdiction, for the purpose of venue, the complaint shall be made returnable to the Judicial District of Hartford only or shall be brought in the United States District Court for the District of Connecticut only, and shall not be transferred to any other court, provided, however, that nothing here constitutes a waiver or compromise of the sovereign immunity of the State of Connecticut. The Contractor waives any objection which it may now have or will have to the laying of venue of any Claims in any forum and further irrevocably submits to such jurisdiction in any suit, action or proceeding.
6. **Termination.**
- a. Notwithstanding any provisions in this Contract, the Agency, through a duly authorized employee, may Terminate the Contract whenever the Agency makes a written determination that such Termination is in the best interests of the State. The Agency shall notify the Contractor in writing of Termination pursuant to this section, which notice shall specify the effective date of Termination and the extent to which the Contractor must complete its Performance under the Contract prior to such date.
  - b. Notwithstanding any provisions in this Contract, the Agency, through a duly authorized employee, may, after making a written determination that the Contractor has breached the Contract, Terminate the Contract in accordance with the provisions in the Breach section of this Contract.
  - c. The Agency shall send the notice of Termination via certified mail, return receipt requested, to the Contractor at the most current address which the Contractor has furnished to the Agency for purposes of correspondence, or by hand delivery. Upon receiving the notice from the Agency, the Contractor shall immediately discontinue all services affected in accordance with the notice, undertake all commercially reasonable efforts to mitigate any losses or damages, and deliver to the Agency all Records. The Records are deemed to be the property of the Agency and the Contractor shall deliver them to the Agency no later than thirty (30) days after the Termination of the Contract or fifteen (15) days after the Contractor receives a written request from the Agency for the Records. The Contractor shall deliver those Records that exist in electronic, magnetic or other intangible form in a non-proprietary format, such as, but not limited to, ASCII or .TXT.
  - d. Upon receipt of a written notice of Termination from the Agency, the Contractor shall cease operations as the Agency directs in the notice, and take all actions that are necessary or appropriate, or that the Agency may reasonably direct, for the protection, and preservation of the Goods and any other property. Except for any work which the Agency directs the Contractor to Perform in the notice prior to the effective date of Termination, and except as otherwise provided in the notice, the Contractor shall terminate or conclude all existing subcontracts and purchase orders and shall not enter into any further subcontracts, purchase orders or commitments.
  - e. The Agency shall, within forty-five (45) days of the effective date of Termination, reimburse the Contractor for its Performance rendered and accepted by the Agency in accordance with Section I and II of this contract, in addition to all actual and reasonable costs incurred after Termination in completing those portions of the

Performance which the notice required the Contractor to complete. However, the Contractor is not entitled to receive and the Agency is not obligated to tender to the Contractor any payments for anticipated or lost profits. Upon request by the Agency, the Contractor shall assign to the Agency, or any replacement contractor which the Agency designates, all subcontracts, purchase orders and other commitments, deliver to the Agency all Records and other information pertaining to its Performance, and remove from State premises, whether leased or owned, all of Contractor's property, equipment, waste material and rubbish related to its Performance, all as the Agency may request.

- f.** For breach or violation of any of the provisions in the section concerning Representations and Warranties, the Agency may Terminate the Contract in accordance with its terms and revoke any consents to assignments given as if the assignments had never been requested or consented to, without liability to the Contractor or Contractor Parties or any third party.
- g.** Upon Termination of the Contract, all rights and obligations shall be null and void, so that no party shall have any further rights or obligations to any other party, except with respect to the sections which survive Termination. All representations, warranties, agreements and rights of the parties under the Contract shall survive such Termination to the extent not otherwise limited in the Contract and without each one of them having to be specifically mentioned in the Contract.
- h.** Termination of the Contract pursuant to this section shall not be deemed to be a breach of contract by the Agency.

## **7. Indemnification and Insurance.**

### **a. Indemnification**

- i.** The Contractor shall indemnify, defend and hold harmless the State and its officers, representatives, agents, servants, employees, successors and assigns from and against any and all (1) Claims arising, directly or indirectly, in connection with the Contract, including the acts of commission or omission (collectively, the "Acts") of the Contractor or Contractor Parties; and (2) liabilities, damages, losses, costs and expenses, including but not limited to, attorneys' and other professionals' fees, arising, directly or indirectly, in connection with Claims, Acts or the Contract. The Contractor shall use counsel reasonably acceptable to the State in carrying out its obligations under this section. The Contractor's obligations under this section to indemnify, defend and hold harmless against Claims includes Claims concerning confidentiality of any part of or all of the Contractor's bid, proposal or any Records, any intellectual property rights, other proprietary rights of any person or entity, copyrighted or uncopyrighted compositions, secret processes, patented or unpatented inventions, articles or appliances furnished or used in the Performance.
- ii.** The Contractor shall not be responsible for indemnifying or holding the State harmless from any liability arising due to the negligence of the State or any third party acting under the direct control or supervision of the State.
- iii.** The Contractor shall reimburse the State for any and all damages to the real or personal property of the State caused by the Acts of the Contractor or any Contractor Parties. The State shall give the Contractor reasonable notice of any such Claims.
- iv.** The Contractor's duties under this section shall remain fully in effect and binding in accordance with the terms and conditions of the Contract, without being lessened or compromised in any way, even where the Contractor is alleged or is found to have merely contributed in part to the Acts giving rise to

the Claims and/or where the State is alleged or is found to have contributed to the Acts giving rise to the Claims.

- v. The Contractor shall carry and maintain at all times during the term of the Contract, and during the time that any provisions survive the term of the Contract, sufficient general liability insurance to satisfy its obligations under this Contract. The Contractor shall name the State as an additional insured on the policy and shall provide a copy of the policy to the Agency prior to the effective date of the Contract. The Contractor shall not begin Performance until the delivery of the policy to the Agency. The Agency shall be entitled to recover under the insurance policy even if a body of competent jurisdiction determines that the Agency or the State is contributorily negligent.
- vi. This section shall survive the Termination of the Contract and shall not be limited by reason of any insurance coverage.

**b. Insurance.** Before commencing Performance, the Contractor shall obtain and maintain at its own cost and expense for the duration of the Contract, the following insurance:

- i. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Coverage shall include, Premises and Operations, Independent Contractors, Products and Completed Operations, Contractual Liability and Broad Form Property Damage coverage. If a general aggregate is used, the general aggregate limit shall apply separately to the project or the general aggregate limit shall be twice the occurrence limit.
- ii. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury. Coverage extends to owned, hired and non-owned automobiles. If the vendor/contractor does not own an automobile, but one is used in the execution of the contract, then only hired and non-owned coverage is required. If a vehicle is not used in the execution of the contract, then automobile coverage is not required.
- iii. Professional Liability: \$1,000,000 limit of liability. Workers' Compensation and Employers Liability: Statutory coverage in compliance with the Compensation laws of the State of Connecticut. Coverage shall include Employer's Liability with minimum limits of \$100,000 each accident, \$500,000 Disease - Policy limit, \$100,000 each employee.

**8. Non-waiver of State's Immunity.** The parties acknowledge and agree that nothing in the Solicitation or the Contract shall be construed as a modification, compromise or waiver by the State of any rights or defenses of any immunities provided by Federal law or the laws of the State of Connecticut to the State or any of its officers and employees, which they may have had, now have or will have with respect to all matters arising out of the Contract. To the extent that this section conflicts with any other section, this section shall govern.

**9. Summary of Ethics Laws.**

Pursuant to the requirements of section 1-101qq of the Connecticut General Statutes (a) the State has provided to the Contractor the summary of State ethics laws developed by the State Ethics Commission pursuant to section 1-81b of the Connecticut General Statutes, which summary is incorporated by reference into and made a part of this Contract as if the summary had been fully set forth in this Contract; (b) the Contractor represents that the chief executive officer or authorized signatory of the Contract and all key employees of such officer or signatory have read and understood the summary and agree to comply with the provisions of state ethics law; (c) prior to entering into a contract with any subcontractors or consultants, the Contractor shall provide the summary to all subcontractors and consultants and each



such contract entered into with a subcontractor or consultant on or after July 1, 2021, shall include a representation that each subcontractor or consultant and the key employees of such subcontractor or consultant have read and understood the summary and agree to comply with the provisions of state ethics law; (d) failure to include such representations in such contracts with subcontractors or consultants shall be cause for termination of the Contract; and (e) each contract with such contractor, subcontractor or consultant shall incorporate such summary by reference as a part of the contract terms.

