

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

**Homeless Management Information Systems Administration Lead  
Request for Proposals  
RFP#: DMHAS-SWS-Housing-HMISA-2025**

**January 9, 2025**

**Please note: This RFP will have multiple follow-up emails and addendums. Please check your junk email and spam folders to ensure you are receiving all relevant correspondence.**

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:

Name: **Christine Goracy**  
Address: 410 Capitol Avenue  
Hartford, CT 06134  
Phone: (860) 418-6859  
E-Mail: [DMHAS.FiscalContracts@ct.gov](mailto:DMHAS.FiscalContracts@ct.gov)

The RFP is also available on the Department's website at:  
<http://www.ct.gov/dmhas/site/default.asp>

**RESPONSES MUST BE RECEIVED NO LATER THAN  
March 6, 2025, 3:00 PM EST**

**A MANDATORY BIDDERS' CONFERENCE WILL BE HELD  
Thursday, February 6, 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. Homeless Management Information Systems Administration Lead, Request for Proposal (RFP) RFP#: DMHAS-SWS-HOUSING-HMISA-2025.** The name and number will be used on the packaging if applicable and cover sheet of proposals submitted in response to this RFP.
- 2. RFP Summary.** This RFP is seeking applications for a Homeless Management Information System (HMIS) Lead Agency.
- 3. RFP Purpose.** The objective of this RFP is to seek applications for a HMIS Lead Agency and HMIS System Administration services. One entity may apply to provide both services. Separate entities partnering to provide both services are required to submit a collaborative proposal, with one entity clearly designated as the applicant and lead agency. Proposals for provision of one but not both of the above mentioned services will not be considered.

To receive homeless assistance funding through the U.S. Department of Housing and Urban Development (HUD), communities are required to establish and maintain a Continuum of Care (CoC). CoCs are responsible for coordinating funding, policies, strategies and activities toward ending homelessness in their region. There are two CoCs within the State of Connecticut: The Connecticut Balance Of State (CTBOS) and Opening Doors Fairfield County (ODFC). For the purposes of this RFP, the HMIS Lead Agency and HMIS System Administration services will cover both the CTBOS and ODFC.

- 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 06134  
Phone: (860) 418-6859  
E-Mail: [DMHAS.FiscalContracts@ct.gov](mailto:DMHAS.FiscalContracts@ct.gov)

Please ensure that e-mail screening software (if used) recognizes and accepts e-mails from the Official Contact.

**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/onlineBusinessSearch)
- 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>
- Valid Unique Entity Identifier (UEI) obtained through [www.sam.gov](http://www.sam.gov)

**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-RFOs>
- 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 Released	January 9, 2025
Required Letter of Intent Due	January 23, 2025 BY 3:00 PM
RFP/Bidder’s Conference	February 6, 2025, 10:00 AM – 12:00 PM
Deadline for Questions	February 13, 2025 BY 3:00 PM
Answers Released	February 20, 2025
Proposals Due	March 6, 2025 BY 3:00 PM
(*)Proposer Selection	TBD
(*)Start of Contract Negotiations	TBD
(*) Start of Contract	July 1, 2025

**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: \$3,212,880.00
- Number of Awards: 1
- Contract Cost up to \$1,070,960.00 per year

- Contract Term: 3 years
- Funding Source: Federal

A. Important Notes

1. Please see the anticipated annual breakdown of funds by funder in the table below. Please be advised that the awardee will be required to apply for and be directly funded by Housing and Urban Development (HUD) on behalf of the Connecticut Balance of State (CT-BOS) Continuum of Care (CoC) for the amount of money and will be awarded a contract with Department of Mental Health and Addiction Services (DMHAS), Department of Housing (DOH), and The Housing Collective for the services outlined in the scope of work and the software application plus enhancements (see next section):

ANNUAL FUNDING SOURCE:

DMHAS	DOH	ODFC Federal CoC (via The Housing Collective)	CT- BOS CoC (Direct)	Total
<b>\$150,000</b>	<b>\$495,538</b>	<b>\$156,791</b>	<b>\$268,631</b>	<b>\$1,070,960</b>

