<u>State of Connecticut Office of the Treasurer Connecticut Baby Bonds Program: Request for Information (RFI) Centralized Inquiry and Data Management System for the Connecticut Baby Bonds Program</u>

<u>Responses to Questions</u>

The following are responses to questions received through August 8, 2025:

1. **Could you please clarify whether we, as vendors, need to have a fully developed product before submitting the response?**

   - Submissions do not need to include proposals or descriptions of a fully developed product. The Office of the Treasurer (OTT) encourages responses that provide information supported by demonstrated expertise and/or track record of similar work.

2. **In proposed partnerships, is technical integration between our data management system and the partner's platform required, or is operational collaboration without system-level integration sufficient?**

   - Partnerships that support the needs of the Connecticut Baby Bonds Program could take many forms, including either technical integration or operational collaboration, so long as the solution works for OTT's needs.

3. **Could you please clarify the statement: "The vendor will be expected to have the capability to integrate family engagement and two-way communication with a centralized data management system, with messaging guidance from OTT. This may include a partnership with another organization"?**

   - The vendor and its system should have the capacity, experience, and staff to receive and respond to questions from family members of eligible children and to communicate notifications and information to families in a variety of ways including mail, email, text, and/or portal message. The vendor may use a subcontractor or partner to manage some of this work, such as for the physical mailing of information.

4. **Will the partnering organizations or subcontractors be selected solely by the vendor?**

   - OTT will determine next steps after receipt and review of the RFI responses, but RFI responses should include information about whether multiple entities may be necessary to meet the needs of the Baby Bonds Program. Any potential procurement will identify additional details regarding selection or use of partners or subcontractors.

5. **Will the partnering organizations or subcontractors be selected solely by the OTT?**

   - OTT will determine next steps after receipt and review of the RFI responses. Any potential procurement will identify additional details regarding selection or use of partners or subcontractors.

6. **Is it a mandatory requirement that the future vendor should have experience in Medicaid-related programs?**

   - OTT will determine next steps after receipt and review of the RFI responses, but RFI responses should include information about whether the responding entity has other experience with large-scale and/or statewide management of data programs. Explanation of the vendor's experience with Medicaid, if applicable, and how that experience might support the Baby Bonds Program, could help OTT determine the requirements of a potential procurement.

7. **Could you please clarify if examples of similar work should be from the state of Connecticut?**

   - Examples of similar work do not need to be from the State of Connecticut.

8. **Could you please clarify the statement from section v. RFI Disclaimer point C "If applicable, samples of items required must be submitted to the location and by the date and time specified, at no expense to OTT."?**

   - If a vendor wanted to submit any documents, OTT is not responsible for paying for the delivery of those items.

9. **Could you clarify the expected level of detail in the cost framework?**

   - The request for a cost framework is informational only and does not need to be highly detailed. An overall cost framework will support the Baby Bonds Program in determining its future approach to securing a vendor and its budget.

10. **Should the cost framework distinguish between one-time implementation/setup costs and ongoing operational costs?**

    - Yes. This would be helpful information to have.

11. **Is there a preferred pricing structure you would like vendors to follow?**

    - No.

12. **Could you please clarify whether you are only looking for initial year costs for planning purposes?**

    - While not required for submission, we welcome any projections for ongoing expenses after year one as well.

13. **Is there any preference for subcontractors to be based in Connecticut?**

    - OTT will determine next steps after receipt and review of the RFI responses. Any potential procurement will identify additional details regarding selection criteria. Under Connecticut law, all other factors being equal, preference is given to services originating and provided in the State.

14. **What level of technical detail is expected in the response?**

    - We encourage as much relevant detail as possible to show a vendor's capabilities and how they might support the Baby Bonds Program.

15. **Is it mandatory to include a partners or subcontractors list in our response?**

    - No.

16. **Will OTT require or prefer FedRAMP, StateRAMP, or other certifications for the selected platform?**

    - Specific certifications will not be required, but any selected platform will need to meet stringent confidentiality and security standards, including any applicable requirements of the Health Insurance Portability and Accountability Act (HIPAA).

17. **How many internal OTT staff are expected to use the platform concurrently?**

    - At this point, we anticipate 3-10 OTT staff members using the platform concurrently.

18. **Will users from external organizations (e.g., community partners, non-profits) require access to case data?**

    - We may consider permitting access to certain data for external organizations, including for research/evaluation in the future, consistent with any confidentiality and privacy requirements.

19. **Should the system support identity verification (e.g., via CT.gov accounts or third-party ID verification)?**

    - Responses could include information regarding the pros/cons and cost of various levels of identity verification and should address identity verification as required to protect confidential data.

20. **How does OTT expect Personally Identifiable Information (PII) to be redacted or managed when third parties (e.g., call centers) are involved?**

    - The purpose of the RFI is, in part, to solicit information that will help OTT with addressing complexities such as the one raised in this question. Ultimately a system and related staffing will have to comply with legally required privacy protections, including requirements of HIPAA when necessary.

21. **What is the expected multilingual or accessibility requirement for system interfaces and outreach materials?**

    - We expect all outreach materials to comply with accessibility standards and prefer multilingual outreach to ensure family engagement.