**10. Audit and Inspection of Plants, Places of Business and Records.**

- a. The State and its agents, including, but not limited to, the Connecticut Auditors of Public Accounts, Attorney General and State's Attorney and their respective agents, may, at reasonable hours, inspect and examine all of the parts of the Contractor's and Contractor Parties' plants and places of business which, in any way, are related to, or involved in, the performance of this Contract.
- b. The Contractor shall maintain, and shall require each of the Contractor Parties to maintain, accurate and complete Records. The Contractor shall make all of its and the Contractor Parties' Records available at all reasonable hours for audit and inspection by the State and its agents.
- c. The State shall make all requests for any audit or inspection in writing and shall provide the Contractor with at least twenty-four (24) hours' notice prior to the requested audit and inspection date. If the State suspects fraud or other abuse, or in the event of an emergency, the State is not obligated to provide any prior notice.
- d. All audits and inspections shall be at the State's expense.
- e. The Contractor shall keep and preserve or cause to be kept and preserved all of its and Contractor Parties' Records until three (3) years after the latter of (i) final payment under this Agreement, or (ii) the expiration or earlier termination of this Agreement, as the same may be modified for any reason. The State may request an audit or inspection at any time during this period. If any Claim or audit is started before the expiration of this period, the Contractor shall retain or cause to be retained all Records until all Claims or audit findings have been resolved.
- f. The Contractor shall cooperate fully with the State and its agents in connection with an audit or inspection. Following any audit or inspection, the State may conduct and the Contractor shall cooperate with an exit conference.
- g. The Contractor shall incorporate this entire Section verbatim into any contract or other agreement that it enters into with any Contractor Party.

**11. Campaign Contribution Restriction.**

For all State contracts, defined in section 9-612 of the Connecticut General Statutes as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to this Contract represents that they have received the State Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice.

**12. Protection of Confidential Information.**

- a. Contractor and Contractor Parties, at their own expense, have a duty to and shall protect from a Confidential Information Breach any and all Confidential Information which they come to possess or control, wherever and however stored or maintained, in a commercially reasonable manner in accordance with current industry standards.
- b. Each Contractor or Contractor Party shall develop, implement and maintain a comprehensive data - security program for the protection of Confidential

Information. The safeguards contained in such program shall be consistent with and comply with the safeguards for protection of Confidential Information, and information of a similar character, as set forth in all applicable federal and state law and written policy of the Department or State concerning the confidentiality of Confidential Information. Such data-security program shall include, but not be limited to, the following:

- i. A security policy for employees related to the storage, access and transportation of data containing Confidential Information;
  - ii. Reasonable restrictions on access to records containing Confidential Information, including access to any locked storage where such records are kept;
  - iii. A process for reviewing policies and security measures at least annually;
  - iv. Creating secure access controls to Confidential Information, including but not limited to passwords; and
  - v. Encrypting of Confidential Information that is stored on laptops, portable devices or being transmitted electronically.
- c.** The Contractor and Contractor Parties shall notify the Department and the Connecticut Office of the Attorney General as soon as practical, but no later than twenty-four (24) hours, after they become aware of or suspect that any Confidential Information which Contractor or Contractor Parties have come to possess or control has been subject to a Confidential Information Breach. If a Confidential Information Breach has occurred, the Contractor shall, within three (3) business days after the notification, present a credit monitoring and protection plan to the Commissioner of Administrative Services, the Department and the Connecticut Office of the Attorney General, for review and approval. Such credit monitoring or protection plan shall be made available by the Contractor at its own cost and expense to all individuals affected by the Confidential Information Breach. Such credit monitoring or protection plan shall include, but is not limited to reimbursement for the cost of placing and lifting one (1) security freeze per credit file pursuant to Connecticut General Statutes § 36a-701a. Such credit monitoring or protection plans shall be approved by the State in accordance with this Section and shall cover a length of time commensurate with the circumstances of the Confidential Information Breach. The Contractors' costs and expenses for the credit monitoring and protection plan shall not be recoverable from the Department, any State of Connecticut entity or any affected individuals.
- d.** The Contractor shall incorporate the requirements of this Section in all subcontracts requiring each Contractor Party to safeguard Confidential Information in the same manner as provided for in this Section.
- e.** Nothing in this Section shall supersede in any manner Contractor's or Contractor Party's obligations pursuant to HIPAA or the provisions of this Contract concerning the obligations of the Contractor as a Business Associate of the Department.

### **13. Executive Orders and Other Enactments.**

- (a) All references in this Contract to any Federal, State, or local law, statute, public or special act, executive order, ordinance, regulation or code (collectively, "Enactments") shall mean Enactments that apply to the Contract at any time during its term, or that may be made applicable to the Contract during its term. This Contract shall always be read and interpreted in accordance with the latest applicable wording and requirements of the Enactments. Unless otherwise provided by Enactments, the Contractor is not relieved of its obligation to perform under this Contract if it chooses to contest the applicability of the Enactments or the Client Agency's authority to require compliance with the Enactments.

- (b) This Contract is subject to the provisions of Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of this Contract as if they had been fully set forth in it.
- (c) This Contract may be subject to (1) Executive Order No. 14 of Governor M. Jodi Rell, promulgated April 17, 2006, concerning procurement of cleaning products and services; and (2) Executive Order No. 61 of Governor Dannel P. Malloy promulgated December 13, 2017 concerning the Policy for the Management of State Information Technology Projects, as issued by the Office of Policy and Management, Policy ID IT-SDLC-17-04. If any of the Executive Orders referenced in this subsection is applicable, it is deemed to be incorporated into and made a part of this Contract as if fully set forth in it.

#### **14. Nondiscrimination.**

- (a) For purposes of this Section, the following terms are defined as follows:
- i. "Commission" means the Commission on Human Rights and Opportunities;
  - ii. "Contract" and "contract" include any extension or modification of the Contract or contract;
  - iii. "Contractor" and "contractor" include any successors or assigns of the Contractor or contractor;
  - iv. "Gender identity or expression" means a person's gender-related identity, appearance or behavior, whether or not that gender-related identity, appearance or behavior is different from that traditionally associated with the person's physiology or assigned sex at birth, which gender-related identity can be shown by providing evidence including, but not limited to, medical history, care or treatment of the gender-related identity, consistent and uniform assertion of the gender-related identity or any other evidence that the gender-related identity is sincerely held, part of a person's core identity or not being asserted for an improper purpose;
  - v. "good faith" means that degree of diligence which a reasonable person would exercise in the performance of legal duties and obligations;
  - vi. "good faith efforts" shall include, but not be limited to, those reasonable initial efforts necessary to comply with statutory or regulatory requirements and additional or substituted efforts when it is determined that such initial efforts will not be sufficient to comply with such requirements;
  - vii. "marital status" means being single, married as recognized by the state of Connecticut, widowed, separated or divorced;
  - viii. "mental disability" means one or more mental disorders, as defined in the most recent edition of the American Psychiatric Association's "Diagnostic and Statistical Manual of Mental Disorders", or a record of or regarding a person as having one or more such disorders;
  - ix. "minority business enterprise" means any small contractor or supplier of materials fifty-one percent or more of the capital stock, if any, or assets of which is owned by a person or persons: (1) who are active in the daily affairs of the enterprise, (2) who have the power to direct the management and policies of the enterprise, and (3) who are members of a minority, as such term is defined in subsection (a) of Connecticut General Statutes § 32-9n; and

- x. "public works contract" means any agreement between any individual, firm or corporation and the State or any political subdivision of the State other than a municipality for construction, rehabilitation, conversion, extension, demolition or repair of a public building, highway or other changes or improvements in real property, or which is financed in whole or in part by the State, including, but not limited to, matching expenditures, grants, loans, insurance or guarantees.