2. There are currently multiple side projects and enhancements directly funded by various entities. As part of this contract, the lead is expected to bring all those various sources into a centralized workflow under the purview of the Data Strategy Board. No project or enhancement that touches the Connecticut Homeless Management Information System (CT-HMIS) system should be added without documentation and approval by the DSB.
  3. The CT-HMIS application of CaseWorthy includes custom-built processes, data structures, workflows, and external applications (e.g., Smartsheets) that were created to facilitate the collaboration of our statewide Coordinated Access Network providers, and customizations that enable data sharing with or data collection from other systems including but not limited to DMHAS Data Performance System (DDAP) and the network of providers assisting victims of domestic violence. The successful applicant will be responsible for maintaining these customization requirements in addition to standard HMIS requirements so that, regardless of software provider, the functioning and data collection processes of the Connecticut Homelessness Response System are ensured. Details on the customizations can be found in the supplementary documentation.
  4. The current structure of CT-HMIS includes a Lead Agency, System Administrator, and Software Vendor (CaseWorthy). The selected HMIS Lead is expected to maintain the contract with CaseWorthy at least through FY26 (June 30, 2026). There is not a requirement to maintain the contract with the current System Administrator, though at a minimum it will need to be extended for an adequate transition period.
- 6. Eligibility.** Private provider organizations (defined as non-state entities that are either nonprofit or proprietary corporations or partnerships) and municipalities are eligible to submit proposals in response to this RFP. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.
- 7. Minimum Qualifications of Proposers.** To qualify for a contract award, a proposer must have the following minimum qualifications:

- a) Experience in successfully designing and leading a collaborative data collection and reporting initiative of similar or greater size and scope.
- b) Experience managing similar projects and a proven track record of ensuring timely delivery of all products and coordinating closely with project partners to ensure that projects remain on schedule.
- c) Knowledge of HMIS requirements and data standards and experience working with HMIS, HDX, SAM and SAGE systems.
- d) Familiarity with HUD PIT Sheltered and Unsheltered Count and HIC guidelines and methodologies.
- e) Familiarity with HUD Systems Performance Measures, including HMIS programming specifications as well as other federal partner reports.
- f) Experience with the successful design of customized HMIS reports, beyond what is required by federal partners, to ensure that the data collected can be actively used to inform policy planning, advocacy and both system and project evaluation efforts.
- g) Experience with data visualization and other advanced reporting competencies.
- h) Qualifications and experience in design and implementation of security, privacy and data quality plans.
- i) Qualifications and experience in using data to inform Continuous Quality Improvement strategies.
- j) Experience in gaining buy-in and participation from community leaders, consumers, providers, and others for similar initiatives.
- k) Strong customer service orientation, as evidenced by end-user satisfaction with the HMIS Lead
- l) Agency support of end-users, response-time and performance.
- m) Demonstrated ability to communicate clearly, prevent and resolve issues, and organize complex projects.
- n) Ability to write clear, concise, and compelling documents and to present data in a manner that that is easily understood by a range of stakeholders and useful for informing project and systems level decisions.
- o) The ideal candidate will have a working knowledge of Connecticut's homeless population and homeless services delivery system and strong community outreach and community organizing capacity.

**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, or 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. RFP Conference.** A Virtual RFP Bidder's conference will be held on February 6, 2025 at 10:00 AM. **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:

- Date: March 6, 2025
- Time: 3:00 PM EST

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:**

- One (1) conforming electronic copy of the original proposal.

The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

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-PREV-PFS-2023. 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.

#### **Department Mission**

"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."

### ■ B. SERVICE OVERVIEW

The objective of this RFP is to seek applications for an HMIS Lead Agency and HMIS System Administration services.

To receive homeless assistance funding through HUD, communities are required to establish and maintain a Continuum of Care (CoC). In general, CoCs are required by HUD to perform the following functions related to HMIS:

1. Designating and operating an HMIS. The Continuum of Care must:
  - a) Designate a single HMIS for the geographic area;
  - b) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead;
  - c) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;
  - d) Ensure consistent participation of recipients and sub-recipients in the HMIS; and
  - e) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.
2. Oversee the compiling an inventory of emergency shelter, transitional housing, safe havens, and permanent housing projects designated to serve homeless individuals and families (i.e., Housing Inventory Count or HIC) (there is a current HIC/PIT

- contract with another vendor for SFY25-26 and the expectation is that the successful submission/entity from this RFP will continue to work with the HIC/PIT Contractor);
3. Oversee the planning and conducting a PIT of unsheltered and sheltered persons who are homeless that meets all requirements established by HUD (there is a current HIC/PIT contract with another vendor for SFY25-26 and the expectation is that the successful submission/entity from this RFP will continue to work with the HIC/PIT Contractor);
  4. Conducting an annual gap analysis of the homeless needs and services available in the CoC;
  5. Maintaining and using the HMIS to generate systems performance measures in compliance with standards determined by HUD;
  6. In consultation with the collaborative applicant and the HMIS Lead, developing, following, and updating annually, a governance charter, which will include all procedures and policies needed to comply with HMIS requirements as prescribed by HUD;
  7. Consulting with recipients and sub-recipients to establish performance targets appropriate for population and program type, monitoring recipient and sub-recipient performance, evaluating outcomes, and taking action against poor performers; and
  8. Evaluating outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and reporting to HUD.