For purposes of this Section, the terms "Contract" and "contract" do not include a contract where each contractor is (1) a political subdivision of the state, including, but not limited to, a municipality, unless the contract is a municipal public works contract or quasi-public agency project contract, (2) any other state, including but not limited to any federally recognized Indian tribal governments, as defined in C.G.S. § 1-267, (3) the federal government, (4) a foreign government, or (5) an agency of a subdivision, state or government described in the immediately preceding enumerated items (1), (2), (3), or (4).

- (b) (1) The Contractor agrees and warrants that in the performance of the Contract such Contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, status as a veteran, intellectual disability, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by such Contractor that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the State of Connecticut; and the Contractor further agrees to take affirmative action to ensure that applicants with job-related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, status as a veteran, intellectual disability, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by the Contractor that such disability prevents performance of the work involved; (2) the Contractor agrees, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, to state that it is an "affirmative action-equal opportunity employer" in accordance with regulations adopted by the Commission; (3) the Contractor agrees to provide each labor union or representative of workers with which the Contractor has a collective bargaining Agreement or other contract or understanding and each vendor with which the Contractor has a contract or understanding, a notice to be provided by the Commission, advising the labor union or workers' representative of the Contractor's commitments under this section and to post copies of the notice in conspicuous places available to employees and applicants for employment; (4) the Contractor agrees to comply with each provision of this Section and Connecticut General Statutes §§ 46a-68e and 46a-68f and with each regulation or relevant order issued by said Commission pursuant to Connecticut General Statutes §§ 46a-56, 46a-68e and 46a-68f; and (5) the Contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Contractor as relate to the provisions of this Section and Connecticut General Statutes § 46a-56. If the contract is a public works contract, the Contractor agrees and warrants that he will make good faith efforts to employ minority business enterprises as subcontractors and suppliers of materials on such public works projects.

- (c) Determination of the Contractor's good faith efforts shall include, but shall not be limited to, the following factors: The Contractor's employment and subcontracting policies, patterns and practices; affirmative advertising, recruitment and training; technical assistance activities and such other reasonable activities or efforts as the Commission may prescribe that are designed to ensure the participation of minority business enterprises in public works projects.
- (d) The Contractor shall develop and maintain adequate documentation, in a manner prescribed by the Commission, of its good faith efforts.
- (e) The Contractor shall include the provisions of subsection (b) of this Section in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the Commission. The Contractor shall take such action with respect to any such subcontract or purchase order as the Commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Connecticut General Statutes §46a-56; provided if such Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Commission, the Contractor may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the State and the State may so enter.
- (f) The Contractor agrees to comply with the regulations referred to in this Section as they exist on the date of this Contract and as they may be adopted or amended from time to time during the term of this Contract and any amendments thereto.
- (g) (1) The Contractor agrees and warrants that in the performance of the Contract such Contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of sexual orientation, in any manner prohibited by the laws of the United States or the State of Connecticut, and that employees are treated when employed without regard to their sexual orientation; (2) the Contractor agrees to provide each labor union or representative of workers with which such Contractor has a collective bargaining Agreement or other contract or understanding and each vendor with which such Contractor has a contract or understanding, a notice to be provided by the Commission on Human Rights and Opportunities advising the labor union or workers' representative of the Contractor's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (3) the Contractor agrees to comply with each provision of this section and with each regulation or relevant order issued by said Commission pursuant to Connecticut General Statutes § 46a-56; and (4) the Contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Contractor which relate to the provisions of this Section and Connecticut General Statutes § 46a-56.
- (h) The Contractor shall include the provisions of the foregoing paragraph in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the Commission. The Contractor shall take such action with respect to any such

subcontract or purchase order as the Commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Connecticut General Statutes § 46a-56; provided, if such Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Commission, the Contractor may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the State and the State may so enter.

- (i) Pursuant to subsection (c) of section 4a-60 and subsection (b) of section 4a-60a of the Connecticut General Statutes, the Contractor, for itself and its authorized signatory of this Contract, affirms that it understands the obligations of this section and that it will maintain a policy for the duration of the Contract to assure that the Contract will be performed in compliance with the nondiscrimination requirements of such sections. The Contractor and its authorized signatory of this Contract demonstrate their understanding of this obligation by (A) having provided an affirmative response in the required online bid or response to a proposal question which asks if the contractor understands its obligations under such sections, (B) signing this Contract, or (C) initialing this nondiscrimination affirmation in the following box: ☐

**15. Health Insurance Portability and Accountability Act of 1996.**

- (a) If the Contractor is a Business Associate under the requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as noted in this Contract, the Contractor must comply with all terms and conditions of this Section of the Contract. If the Contractor is not a Business Associate under HIPAA, this Section of the Contract does not apply to the Contractor for this Contract.
- (b) The Contractor is required to safeguard the use, publication and disclosure of information on all applicants for, and all clients who receive, services under the Contract in accordance with all applicable federal and state law regarding confidentiality, which includes but is not limited to HIPAA, more specifically with the Privacy and Security Rules at 45 C.F.R. Part 160 and Part 164, subparts A, C, and E; and
- (c) The State of Connecticut Agency named on page 1 of this Contract ("Agency") is a "covered entity" as that term is defined in 45 C.F.R. § 160.103; and
- (d) The Contractor is a "business associate" of the Agency, as that term is defined in 45 C.F.R. § 160.103; and
- (e) The Contractor and the Agency agree to the following in order to secure compliance with the HIPAA, the requirements of Subtitle D of the Health Information Technology for Economic and Clinical Health Act ("HITECH Act"), (Pub. L. 111-5, §§ 13400 to 13423), and more specifically with the Privacy and Security Rules at 45 C.F.R. parts 160 and 164, subparts A, C, and E (collectively referred to herein as the "HIPAA Standards").
- (f) Definitions
  - (1) "Breach" shall have the same meaning as the term is defined in 45 C.F.R. § 164.402 and shall also include a use or disclosure of PHI that violates the HIPAA Standards.

- (2) "Business Associate" shall mean the Contractor.
  - (3) "Covered Entity" shall mean the Agency of the State of Connecticut named on page 1 of this Contract.
  - (4) "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 C.F.R. § 164.501.
  - (5) "Electronic Health Record" shall have the same meaning as the term is defined in section 13400 of the HITECH Act (42 U.S.C. § 17921(5)).
  - (6) "Individual" shall have the same meaning as the term "individual" in 45 C.F.R. § 160.103 and shall include a person who qualifies as a personal representative as defined in 45 C.F.R. § 164.502(g).
  - (7) "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. part 160 and part 164, subparts A and E.
  - (8) "Protected Health Information" or "PHI" shall have the same meaning as the term "protected health information" in 45 C.F.R. § 160.103, and includes electronic PHI, as defined in 45 C.F.R. § 160.103, limited to information created, maintained, transmitted or received by the Business Associate from or on behalf of the Covered Entity or from another Business Associate of the Covered Entity.
  - (9) "Required by Law" shall have the same meaning as the term "required by law" in 45 C.F.R. § 164.103.
  - (10) "Secretary" shall mean the Secretary of the Department of Health and Human Services or his designee.
  - (11) "More stringent" shall have the same meaning as the term "more stringent" in 45 C.F.R. § 160.202.
  - (12) "This Section of the Contract" refers to the HIPAA Provisions stated herein, in their entirety.
  - (13) "Security Incident" shall have the same meaning as the term "security incident" in 45 C.F.R. § 164.304.
  - (14) "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. part 160 and part 164, subpart A and C.
  - (15) "Unsecured protected health information" shall have the same meaning as the term as defined in 45 C.F.R. § 164.402.
- (g) Obligations and Activities of Business Associates.
- (1) Business Associate agrees not to use or disclose PHI other than as permitted or required by this Section of the Contract or as Required by Law.
  - (2) Business Associate agrees to use and maintain appropriate safeguards and comply with applicable HIPAA Standards with respect to all PHI and to

prevent use or disclosure of PHI other than as provided for in this Section of the Contract and in accordance with HIPAA Standards.

- (3) Business Associate agrees to use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of electronic protected health information that it creates, receives, maintains, or transmits on behalf of the Covered Entity.
- (4) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to the Business Associate of a use or disclosure of PHI by Business Associate in violation of this Section of the Contract.
- (5) Business Associate agrees to report to Covered Entity any use or disclosure of PHI not provided for by this Section of the Contract or any security incident of which it becomes aware.
- (6) Business Associate agrees in accordance with 45 C.F.R. § 502(e)(1)(ii) and § 164.308(d)(2), if applicable, to ensure that any subcontractor that creates, receives, maintains or transmits PHI on behalf of the Business Associate agrees to the same restrictions, conditions and requirements that apply to the Business Associate with respect to such information.
- (7) Business Associate agrees to provide access (including inspection, obtaining a copy or both), at the request of the Covered Entity, and in the time and manner designated by the Covered Entity, to PHI in a Designated Record Set, to Covered Entity or, as directed by Covered Entity, to an Individual in order to meet the requirements under 45 C.F.R. § 164.524. Business Associate shall not charge any fees greater than the lesser of the amount charged by the Covered Entity to an Individual for such records; the amount permitted by state law; or the Business Associate's actual cost of postage, labor and supplies for complying with the request.
- (8) Business Associate agrees to make any amendments to PHI in a Designated Record Set that the Covered Entity directs or agrees to pursuant to 45 C.F.R. § 164.526 at the request of the Covered Entity, and in the time and manner designated by the Covered Entity.
- (9) Business Associate agrees to make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created, maintained, transmitted or received by, Business Associate on behalf of Covered Entity, available to Covered Entity or to the Secretary in a time and manner agreed to by the parties or designated by the Secretary, for purposes of the Secretary investigating or determining Covered Entity's compliance with the HIPAA Standards.
- (10) Business Associate agrees to document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528 and section 13405 of the HITECH Act (42 U.S.C. § 17935) and any regulations promulgated thereunder.
- (11) Business Associate agrees to provide to Covered Entity, in a time and manner designated by the Covered Entity, information collected in



accordance with subsection (g)(10) of this Section of the Contract, to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528 and section 13405 of the HITECH Act (42 U.S.C. § 17935) and any regulations promulgated thereunder. Business Associate agrees at the Covered Entity's direction to provide an accounting of disclosures of PHI directly to an Individual in accordance with 45 C.F.R. § 164.528 and section 13405 of the HITECH Act (42 U.S.C. § 17935) and any regulations promulgated thereunder.

- (12) Business Associate agrees to comply with any state or federal law that is more stringent than the Privacy Rule.
- (13) Business Associate agrees to comply with the requirements of the HITECH Act relating to privacy and security that are applicable to the Covered Entity and with the requirements of 45 C.F.R. §§ 164.504(e), 164.308, 164.310, 164.312, and 164.316.
- (14) In the event that an Individual requests that the Business Associate
  - (A) restrict disclosures of PHI;
  - (B) provide an accounting of disclosures of the Individual's PHI;
  - (C) provide a copy of the Individual's PHI in an electronic health record; or
  - (D) amend PHI in the Individual's designated record set  
the Business Associate agrees to notify the Covered Entity, in writing, within five (5) business days of the request.
- (15) Business Associate agrees that it shall not, and shall ensure that its subcontractors do not, directly or indirectly, receive any remuneration in exchange for PHI of an Individual without
  - (A) the written approval of the Covered Entity, unless receipt of remuneration in exchange for PHI is expressly authorized by this Contract; and
  - (B) the valid authorization of the Individual, except for the purposes provided under section 13405(d)(2) of the HITECH Act, (42 U.S.C. § 17935(d)(2)) and in any accompanying regulations
- (16) Obligations in the Event of a Breach.
  - (A) The Business Associate agrees that, following the discovery by the Business Associate or by a subcontractor of the Business Associate of any use or disclosure not provided for by this section of the Contract, any breach of unsecured PHI, or any Security Incident, it shall notify the Covered Entity of such breach in accordance with Subpart D of Part 164 of Title 45 of the Code of Federal Regulations and this Section of the Contract.
  - (B) Such notification shall be provided by the Business Associate to the Covered Entity without unreasonable delay, and in no case later than thirty (30) days after the breach is discovered by the Business Associate,

or a subcontractor of the Business Associate, except as otherwise instructed in writing by a law enforcement official pursuant to 45 C.F.R. § 164.412. A breach is considered discovered as of the first day on which it is, or reasonably should have been, known to the Business Associate or its subcontractor. The notification shall include the identification and last known address, phone number and email address of each Individual (or the next of kin of the Individual if the Individual is deceased) whose unsecured PHI has been, or is reasonably believed by the Business Associate to have been, accessed, acquired, or disclosed during such breach.

- (C) The Business Associate agrees to include in the notification to the Covered Entity at least the following information:
1. A description of what happened, including the date of the breach; the date of the discovery of the breach; the unauthorized person, if known, who used the PHI or to whom it was disclosed; and whether the PHI was actually acquired or viewed.
  2. A description of the types of unsecured PHI that were involved in the breach (such as full name, Social Security number, date of birth, home address, account number, or disability code).
  3. The steps the Business Associate recommends that Individual(s) take to protect themselves from potential harm resulting from the breach.
  4. A detailed description of what the Business Associate is doing or has done to investigate the breach, to mitigate losses, and to protect against any further breaches.
  5. Whether a law enforcement official has advised the Business Associate, either verbally or in writing, that he or she has determined that notification or notice to Individuals or the posting required under 45 C.F.R. § 164.412 would impede a criminal investigation or cause damage to national security and; if so, include contact information for said official.
- (D) If directed by the Covered Entity, the Business Associate agrees to conduct a risk assessment using at least the information in subparagraphs 1 to 4 inclusive, of (g)(16)(C) of this Section and determine whether, in its opinion, there is a low probability that the PHI has been compromised. Such recommendation shall be transmitted to the Covered Entity within twenty (20) business days of the Business Associate's notification to the Covered Entity.
- (E) If the Covered Entity determines that there has been a breach, as defined in 45 C.F.R. § 164.402, by the Business Associate or a subcontractor of the Business Associate, if directed by the Covered Entity, shall provide all notifications required by 45 C.F.R. §§ 164.404 and 164.406.
- (F) Business Associate agrees to provide appropriate staffing and have established procedures to ensure that Individuals informed of a breach have the opportunity to ask questions and contact the Business

Associate for additional information regarding the breach. Such procedures shall include a toll-free telephone number, an e-mail address, a posting on its Web site and a postal address. Business Associate agrees to include in the notification of a breach by the Business Associate to the Covered Entity, a written description of the procedures that have been established to meet these requirements. Costs of such contact procedures will be borne by the Contractor.

- (G) Business Associate agrees that, in the event of a breach, it has the burden to demonstrate that it has complied with all notifications requirements set forth above, including evidence demonstrating the necessity of a delay in notification to the Covered Entity.

(h) Permitted Uses and Disclosure by Business Associate.

- (1) General Use and Disclosure Provisions. Except as otherwise limited in this Section of the Contract, Business Associate may use or disclose PHI to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in this Contract, provided that such use or disclosure would not violate the HIPAA Standards if done by Covered Entity or the minimum necessary policies and procedures of the Covered Entity.

(2) Specific Use and Disclosure Provisions

- (A) Except as otherwise limited in this Section of the Contract, Business Associate may use PHI for the proper management and administration of Business Associate or to carry out the legal responsibilities of Business Associate.
- (B) Except as otherwise limited in this Section of the Contract, Business Associate may disclose PHI for the proper management and administration of Business Associate, provided that disclosures are Required by Law, or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as Required by Law or for the purpose for which it was disclosed to the person, and the person notifies Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- (C) Except as otherwise limited in this Section of the Contract, Business Associate may use PHI to provide data aggregation services to Covered Entity as permitted by 45 C.F.R. § 164.504(e)(2)(i)(B).

(i) Obligations of Covered Entity.