Current System Coverage and Scope	
Continuums of Care	2
Other Federal Partner Projects	#
State of CT DOH	#
Current Software Provider for State	Case Worthy
Current System Administrator for HMIS	Nutmeg Consulting
Active End User Count	1059
Active Agency Count	125
Active Program Count	#
Active Client Count	*
Service Transactions Count	*
New Clients Created	*
New Client Enrollments	*
Clients Exited	*

#Total \*In 12 months

## ■ C. SCOPE OF SERVICE DESCRIPTION

### 1. Organizational Expectations

Proposals must clearly describe the Applicant's:

- a) Entity Type / Years of Operation: Please provide a brief history of the agency. Proposer may be established as a non-profit organization, local government agency, or an instrumentality of a state or local government prior to submission of a proposal and must provide proof of such status in Section H of the proposal.

b) Organizational Structure: Please describe the overall agency structure and where the proposed program would fit into such structure. An organizational chart must be submitted in Section H of the proposal.

c) Lead Respondent Expertise and Experience Requirements Table

#	Requirement	Responder Answer (Yes, No, Don't Know)	Further explanation of either "No" or "Don't Know" answers in prior column, as needed 50-character limit per row
Ex.	Example Requirement	Yes	(This is an example of how many characters is 50.)
a.	Currently manages data collection and reporting projects for one or more other CoC(s) successfully (tracking scope, budget and timeline)		
b.	Proven track record of ensuring in-scope deliverables are delivered on time and within budget		
c.	Deep knowledge of homeless management information system data, technical, and security standards		
d.	Deep knowledge of HMIS reporting requirements and data repositories (Sage, HDX, VA Repository, RHY-HMIS, PDX)		
e.	Deep knowledge of Point in Time (PIT) and housing inventory counts (HIC), including sheltered and unsheltered person counts, participating and non-participating inventory counts, and other mandated reporting/requirements established by HUD		
f.	Deep knowledge of system performance measures, HEARTH Act requirements, and other federal benchmarks to end homelessness		
g.	Demonstrated ability to create customized local reporting without impacting federal requirements		
h.	Demonstrated experience in data visualization and other advanced reporting competencies		
i.	Demonstrated experience in design and implementation of security, privacy, and data quality plans		
j.	Demonstrated experience in using data to inform Continuous Quality Improvement strategies		

#	Requirement	Responder Answer (Yes, No, Don't Know)	Further explanation of either "No" or "Don't Know" answers in prior column, as needed 50-character limit per row
k.	Demonstrated experience in partnering with community leaders, providers, and people with lived experience and expertise to inform homeless crisis response systems		
l.	Demonstrated knowledge of Connecticut's population of people experiencing homelessness, and specifically the operations of the homeless crisis response system in CT		
m.	Demonstrated expertise in IT system administration or proven effective management of IT system administration subcontractors		

- d) References: The proposal must include a minimum of 3 Letters of Reference. This is not a Letter of Support. Letters must include name, title, address, phone number, email address and a description of a project completed by the applicant agency for the referencing agency within the past 4 years. Letters of Reference should be included in Section H of the proposal. This is **NOT** a Letter of Support. The writer must be able to detail a prior relationship of services provided by the proposing agency.

## 2. Service Expectations

Proposers must address each of the following areas:

- a) Lead Respondent and/or System Administrator Subcontract Scope of Work

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
Ex.	<i>Example Requirement</i>	100%	<i>Example: This is an example of how many characters 200 will allow in terms of space on the paper and narrative to explain any plan and timeline to achieve 100%</i>	<i>\$50 per user</i>