- (1) Covered Entity shall notify Business Associate of any limitations in its notice of privacy practices of Covered Entity, in accordance with 45 C.F.R. § 164.520, or to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
- (2) Covered Entity shall notify Business Associate of any changes in, or revocation of, permission by Individual(s) to use or disclose PHI, to the extent that such changes may affect Business Associate's use or disclosure of PHI.

- (3) Covered Entity shall notify Business Associate of any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 C.F.R. § 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- (j) Permissible Requests by Covered Entity. Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under the HIPAA Standards if done by the Covered Entity, except that Business Associate may use and disclose PHI for data aggregation, and management and administrative activities of Business Associate, as permitted under this Section of the Contract.
- (k) Term and Termination.
- (1) Term. The Term of this Section of the Contract shall be effective as of the date the Contract is effective and shall terminate when the information collected in accordance with provision (g)(10) of this Section of the Contract is provided to the Covered Entity and all of the PHI provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, or, if it is infeasible to return or destroy PHI, protections are extended to such information, in accordance with the termination provisions in this Section.
- (2) Termination for Cause Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity shall either:
- (A) Provide an opportunity for Business Associate to cure the breach or end the violation and terminate the Contract if Business Associate does not cure the breach or end the violation within the time specified by the Covered Entity; or
- (B) Immediately terminate the Contract if Business Associate has breached a material term of this Section of the Contract and cure is not possible; or
- (C) If neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.
- (3) Effect of Termination.
- (A) Except as provided in (k)(2) of this Section of the Contract, upon termination of this Contract, for any reason, Business Associate shall return or destroy all PHI received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity. Business Associate shall also provide the information collected in accordance with section (g)(10) of this Section of the Contract to the Covered Entity within ten (10) business days of the notice of termination. This section shall apply to PHI that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the PHI.
- (B) In the event that Business Associate determines that returning or destroying the PHI is infeasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or

destruction infeasible. Upon documentation by Business Associate that return or destruction of PHI is infeasible, Business Associate shall extend the protections of this Section of the Contract to such PHI and limit further uses and disclosures of PHI to those purposes that make return or destruction infeasible, for as long as Business Associate maintains such PHI. Infeasibility of the return or destruction of PHI includes, but is not limited to, requirements under state or federal law that the Business Associate maintains or preserves the PHI or copies thereof.

(I) Miscellaneous Sections.

- (1) Regulatory References. A reference in this Section of the Contract to a section in the Privacy Rule means the section as in effect or as amended.
- (2) Amendment. The Parties agree to take such action as is necessary to amend this Section of the Contract from time to time as is necessary for Covered Entity to comply with requirements of the Privacy Rule and the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191.
- (3) Survival. The respective rights and obligations of Business Associate shall survive the termination of this Contract.
- (4) Effect on Contract. Except as specifically required to implement the purposes of this Section of the Contract, all other terms of the Contract shall remain in force and effect.
- (5) Construction. This Section of the Contract shall be construed as broadly as necessary to implement and comply with the Privacy Standard. Any ambiguity in this Section of the Contract shall be resolved in favor of a meaning that complies, and is consistent with, the Privacy Standard.
- (6) Disclaimer. Covered Entity makes no warranty or representation that compliance with this Section of the Contract will be adequate or satisfactory for Business Associate's own purposes. Covered Entity shall not be liable to Business Associate for any claim, civil or criminal penalty, loss or damage related to or arising from the unauthorized use or disclosure of PHI by Business Associate or any of its officers, directors, employees, contractors or agents, or any third party to whom Business Associate has disclosed PHI contrary to the sections of this Contract or applicable law. Business Associate is solely responsible for all decisions made, and actions taken, by Business Associate regarding the safeguarding, use and disclosure of PHI within its possession, custody or control.
- (7) Indemnification. The Business Associate shall indemnify and hold the Covered Entity harmless from and against any and all claims, liabilities, judgments, fines, assessments, penalties, awards and any statutory damages that may be imposed or assessed pursuant to HIPAA, as amended or the HITECH Act, including, without limitation, attorney's fees, expert witness fees, costs of investigation, litigation or dispute resolution, and costs awarded thereunder, relating to or arising out of any violation by the Business Associate and its agents, including subcontractors, of any obligation of Business Associate and its agents, including subcontractors, under this section of the contract, under HIPAA, the HITECH Act, and the HIPAA Standards.

**16. Consulting Agreements Representation.**

Pursuant to section 4a-81 of the Connecticut General Statutes, the person signing this Contract on behalf of the Contractor represents, to their best knowledge and belief and subject to the penalty of false statement as provided in section 53a-157b of the Connecticut General Statutes, that the Contractor has not entered into any consulting agreements in connection with this Contract, except for the agreements listed below or in an attachment to this Contract. "Consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information, or (C) any other similar activity related to such contracts. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of chapter 10 of the Connecticut General Statutes as of the date such contract is executed in accordance with the provisions of section 4a-81 of the Connecticut General Statutes.

|                             |                              |
|-----------------------------|------------------------------|
|                             |                              |
| Consultant's Name and Title | Name of Firm (if applicable) |

  

|            |          |      |
|------------|----------|------|
|            |          |      |
| Start Date | End Date | Cost |

The basic terms of the consulting agreement are: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Description of Services Provided: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Is the consultant a former State employee or former public official? ☐ YES ☐ NO

If YES: \_\_\_\_\_  
 Name of Former State Agency      Termination Date of Employment

**17. Large State Contract Representation for Contractor.**

Pursuant to section 4-252 of the Connecticut General Statutes and Acting Governor Susan Bysiewicz Executive Order No. 21-2, promulgated July 1, 2021, the Contractor, for itself and on behalf of all of its principals or key personnel who submitted a bid or proposal, represents:

(1) That no gifts were made by (A) the Contractor, (B) any principals and key personnel of the Contractor, who participate substantially in preparing bids, proposals or negotiating State contracts, or (C) any agent of the Contractor or principals and key personnel, who participates substantially in preparing bids, proposals or negotiating State contracts, to (i) any public official or State employee of the State agency or quasi- public agency soliciting bids or proposals for State contracts, who participates substantially in the preparation of bid solicitations or requests for proposals for State contracts or the negotiation or award of State contracts, or (ii) any public official or

State employee of any other State agency, who has supervisory or appointing authority over such State agency or quasi-public agency;

(2) That no such principals and key personnel of the Contractor, or agent of the Contractor or of such principals and key personnel, knows of any action by the Contractor to circumvent such prohibition on gifts by providing for any other principals and key personnel, official, employee or agent of the Contractor to provide a gift to any such public official or State employee; and

(3) That the Contractor is submitting bids or proposals without fraud or collusion with any person.

**18. Large State Contract Representation for Official or Employee of State Agency.**

Pursuant to section 4-252 of the Connecticut General Statutes and Acting Governor Susan Bysiewicz Executive Order No. 21-2, promulgated July 1, 2021, the State agency official or employee represents that the selection of the person, firm or corporation was not the result of collusion, the giving of a gift or the promise of a gift, compensation, fraud or inappropriate influence from any person.

**19. Iran Energy Investment Certification.**

(a) Pursuant to section 4-252a of the Connecticut General Statutes, the Contractor certifies that it has not made a direct investment of twenty million dollars or more in the energy sector of Iran on or after October 1, 2013, as described in Section 202 of the Comprehensive Iran Sanctions, Accountability and Divestment Act of 2010, and has not increased or renewed such investment on or after said date.

(b) If the Contractor makes a good faith effort to determine whether it has made an investment described in subsection (a) of this section then the Contractor shall not be deemed to be in breach of the Contract or in violation of this section. A "good faith effort" for purposes of this subsection includes a determination that the Contractor is not on the list of persons who engage in certain investment activities in Iran created by the Department of General Services of the State of California pursuant to Division 2, Chapter 2.7 of the California Public Contract Code. Nothing in this subsection shall be construed to impair the ability of the State agency or quasi-public agency to pursue a breach of contract action for any violation of the provisions of the Contract.

**20. Access to Contract and State Data.**

The Contractor shall provide to the Client Agency access to any data, as defined in Conn. Gen Stat. Sec. 4e-1, concerning the Contract and the Client Agency that are in the possession or control of the Contractor upon demand and shall provide the data to the Client Agency in a format prescribed by the Client Agency and the State Auditors of Public Accounts at no additional cost.

**B. ASSURANCES**

*By submitting a proposal in response to this RFP, a proposer implicitly gives the following assurances:*

- 1. Collusion.** The proposer represents and warrants that the proposer did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The proposer further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the proposer's proposal. The proposer also represents

and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.

- 2. State Officials and Employees.** The proposer certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The Agency may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the proposer, contractor, or its agents or employees.
- 3. Competitors.** The proposer assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the proposer to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The proposer further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the proposer knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.
- 4. Validity of Proposal.** The proposer certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Agency may include the proposal, by reference or otherwise, into any contract with the successful proposer.
- 5. Press Releases.** The proposer agrees to obtain prior written consent and approval of the Agency for press releases that relate in any manner to this RFP or any resultant contract.

## C. TERMS AND CONDITIONS

*By submitting a proposal in response to this RFP, a proposer implicitly agrees to comply with the following terms and conditions:*

- 1. Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
- 2. Preparation Expenses.** Neither the State nor the Agency shall assume any liability for expenses incurred by a proposer in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
- 3. Exclusion of Taxes.** The Agency is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Proposers are liable for any other applicable taxes.



- 4. Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
- 5. Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Agency may request and authorize proposers to submit written clarification of their proposals, in a manner or format prescribed by the Agency, and at the proposer's expense.
- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the Agency. The Agency may ask a proposer to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Agency. At its sole discretion, the Agency may limit the number of proposers invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per proposer.
- 7. Presentation of Supporting Evidence.** If requested by the Agency, a proposer must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. The Agency may make onsite visits to an operational facility or facilities of a proposer to evaluate further the proposer's capability to perform the duties required by this RFP. At its discretion, the Agency may also check or contact any reference provided by the proposer.
- 8. RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Agency or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the Agency and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the proposer or for payment of services under the terms of the contract until the successful proposer is notified that the contract has been accepted and approved by the Agency and, if required, by the Attorney General's Office.

#### **D. RIGHTS RESERVED TO THE STATE**

*By submitting a proposal in response to this RFP, a proposer implicitly accepts that the following rights are reserved to the State:*

- 1. Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the Agency.
- 2. Amending or Canceling RFP.** The Agency reserves the right to amend or cancel this RFP on any date and at any time, if the Agency deems it to be necessary, appropriate, or otherwise in the best interests of the State.
- 3. No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, the Agency may reopen the procurement process, if it is determined to be in the best interests of the State.

- 4. Award and Rejection of Proposals.** The Agency reserves the right to award in part, to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Agency may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Agency reserves the right to reject the proposal of any proposer who submits a proposal after the submission date and time.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
- 6. Contract Negotiation.** The Agency reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Agency further reserves the right to contract with one or more proposer for such services. After reviewing the scored criteria, the Agency may seek Best and Final Offers (BFO) on cost from proposers. The Agency may set parameters on any BFOs received.
- 7. Clerical Errors in Award.** The Agency reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a proposer and subsequently awarding the contract to another proposer. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial proposer is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the proposer.
- 8. Key Personnel.** When the Agency is the sole funder of a purchased service, the Agency reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Agency also reserves the right to approve replacements for key personnel who have terminated employment. The Agency further reserves the right to require the removal and replacement of any of the proposer's key personnel who do not perform adequately, regardless of whether they were previously approved by the Agency.

## **E. STATUTORY AND REGULATORY COMPLIANCE**

*By submitting a proposal in response to this RFP, the proposer implicitly agrees to comply with all applicable State and federal laws and regulations, including, but not limited to, the following:*

- 1. Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Proposers are generally advised not to include in their proposals any confidential information. If the proposer indicates that certain documentation, as required by this RFP, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The proposer has the burden

of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a proposer may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.

- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
- 3. Consulting Agreements Representation, C.G.S. § 4a-81.** Pursuant to C.G.S. §§ 4a-81 the successful contracting party shall certify that it has not entered into any consulting agreements in connection with this Contract, except for the agreements listed below. "Consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information, or (C) any other similar activity related to such contracts. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of chapter 10 of the Connecticut General Statutes as of the date such contract is executed in accordance with the provisions of section 4a-81 of the Connecticut General Statutes. Such representation shall be sworn as true to the best knowledge and belief of the person signing the resulting contract and shall be subject to the penalties of false statement.
- 4. Campaign Contribution Restriction, C.G.S. § 9-612.** For all State contracts, defined in section 9-612 of the Connecticut General Statutes as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to the resulting contract must represent that they have received the State Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice, as set forth in "Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations." Such notice is available at [https://seec.ct.gov/Portal/data/forms/ContrForms/seec\\_form\\_11\\_notice\\_only.pdf](https://seec.ct.gov/Portal/data/forms/ContrForms/seec_form_11_notice_only.pdf)
- 5. Gifts, C.G.S. § 4-252.** Pursuant to section 4-252 of the Connecticut General Statutes and Acting Governor Susan Bysiewicz's Executive Order No. 21-2, the Contractor, for itself and on behalf of all of its principals or key personnel who submitted a bid or proposal, represents:
  - (1) That no gifts were made by (A) the Contractor, (B) any principals and key personnel of the Contractor, who participate substantially in preparing bids, proposals or negotiating State contracts, or (C) any agent of the Contractor or principals and key personnel, who participates substantially in preparing bids, proposals or negotiating State contracts, to (i) any public official or State employee of the State agency or

quasi- public agency soliciting bids or proposals for State contracts, who participates substantially in the preparation of bid solicitations or requests for proposals for State contracts or the negotiation or award of State contracts, or (ii) any public official or State employee of any other State agency, who has supervisory or appointing authority over such State agency or quasi-public agency;

(2) That no such principals and key personnel of the Contractor, or agent of the Contractor or of such principals and key personnel, knows of any action by the Contractor to circumvent such prohibition on gifts by providing for any other principals and key personnel, official, employee or agent of the Contractor to provide a gift to any such public official or State employee; and

(3) That the Contractor is submitting bids or proposals without fraud or collusion with any person.

Any bidder or proposer that does not agree to the representations required under this section shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked proposer or the next lowest responsible qualified bidder or seek new bids or proposals.

**6. Iran Energy Investment Certification C.G.S. § 4-252(a).** Pursuant to C.G.S. § 4-252(a), the successful contracting party shall certify the following: (a) that it has not made a direct investment of twenty million dollars or more in the energy sector of Iran on or after October 1, 2013, as described in Section 202 of the Comprehensive Iran Sanctions, Accountability and Divestment Act of 2010, and has not increased or renewed such investment on or after said date. (b) If the Contractor makes a good faith effort to determine whether it has made an investment described in subsection (a) of this section it shall not be subject to the penalties of false statement pursuant to section 4-252a of the Connecticut General Statutes. A "good faith effort" for purposes of this subsection includes a determination that the Contractor is not on the list of persons who engage in certain investment activities in Iran created by the Department of General Services of the State of California pursuant to Division 2, Chapter 2.7 of the California Public Contract Code. Nothing in this subsection shall be construed to impair the ability of the State agency or quasi-public agency to pursue a breach of contract action for any violation of the provisions of the resulting contract.

**7. Nondiscrimination Certification, C.G.S. § 4a-60 and 4a-60a.** If a bidder is awarded an opportunity to negotiate a contract, the proposer must provide the State agency with *written representation* in the resulting contract that certifies the bidder complies with the State's nondiscrimination agreements and warranties. This nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The authorized signatory of the contract shall demonstrate his or her understanding of this obligation by either (A) initialing the nondiscrimination affirmation provision in the body of the resulting contract, or (B) providing an affirmative response in the required online bid or response to a proposal question, if applicable, which asks if the contractor understands its obligations. If a bidder or vendor refuses to agree to this representation, such bidder or vendor shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked vendor or the next lowest responsible qualified bidder or seek new bids or proposals.