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
			<i>compliance with the example requirement.</i>	
<b>Oversight and Planning</b>				
1.	Manage and maintain mechanisms for soliciting, collecting and responding to feedback from end users, homeless persons and Participating Agency personnel such as: CT-HMIS administrators, program managers, and executive directors. Incorporate systematically gathered user feedback into planning			
2.	Staff the CT Data Strategy Board (one seat for HMIS Lead, one seat for HMIS System Admin if different) to include meeting coordination and information communication to larger CoC representatives and other interested parties			
3.	Implement CT Data Strategy Board (DSB) and CoC Leadership directives as required			
4.	Oversee procurement of HMIS software as needed			
5.	Update HMIS documentation annually or more frequently, and as directed by changing federal or state data collection/governance requirements and/or CT DSB and/or CoC direction			
6.	Provide regular communication to CT funders and other			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	interested parties on HMIS implementation and maintenance			
7.	Ensure compliance with all HMIS Technical and Data standards including keeping abreast of all HMIS notices, requirements and guidance, regular monitoring to ensure that the system accurately complies with all federal partner requirements and proactive efforts to update all relevant HMIS system elements to respond to changing HMIS standards			
8.	Ensure inclusion of the required data elements needed for federal HMIS reporting according to HUD, Department of Veterans Affairs (VA), Department of Health and Human Services (DHHS) PATH and Runaway & Homeless Youth; ensure that the HMIS software can produce all required federal partner reports in a timely manner, to ensure grantee compliance with federal partner reporting requirements			
9.	Ensure HMIS participation and compliance for all programs; including, but not limited to, working in consultation with the CoC, ESG, HOPWA, PATH, SAMHSA, and RHY recipients as well as other state funded programs			
10	Provide data, reports, and			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
.	interactive visualizations as requested, but no less frequently than monthly, to the CT DSB and other parties as directed by DSB and/or CoCs			
11 .	Monitor and comply with software license and set up requirements of web-based HMIS software application so as to align with access levels required by funders, CT DSB, CoCs, and other interested parties			
12 .	Monitor HMIS participating agencies for compliance with all policies and procedures established and applicable			
13 .	Ensure compliance documentation availability at any requested monitoring event			
<b>HMIS Project Administration</b>				
14 .	Complete the HUD CoC HMIS Project application(s) each funding cycle			
15 .	Oversee software upgrades including timely identification of data quality issues that impact HUD reporting requirements and timely notification to HMIS users on how to correct these errors			
16 .	Ensure grant recipients can submit accurate Annual Performance Reports for all CoC grants as required by HUD and the CoCs, includes performing quality assurance reviews on a representative sample of			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	APRs annually to identify and correct data quality issues			
17	Ensure grant recipients can submit accurate Reports for all DOH and DMHAS grants			
18	Ensure that the required matching contributions are secured during each operating year for all CoC HMIS grants and that documentation of match is maintained in accordance with HUD requirements			
19	Ensure HUD CoC HMIS Project funds are expended and all activities are administered in accordance with HUD CoC Program Requirements			
20	Maintain annually certified Memorandums of Understanding (MOUs) with all agencies requesting access to CT-HMIS.			
21	Track Agency HMIS Fees (if applicable)			
22	Manage software vendor payments			
23	Develop and manage HMIS budget, including standard budgeting protocols such as caps and overage analysis			
24	Submit detailed budget reports to DMHAS and DOH upon request			
25	Facilitate discussion with funders to ensure fulfillment of contractual obligations			
26	Maintain project staffing levels to accommodate HMIS Lead scope of work, as described in "g. Staffing			



#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	Narrative"			
27	Manage subcontractors to ensure fulfillment of contractual obligations (including System Administration if subcontracted), timely delivery of all products, compliance with HUD requirements, and responsiveness to CoC, Agency Administrator, and End User Needs			
28	Submit a Security Plan, Data Analysis Plan, Data Quality Plan, and a Privacy Plan to the CT DSB for approval, ensuring at least annual reviews of each and updates as needed			
29	Submit a Participation Increase Plan to the CT DSB to achieve 100% HMIS Participation among CT homeless service providers, ensuring at least annual reviews of the plan, regular monitoring, and updates as needed			
30	Provide interested parties and HMIS End Users with HMIS Policies and Procedures training, ensure annual re-training and updates as needed			
31	Provide annual training for providers on how to run the reports described in this document, how to identify and correct data quality problems that may be impacting the validity of the performance data, and			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	provide examples of how a project might use the reports to inform Continuous Quality Improvement efforts, ensure annual re-training and updates as needed			
32	Provide written instructions for providers on how to run available reports and how to identify and correct data quality problems that may be impacting the validity of the performance data			
<b><i>Policies and Procedures</i></b>				
33	Submit data and system security guidelines to the CT DSB, ensuring at least annual reviews of the plan, regular monitoring, and updates as needed			
34	Submit HMIS policies and procedures to the CT DSB ensuring at least annual reviews of the HMIS policies and procedures, regular monitoring, and updates as needed			
35	Ensure CoCs have a Privacy Notice that includes all the requirements of the 2004 Data, Technical, and Security Standards Final Notice (published by HUD)			
36	Ensure CoCs have an HMIS Data Use and Disclosure Protocol aligning with the Privacy Notice Uses and Disclosures			
37	Update Confidentiality, Informed Consent, and System-Wide Release of Information policy as			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	needed			
38	Update Disaster Recovery Plan as needed			
39	Develop and update as necessary model policies and procedures that participating agencies can use to support compliance with HUD and CoC policy and procedure requirements			
<b>Monitoring of HMIS End Users and Participating Agencies</b>				
40	In consultation with the CT DSB, perform on-site monitoring of agreed-upon percentage (25%) of HMIS Participating Agencies each state fiscal year of operation, monitoring: <ul style="list-style-type: none"> <li>• Data quality</li> <li>• Data and system security</li> <li>• Data privacy</li> </ul>			
41	Require submission of Corrective Action plans for all significant monitoring findings			
42	Review, approve, or require re-submission of Corrective Actions			
43	Follow-up monitoring as needed			
44	Provide monitoring reports (including responses to corrective actions and resolution of findings) to the CT DSB and funders as requested			
<b>Continuous Quality Improvement</b>				
45	Identify training and technical assistance needs to ensure HMIS			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	Administrators and End Users receive sufficient and timely training and support			
46	<p>In collaboration with CT DSB, develop a training and technical assistance plan at least annually. This includes provision at a minimum of training in the following content areas:</p> <ul style="list-style-type: none"> <li>● HMIS Orientation for End Users (maximum of 30 days after hire)</li> <li>● HMIS Orientation for HMIS Elevated Access Users (maximum of 30 days after hire)</li> <li>● Using HMIS to <ul style="list-style-type: none"> <li>○ complete the HUD APR/CAPER</li> <li>○ complete other federal reporting</li> <li>○ complete state reporting</li> <li>○ strengthen data quality</li> <li>○ monitor and improve project performance</li> </ul> </li> <li>● HMIS Refresher Training for End Users</li> <li>● HMIS System Administrator</li> </ul>			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	training			
47	Provide all training participants with the ability to evaluate and provide feedback regarding each session			
48	Compile evaluation data and recommendations for strengthening data quality, training, and technical assistance into an annual report and provide to DMHAS, DOH, DSB, and CoCs.			
49	Gather data and develop an annual plan for continuously improving data quality and use of HMIS			
<b>System Administration</b>				
50	System operation, including managing security, user access, and performing routine operations			
51	System maintenance, including the routine updating of databases, software, and adding or deleting end users, etc.			
52	Tracking and resolving HMIS issues; using data from help desk ticket tracking to improve training and technical assistance to End Users; reporting trends on ticket volume and type			
<b>Training and Technical Support</b>				
53	New agency and user setup			
54	Track and assign a priority level to all requests to the HMIS Help Desk			
55	Respond within 2 business			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
.	hours to all Help Desk requests providing the requestor with an estimated timeline for the resolution of their request			
56	Resolve at least 80% of high priority requests within two (2) business days			
57	Resolve at least 80% of medium priority requests within five (5) business days			
58	Resolve at least 80% of low priority requests within seven (7) business days			
59	Ensure that the Help Desk is staffed, at a minimum, during normal business hours of Monday – Friday, 9 am to 5 pm ET			
60	Periodically provided Help Desk users with the ability to evaluate and provide feedback regarding their experience			
61	Provide a report, at a minimum annually, to DMHAS, DOH, the CT DSB, and the CoCs analyzing user experience data, Help Desk request and response data, identifying training and technical assistance needs and recommending strategies to improve Help Desk effectiveness			
62	Provide software training to End Users			
63	Provide direct software technical assistance to agencies			
64	Create a TA plan to expand individualized services to			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	participating agencies, with the DSB as an approving body for the plan. The plan should include at a minimum: <ul style="list-style-type: none"> <li>• Expansion of current TA and training to individual agencies and programs</li> <li>• Evaluation of service expansion and course correction, if needed</li> <li>• Assessment of support level needed for individual agencies</li> <li>• Prioritization of low-performing agencies</li> <li>• Support plan for moderate to high-performing agencies</li> </ul>			
65	Liaise with the software vendor to clarify needs, expectations, and responsibilities			
<b>Security and Privacy</b>				
66	Technical safeguards to ensure the highest level of client confidentiality, specifically, but not limited to: <ul style="list-style-type: none"> <li>• Back-end server data encryption and transmission</li> <li>• Automatic timeout/logoff</li> <li>• User name/password access</li> <li>• Multifactor</li> </ul>			