**8. Access to Data for State Auditors.** The Contractor shall provide to OPM access to any data, as defined in C.G.S. § 4e-1, concerning the resulting contract that are in

the possession or control of the Contractor upon demand and shall provide the data to OPM in a format prescribed by OPM [or the Client Agency] and the State Auditors of Public Accounts at no additional cost.

## VI. APPENDIX

### A. ABBREVIATIONS / ACRONYMS / DEFINITIONS

|        |  |
|--------|--|
| BFO    | Best and Final Offer                               |
| C.G.S. | Connecticut General Statutes                       |
| CHRO   | Commission on Human Rights and Opportunity (CT)    |
| CT     | Connecticut  |
| DAS    | Department of Administrative Services (CT)         |
| DMHAS  | Department of Mental Health and Addiction Services |
| FOIA   | Freedom of Information Act (CT)                    |
| IRS    | Internal Revenue Service (US)                      |
| LOI    | Letter of Intent                                   |
| OAG    | Office of the Attorney General                     |
| OPM    | Office of Policy and Management (CT)               |
| OSC    | Office of the State Comptroller (CT)               |
| PSA    | Personal Service Agreement                         |
| P.A.   | Public Act (CT)                                    |
| RFP    | Request For Proposal                               |
| SEEC   | State Elections Enforcement Commission (CT)        |
| U.S.   | United States                                      |

- *contractor*: a private provider organization, CT State agency, or municipality that enters into a POS contract with the Agency as a result of this RFP.
- *proposer*: a private provider organization, CT State agency, or municipality that has submitted a proposal to the Agency in response to this RFP. This term may be used interchangeably with respondent throughout the RFP.
- *prospective proposer*: a private provider organization, CT State agency, or municipality that may submit a proposal to the Agency in response to this RFP, but has not yet done so
- *subcontractor*: an individual (other than an employee of the contractor) or business entity hired by a contractor to provide a specific service as part of a PSA with the Agency as a result of this RFP.

**B. STATEMENT OF ASSURANCES****Department of Mental Health and Addiction Services**

The undersigned Respondent affirms and declares that:

**1) General**

- a. This proposal is executed and signed with full knowledge and acceptance of the RFP CONDITIONS stated in the RFP.
- b. The Respondent will deliver services to the Agency the cost proposed in the RFP and within the timeframes therein.
- c. The Respondent will seek prior approval from the Agency before making any changes to the location of services.
- d. Neither the Respondent or any official of the organization nor any subcontractor the Respondent or any official of the subcontractor organization has received any notices of debarment or suspension from contracting with the State of CT or the Federal Government.
- e. Neither the Respondent or any official of the organization nor any subcontractor to the Respondent or any official of the subcontractor's organization has received any notices of debarment or suspension from contracting with other states within the United States.

Legal Name of Organization:

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date

**C. REQUIRED LETTER OF INTENT**

**State of Connecticut  
Department of Mental Health and Addiction Services  
REQUEST FOR PROPOSALS  
DMHAS-MSD-ASO-BHRP-2027**

Return to:

DMHAS Official Contact

Christine Goracy

The organization below intends to submit a proposal in response to the above referenced RFP.

Note: This letter is a non-binding expression of interest and does not obligate the sender to submit a proposal.

**Prospective Proposer:**

|                 |             |                  |
|-----------------|-------------|------------------|
|                 |             | ( ) -            |
| Legal Name      |             | Telephone Number |
|                 |             |                  |
| Mailing Address | Town, State | Zip Code         |

**Contact Person:**

|                  |             |                |
|------------------|-------------|----------------|
|                  |             |                |
| Name             |             | Title          |
|                  |             |                |
| Mailing Address  | Town, State | Zip Code       |
| ( ) -            | ( ) -       |                |
| Telephone Number | FAX Number  | E-mail Address |

**Person Authorized to Sign Contract:**

|           |  |       |
|-----------|--|-------|
| Name      |  | Title |
|           |  |       |
| Signature |  | Date  |



**D. COVER SHEET**

**DMHAS-MSD-ASO-BHRP-2027**  
**Department of Mental Health and Addiction Services**  
**Due Date: 10/23/2025 3:00 PM EST**

---

Primary Business Name

---

FEIN # & DUNS#

---

Business Address

---

Telephone Number

---

Town, State

---

Zip Code

**Contact Person:** *(Individual other than Authorized Official who can provide additional information about the proposal or who has immediate responsibility for the proposal)*

---

Name

---

Title

---

Street Address

---

Town, State, Zip Code

---

Telephone Number

---

Facsimile Number

---

E-mail Address

**Authorized Official:** *(Individual empowered to enter into and amend contractual instruments in the name and on behalf of the Contractor)*

---

Name

---

Title

---

Street Address

---

Town, State, Zip Code

---

Telephone Number

---

Facsimile Number

---

E-mail Address

---

Signature

Total Amount of Proposal: \_\_\_\_\_

**E. BUDGET AND BUDGET NARRATIVE**

| <b>DIRECT EXPENSES</b>                              |  | <b><u>ANNUAL</u> Costs</b> |
|---|--|----------------------------|
| <b><u>5100: SALARIES</u></b>                        |  |                            |
| 5101  | Staff Salaries & Wages (title, hourly rate and % of FTE) |                            |
| 5102  | Overtime   |                            |
| 5103  | Non-Routine Comp. (specify in narrative)                 |                            |
| <b>Total Salaries</b>                               |  |                            |
| <b><u>5200: FRINGE BENEFITS</u></b>                 |  |                            |
| <b><u>5300: CONTRACTUAL SERVICES</u></b>            |  |                            |
| 5301  | Medical Professional                                     |                            |
| 5302  | Behavioral Health Professional                           |                            |
| 5303  | Contracted Workers - Non-Payroll                         |                            |
| 5304  | Other Contractual (specify in narrative)                 |                            |
| <b>Total Contractual Services</b>                   |  |                            |
| <b><u>5400: TRANSPORTATION</u></b>                  |  |                            |
| 5401  | Staff Travel Reimbursement                               |                            |
| 5402  | Vehicle Leases   |                            |
| 5403  | Vehicle Maintenance                                      |                            |
| 5404  | Other Transportation (specify in narrative)              |                            |
| <b>Total Transportation</b>                         |  |                            |
| <b><u>5500: MATERIALS AND SUPPLIES</u></b>          |  |                            |
| 5501  | Food   |                            |
| 5502  | Lab & Medical Supplies                                   |                            |
| 5503  | Equipment (Less than \$5,000)                            |                            |
| 5504  | Other Mtrls and Sppls (specify in narrative)             |                            |
| <b>Total Materials/Supplies</b>                     |  |                            |
| <b><u>5600: FACILITIES</u></b>                      |  |                            |
| 5601  | Rent and Real Estate Taxes                               |                            |
| 5602  | Security   |                            |
| 5603  | Maintenance & Repair - Facility and Plant                |                            |
| 5604  | Utilities  |                            |
| 5605  | Other Facilities (specify in narrative)                  |                            |
| <b>Total Facilities</b>                             |  |                            |
| <b><u>5700: CAPITAL EXPENSES (&gt; \$5,000)</u></b> |  |                            |
| 5701  | Capital Equipment  |                            |
| 5702  | Depreciation   |                            |
| 5703  | Other Capital (specify in narrative)                     |                            |
| <b>Total Capital Expenses</b>                       |  |                            |
| <b><u>5800: OTHER EXPENSES</u></b>                  |  |                            |
| 5801  | Communications   |                            |
| 5802  | Insurance  |                            |
| 5803  | Housekeeping   |                            |

|   |   |  |
|---|---|--|
| 5804                                      | Staff Training and Conferences                |  |
| 5805                                      | Drug Testing                                  |  |
| 5806                                      | Other (specify in narrative)                  |  |
|   | <b>Total Other Expenses</b>                   |  |
| <b><u>5900: CLIENT SUBSIDIES</u></b>      |   |  |
| 5901                                      | Transportation                                |  |
| 5902                                      | Nutrition/Food Vouchers                       |  |
| 5903                                      | Education                                     |  |
| 5904                                      | Housing                                       |  |
| 5905                                      | Personal Items                                |  |
| 5906                                      | Other Client Subsidies (specify in narrative) |  |
|   | <b>Total Client Subsidies</b>                 |  |
| <b><u>TOTAL DIRECT EXPENSES</u></b>       |   |  |
| <b>INDIRECT EXPENSES</b>                  |   |  |
| <b>7100: ADMINISTRATIVE &amp; GENERAL</b> |   |  |
| 7111                                      | Staff Salaries & Wages                        |  |
| 7120                                      | Fringe Benefits                               |  |
|   | All Other A&G (Please provide details)        |  |
| <b><u>TOTAL INDIRECT EXPENSES</u></b>     |   |  |
| <b><u>TOTAL</u></b>                       |   |  |

**Note:**

**This budget is available in an excel document. Please contact the official contact person for a copy.**

**Please attached an additional page describing the budget narrative.**

**F. Acknowledgement of Contract Compliance – Notification to Bidders****Acknowledgement of Contract Compliance - Notification to Bidders**

**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES  
CONTRACT COMPLIANCE REGULATIONS  
NOTIFICATION TO BIDDERS  
(Revised 09/3/15)**

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.”

“Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.”

“Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
  - (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
  - (c) the bidder’s promise to develop and implement a successful affirmative action plan;
  - (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
  - (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises.
- See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

**\* INSTRUCTIONS      Proposer must sign acknowledgment below, and return acknowledgment to awarding agency along with signed proposal.**

The undersigned acknowledges receiving and reading a copy of the “Notification to Bidders” form.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## INSTRUCTIONS AND OTHER INFORMATION

The following **BIDDER CONTRACT COMPLIANCE MONITORING REPORT** must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidder's good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

### 1) Definition of Small Contractor

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding fifteen million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

### **To download an electronic copy of the Bidder Contract Compliance Monitoring Report from CHRO:**

[Microsoft Word - contractforms.doc](#)

Please attach a copy of the **Bidder Contract Compliance Monitoring Report** to the Proposal.

## G. Campaign Contribution Certification



### STATE OF CONNECTICUT CAMPAIGN CONTRIBUTION CERTIFICATION

*Written or electronic certification to accompany a bid or proposal or a non-competitive contract with a value of \$50,000 or more, pursuant to C.G.S. § 9-612.*

#### INSTRUCTIONS:

Complete all sections of the form. Attach additional pages, if necessary, to provide full disclosure about any campaign contributions made to campaigns of candidates for statewide public office or the General Assembly, as described herein. Sign and date the form, under oath, in the presence of a Commissioner of the Superior Court or Notary Public. Submit the completed form to the awarding State agency at the time of submission of your bid or proposal (if no bid or proposal- submit this completed form with the earliest submittal of any document to the state or quasi-public agency prior to the execution of the contract), and if there is a change in the information contained in the most recently filed certification, such person shall submit an updated certification either (i) not later than thirty (30) days after the effective date of such change or (ii) upon the submittal of any new bid or proposal for a contract, whichever is earlier.

#### Check One:

- ☐ **Initial Certification**
- ☐ **Updated Certification because of change of information contained in the most recently filed certification**

#### CAMPAIGN CONTRIBUTION CERTIFICATION:

**I certify that neither the contractor or prospective state contractor, nor any of its principals, have made any contributions to, or solicited any contributions on behalf of, any party committee, exploratory committee, candidate for state-wide office or for the General Assembly, or political committee authorized to make contributions to or expenditures to or for, the benefit of such candidates, in the previous four years, that were determined by the State Elections Enforcement Commission to be in violation of subparagraph (A) or (B) of subdivision (2) of subsection (f) of Section 9-612 of the General Statutes, without mitigating circumstances having been found to exist concerning such violation. Each such certification shall be sworn as true to the best knowledge and belief of the person signing the certification, subject to the penalties of false statement. If there is any change in the information contained in the most recently filed certification, such person shall submit an updated certification not later than thirty days after the effective date of any such change or upon the submittal of any new bid or proposal for a state contract, whichever is earlier.**

**All Campaign Contributions on behalf of any party committee, exploratory committee, candidate for state-wide office or for the General Assembly, or political committee authorized to make contributions to or expenditures to or for, the benefit of such candidate, for a period of four years prior to signing the contract or date of the response to the bid, whichever is longer, include:**

| <u>Contribution Date</u> | <u>Name of Contributor</u> | <u>Recipient</u> | <u>Value</u> | <u>Description</u> |
|--------------------------|----------------------------|------------------|--------------|--------------------|
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Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

\_\_\_\_\_  
Printed Contractor Name

\_\_\_\_\_  
Printed Name of Authorized Official

\_\_\_\_\_  
Signature of Authorized Official

Subscribed and acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Commissioner of the Superior Court (or Notary Public)

\_\_\_\_\_  
My Commission Expires

## H. PROPOSAL CHECKLIST

To assist respondents in managing proposal planning and document collation processes, this document summarizes key dates and proposal requirements for this RFP. Please note that this document does not supersede what is stated in the RFP. Please refer to the Proposal Submission Overview, Required Proposal Submission Outline, and Mandatory Provisions (Sections II, III, and IV of this RFP) for more comprehensive detail **This is a tool for proposers to use.** It is the responsibility of each respondent to ensure that all required documents, forms, and attachments, are submitted in a timely manner.

### Key Dates

| <b><u>Procurement Timetable</u></b>   |                                     |            |
|---|-------------------------------------|------------|
| The Agency reserves the right to modify these dates at its sole discretion. |                                     |            |
| Item  | Action                              | Date       |
| 1   | RFP Released                        | 8/21/25    |
| 2   | Letter of Intent Due                | 9/4/25     |
| 3   | RFP/Bidder's Conference Date        | 9/18/2025  |
| 4   | RFP/Bidder's Conference Time        | 10:00 AM   |
| 5   | Deadline for Questions              | 9/25/2025  |
| 6   | Answers Released                    | 10/2/2025  |
| 7.  | Proposals Due                       | 10/23/2025 |
| 8.  | (*) Proposer Selection              | TBD        |
| 9.  | (*) Start of Contract Negotiations: | TBD        |
| 10.   | (*) Start of Contract               | 7/1/2026   |

### **Proposal Content Checklist**

- ☐ **Cover Sheet** including required information:
- ☐ **Table of Contents**
- ☐ **Executive Summary:** high-level summary of proposal and cost
- ☐ **Main proposal and with relevant attachments.** *Proposers should use their discretion to determine whether certain required information is sufficiently captured in the body of their proposal or requires additional attachments for clarification.*
  - Additional attachments may include (bullets below are examples only):
    - Organizational Requirements
    - Services Requirements/Scope of Services
    - Staffing Requirements
    - Data and Technology Requirements
    - Subcontractor – (as applicable)
    - Work plan
    - Financial Requirements
    - Budget and Budget Narrative (Include startup cost)

### **Registration with State Contracting Portal (if not already registered):**

- ☐ Register at: <https://portal.ct.gov/DAS/CTSource/Registration>
- ☐ Campaign Contribution Certification (OPM Ethics Form 1):  
<https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

- ☐ **Acknowledgement of Contract Compliance – Notification to Bidders**



- ☐ **Three years of most recent annual audited financial statements; OR any financial statements prepared by a Certified Public Accountant** for proposers whose organizations have been incorporated for less than three years.
- ☐ **Proposed budget**, including budget narrative and cost schedules for planned subcontractors if applicable.
- ☐ **Conflict of Interest Disclosure Statement**
- ☐ **Statement of Assurances**
- ☐ **Declaration of Confidential Information**
- ☐ **Organizational Chart**
- ☐ **Resume of Key Personnel**

**Formatting Checklist**

- ☐ Is the proposal formatted to fit 8 ½ x 11 (letter-sized) paper?
- ☐ Is the main body of the proposal within the 25-page limit?
- ☐ Is the proposal in 12-point, Times New Roman font?
- ☐ Does the proposal format follow normal (1 inch) margins and 1 ½ line spacing?
- ☐ Does the proposer's name appear in the header of each page?
- ☐ Does the proposal include page numbers in the footer?
- ☐ Are confidential labels applied to sensitive information (if applicable)?