#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
	authentication			
<b>Reporting</b>				
67	Ensure HMIS reporting capability to describe the characteristics and extent of homelessness for multiple different jurisdictions including, but not limited to: agency, municipality, Coordinated Area Network (CAN), sub-CoC, CoC, and statewide.			
68	Provide data for CoC-level & NOFO reporting as required by HUD in the NOFO competition			
69	Compile data for program-level reports for program monitoring on SPMs and other HUD-required outcomes			
70	Compile (data quality check and ensure accuracy of) LSA data			
71	Compile (data quality check and ensure accuracy of) SPM data			
72	Ensure each participating agency has the ability to run SPMs for their individual program(s) and agency			
73	Ensure each CoC and CAN has the ability to run SPMs on a geographic basis			
74	Compile reports as needed by CANs, without impacting other federal reporting requirements			
75	Support individual agency reporting requests as approved on a bi-monthly basis by the DSB			



#	Requirement	Percent (%) Compliance (or ability to be compliant) at Start of Contract	Further explanation of less than 100% compliance at start of contract in prior column, and plan and timeline to achieve 100% (200-character limit), as needed	Monthly Cost if not included in minimum bid proposal (only include if not within price of bid)
76	Ensure access to reports and reporting tools to enable CoC-funded and non-CoC funded projects operating within the identified geographic area to run project-level performance reports on the applicable systems performance measures as defined by HUD (insert link)			
77	Minimally required submission of: <ul style="list-style-type: none"> <li>● AHAR data (LSA)</li> <li>● SPM data</li> <li>● APR data</li> <li>● QPR data (SNOFO)</li> <li>● CAPER data</li> <li>● CoC Application data</li> </ul>			
78	Other reasonable reporting requests from DMHAS, DOH, DSB, and CoCs without impacting minimal submission described above			
79	Annual race equity analysis of access to and outcomes of programs, including CANs, to evaluate progress related to current Race/Ethnicity strategies, identify any areas needing improvement, and ensure maximum points on the annual CoC Competition			

b) Oversight and Planning Narrative

Proposals must clearly describe the Applicant's:

- i. Experience and approach to gaining buy-in and participation from community leaders, consumers, providers, and others for similar initiatives.

- ii. Experience and approach to convening stakeholders in a collaborative manner and facilitating workgroups- particularly groups of stakeholders covering a large geographic area (state or regional).
  - iii. Experience working with other relevant social service systems and providers, including the homeless service system.
  - iv. Experience or familiarity with systems planning, including coordinated entry or system coordination.
  - v. Experience and ability to communicate clearly, prevent and resolve issues, and organize complex projects.
- c) HMIS Project Administration Narrative
- Proposals must clearly describe the Applicant's:
- i. Experience and approach to grant administration and project management.
  - ii. Experience with managing project budgets.
  - iii. Relevant experience managing an IT project similar to HMIS in scope and size.
  - iv. Experience with developing cross-agency policies and/or procedures.
  - v. Capacity for monitoring compliance with policies and procedures, including approach to providing feedback to stakeholders being monitored.
  - vi. Experience with HUD homeless assistance programs and HMIS, HDX, eSNAPS, and SAGE systems.
- d) Training and Support Narrative
- Proposals must clearly describe the Applicant's:
- i. Experience relevant to providing IT support and training/technical assistance.
  - ii. Approach to identifying and providing Training and Support for both administrators and end users, including ways in which you can be responsive to user needs by providing innovative and accessible mechanisms of training and support.
  - iii. Ability to work with users that have a wide range of experience, capacity and skill levels.
  - iv. Describe how your organization will plan and expand upon current TA being offered while ensuring an appropriate level of customer service and technical support is offered and how that level of support is determined.
- e) Reporting Narrative
- Proposals must clearly describe the Applicant's:
- i. Ability to write clear, concise, and compelling documents and to present data in a manner that that is easily understood by a range of stakeholders and useful for informing project and systems level decisions.
  - ii. Experience and/or expertise with reporting.
  - iii. Experience and/or expertise with reviewing and analyzing data.
  - iv. Please describe your plan to create and implement the following:
    - Develop reporting tools to ensure each participating agency has the ability to run SPMs for their individual program(s) and agency;
    - Develop reporting tools to ensure each CoC and CAN has the ability to review SPMs on a geographic basis; and

- Develop reporting tools to ensure each CoC and CAN has the ability to review SPMs on a component and population basis; e.g., all PSH for singles, RRH for families, TH only, etc.
- f) Continuous Quality Improvement Narrative
- Proposals must clearly describe the Applicant's:
- i. Qualifications and experience in the design and implementation of data quality plans.
  - ii. Qualifications and experience in using data to inform Continuous Quality Improvement strategies.

### **3. Staffing Expectations**

- a) Provide an HMIS staff organizational chart, including subcontractors and associated personnel, as an attachment showing your proposed staffing pattern. Resumes for each known staff member must be included as part of appendices (7.d) of the proposal.
- b) For those included on the organizational chart, provide each person's education and previous professional experience on projects of a similar size and scope and identify each person's role and responsibilities on the project and how this staffing pattern will lead to the overall success of the project while keeping costs at a minimum. For vacant positions to be filled on the organizational chart, please include a summary of the qualifications needed for each position.
- c) Briefly discuss workflow and how this group will function together to meet the desired outcomes and deliverables described within this RFP.
- d) Describe how your organization will keep track of staff hours dedicated to HMIS.

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

- a) Proposal must provide a minimum of two detailed examples of the applicant's recent experience designing and leading initiatives of similar size and scope, including dates and names of partners on the initiative and the technology used to communicate, train and manage data.
- b) Describe the applicant's ability to design and implement customized reports, and to deliver that data to a variety of stakeholders.
- c) Illustrate your understanding of HMIS programming specifications, as well as your practices for ensuring that the HMIS software vendors programming matches/is in alignment with what the federal partner required in their HMIS programming specifications.
- d) Provide a detailed description of your process for managing data, with particular emphasis on how you set and ensure that all data quality standards have been met and that there are a minimal number of duplicate client records.
- e) Describe your process for integrating HMIS data with other systems, and/or your practices for receiving data into HMIS from other systems.

### **5. Subcontractor**

Proposals must disclose the proposed use of subcontractors and/or partner organizations to accomplish program services. If the proposed program includes the use of subcontractors and/or partners, the relationship of the subcontractor/partner to the applicant, a detailed description of the services to be provided by the subcontractor/partner, the staffing to be allocated by the subcontractor/partner and the

costs of utilizing a subcontractor/partner must be delineated in the proposal. If this proposal is being submitted as a stand-alone program, this section of the proposal may be omitted.

**6. Work Plan** (In chart format and not counted toward page limit)

- a) Identify the project's deliverables and milestones.
- b) Describe each of the deliverables and the tasks/activities needed to achieve those aims as well as the person responsible.
- c) Provide a detailed schedule for the completion of all project activities.

**7. Financial Expectations (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 (Cost Proposal Component)**

- a) Proposals must contain an itemized budget. All startup costs must be clearly identified as one line item in the budget. Reasonable startup costs associated with implementation of the program will be allowable at the discretion of DMHAS and DOH. If such costs are to be requested, budgets must indicate the amounts and provide specific line item justification. One time startup costs will not be annualized into future costs operations.
- b) A budget narrative must be provided, explaining all costs contained in the budget. The budget narrative must include an explanation of how your organization will maintain sound financial records for this project. All startup costs must be listed separately and clearly detailed in the budget narrative.
- c) Please provide a detailed personnel schedule that includes: Name and title, annual salary, rate per hour, total hours per week, percentage of time, fringe and annualized cost and a brief description of the services each person will perform. For non-personnel services, each cost must include a brief description of the cost and amount, as well as whether or not it will be a subcontracted cost.
- d) The budget and budget narrative must be submitted as excel documents. Budgets must provide sufficient detail to enable a thorough understanding of all personnel and non-personnel project costs. Please do not title a line item "miscellaneous." Administrative overhead at 10% is an allowable expense.

### 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.** The Executive Summary should include: a description of the applicant's demonstrated experience, established partnerships and/or collaborations with other community providers, location of program, a brief demonstration of need, a brief agency history, and a brief program philosophy.
- 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: Singled-Sided
  - Page Limit: Maximum **15 pages**, exclusive of Summary, Attachments, 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 Agencies 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 Agencies will reject any proposal that deviates significantly from the requirements of this RFP.

- 4. 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:

Each single component (itemized, lettered, or numbered component) of the submitted proposal will be evaluated on the following point scale:

- 0 – Insufficient Response
- 1 – Satisfactory Response
- 2 – Excellent Response

There is a minimum score of 0 points and a maximum score of 268 points.

The criteria are weighted according to their relative importance. The weights are disclosed below and will be used in the event of a draw between two top applicants.

**A. Executive Summary 5%**

**B. Main Proposal 50%**

**C. Cost Proposal 35% (C.7, C.8)**

**D. Declaration of Confidential Information 3%**

**E. Conflict of Interest - Disclosure Statement 2%**

**F. Appendices 3% (letters of reference)**

**G. Forms 2%**

- 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.



## IV. REQUIRED PROPOSAL SUBMISSION OUTLINE AND REQUIREMENTS

### 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 two (2) 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 15** (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.

- a. Entity Type / Years of Operation

- b. Organizational Structure
- c. Lead Respondent Expertise and Experience Requirements Table
- d. References

## **2. Services 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).

- a. Lead Respondent and/or System Administrator Subcontract Scope of Work
- b. Oversight and Planning Narrative
- c. HMIS Project Administration Narrative
- d. Training and Support Narrative
- e. Reporting Narrative
- f. Continuous Quality Improvement Narrative

## **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?

## **4. Data and Technology**

The purpose of this subsection is to gather information about the proposer's information management and performance measurement systems.

- 5. Subcontractor** – The purpose of this subsection is to gather information about the proposer's subcontractors.

## **6. Work Plan**

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.

## **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.

## **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.

- a. Itemized Budget

- b. Budget Narrative
- c. Personnel Schedule

**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; and

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)
CPES	DMHAS Center for Prevention Evaluation and Statistics at UConn Health
CPS	Certified Prevention Specialist
CT	Connecticut
DAS	Department of Administrative Services (CT)
DMHAS	Department of Mental Health and Addiction Services (CT)
FOIA	Freedom of Information Act (CT)
GPP	The Governor's Prevention Partnership
IRS	Internal Revenue Service (US)
LOI	Letter of Intent
LPC	Local Prevention Council/Coalition
LPCs	Local Prevention Councils/Coalitions
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)
PFS	Partnerships for Success
RFP	Request For Proposal
SAMHSA	Substance Abuse Mental Health Services Administration
SEEC	State Elections Enforcement Commission (CT)
SPF	Strategic Prevention Framework
TTASC	Prevention Training and Technical Assistance Service Center
UConn	University of Connecticut
UEI	Unique Entity Identifier
U.S.	United States
YPA	Youth Peer Advocate

- *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-SWS-HOUSING-HMISA-2025**

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
	Town, State	Zip Code
Mailing Address	Town, State	Zip Code

**Contact Person:**

Name		Title	
	Town, State	Zip Code	
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-SWS-HOUSING-HMISA-2025**  
**Department of Mental Health and Addiction Services**  
**Due Date: March 6, 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>ANNUAL 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><u>INDIRECT EXPENSES</u></b>		
<b><u>7100: ADMINISTRATIVE &amp; GENERAL</u></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:**

[https://www.ct.gov/chro/lib/chro/Notification\\_to\\_Bidders.pdf](https://www.ct.gov/chro/lib/chro/Notification_to_Bidders.pdf)

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

## **G. Equal Employment Opportunity**

**Please see link below for the EEO form or contact your Official Contact person for the form**

**[Home \(eeocdata.org\)](http://eeocdata.org)**

Please Note: We will also accept a computerized EEO Form from your company.

### H. 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

## I. 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>Procurement Timetable</b>		
The Agency reserves the right to modify these dates at its sole discretion.		
Item	Action	Date
1	RFP Released	January 9, 2025
2	Letter of Intent Due	January 23, 2025 BY 3:00 PM
3	RFP/Bidder's Conference Date	February 6, 2025
4	RFP/Bidder's Conference Time	10:00 AM
5	Deadline for Questions	February 13, 2025 BY 3:00 PM
6	Answers Released	February 20, 2025
7.	Proposals Due	March 6, 2025 BY 3:00 PM
8.	(*) Proposer Selection	TBD
9.	(*) Start of Contract Negotiations:	TBD
10.	(*) Start of Contract	July 1, 2025

### **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):*
  - o Organizational Requirements
  - o Services Requirements/Scope of Services
  - o Staffing Requirements
  - o Data and Technology Requirements
  - o Subcontractor – (as applicable)
  - o Work plan
  - o Financial Requirements
  - o 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>
- Submit Campaign Contribution Certification (OPM Ethics Form 1):  
<https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>
- Acknowledgement of Contract Compliance – Notification to Bidders**

- Equal Employment Opportunity**
- Valid Unique Entity Identifier (UEI)** obtained through [www.sam.gov](http://www.sam.gov)
  
- IRS Determination Letter** (for nonprofit proposers)
- 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**
- Proof of DPH Clinical Licensure – (as applicable)**
- 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 15-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)?