22. **Does OTT currently operate a centralized integration layer or middleware that this system should connect to?**

    - No, OTT does not operate a centralized integration layer or middleware for the Baby Bonds Program at this point.

23. **Is there a desire after implementation to facilitate or support API-based data exchanges with DSS or third-party claims administrators?**

    - Yes, there is a desire to implement API-based data exchanges with DSS. Submissions should include information and costs related to establishing an API-based data exchange with DSS and identify and address, if possible, any potential technical obstacles to establishing such an exchange.

24. **What volume of historical data, if any, will need to be imported or reconciled at system launch?**

    - We anticipate migrating contact information for over 30,000 babies and their primary contacts. This includes general contact information: names, addresses, email, phone numbers, etc.

25. **Are there any third-party claims systems under consideration, or will this selection be a future procurement?**

    - OTT is gathering information via this RFI to determine whether and how a future procurement of third-party claims services would meet the Baby Bonds Program's needs.

26. **Will OTT provide sample participant records (with PII redacted) to validate data model design?**

    - OTT will determine next steps after receipt and review of the RFI responses. Any future procurement will address the approach, including privacy and confidentiality requirements, to validating data model design.

27. **For mailing capabilities, does OTT expect the vendor to print in-house or subcontract printing?**

    - Either solution will be considered.

28. **Will mailed communications require customization (e.g., region, language, income level)?**

    - Mailed communications will need to be HIPAA-compliant and allow for customization, including translation to multiple languages.

29. **Are there requirements for integrating with digital communications tools (e.g., Twilio, WhatsApp, chatbot platforms)?**

    - While there is no requirement to integrate with digital communications tools, respondents are encouraged to identify potential integration of digital communications tools as part of the platform's communication capabilities.

30. **What kind of reporting and dashboarding will OTT expect for internal/external stakeholders?**

    - OTT will determine next steps after receipt and review of the RFI responses, but RFI responses should include information on the approach and cost to reporting and dashboarding on a monthly basis and as requested or propose alternative reporting and dashboarding options based upon expertise with similar systems.

31. **Are there any defined SLAs or performance metrics anticipated for post-implementation operations?**

   - OTT will determine next steps after receipt and review of the RFI responses, which may include information on performance metrics in past projects or suggested SLAs or performance metrics. Any potential procurement will address operational expectations.

32. **How will access to source data (e.g., HUSKY Health enrollment records) be managed and governed over time?**

   - The purpose of the RFI is, in part, to solicit information that will help OTT with addressing operational workflows, such as the one raised in this question. Submissions should address strategies for access, with the understanding that OTT and DSS will continue to work together under their data sharing agreement.

33. **Do you anticipate storing the individual account information for the money invested within the CRM solution? Or is there a requirement for an interface to be considered with an external bank or institution to get those details?**

   - Money invested on behalf of children in the program are not invested within individual accounts, so no account information storage is necessary, but there may be a desire to display non-binding projections of potential individual benefit amounts at differing points within the claim eligibility period based on historical investment performance of a cohort's sub-fund. Submissions should address the potential for the data systems to connect/interface with future disbursement platforms and associated costs.

34. **Is there a requirement to expose point-in-time balances to the children/families? Either within the 18-year period or after, prior to claiming?**

   - OTT will determine next steps after receipt and review of the RFI responses. Any potential procurement will identify additional requirements, but individual access to balance information (for example, "You are 19 years old. If you submitted a claim today, your benefit would be …") in the future is a likely requirement. See also answer to Question 33.

35. **Does the OTT foresee the new Centralized Inquiry and Data Management System ultimately integrating with the Medicaid Management Information System (MMIS), the Integrated Eligibility System, and/or any other systems?**

    - To the extent integration may be necessary to facilitate the required data transfer as described in question 44, respondents are encouraged to describe the possible approaches to such integration.

36. **Does the Treasurer's Office maintain historical data on the volumes of inbound and outbound communications?**

    - Yes.

37. **Does this program work in conjunction with the DSS Maternal Health program?**

    - The program works in conjunction with DSS, but not the Maternal Health Program directly.

38. **Does the OTT have a preferred technology solution platform (for example, Microsoft or Salesforce)?**

    - No.

39. **How are direct mailings and communications with families participating in the program handled today, and are they handled in house or by a third-party vendor?**

    - Direct mailings and communications are currently handled in-house by OTT.

40. **If a procurement is released for this work, does the OTT have an estimated timeframe for the release?**

    - No.

41. Does the OTT foresee the existing Baby Bonds portal will be enhanced to include two-way communications, or will it be replaced with a new portal?

- OTT does not have an existing Baby Bonds portal.

42. What technology is the current Baby Bonds portal running on? Does it support user interaction capabilities?

- OTT does not have an existing Baby Bonds portal. OTT is currently using Microsoft products to maintain Baby Bonds data. It does not currently support user interaction capabilities.

43. Are there any restrictions on the size of files that can be submitted?

- For incoming email, there is a 30MB total size limit. If a response is larger, please send an initial email notifying OTT or break the information into multiple emails.

44. Data Integration: Will the OTT provide a defined data format and secure transfer method for receiving participant data from DSS, or is the vendor expected to design that framework?

- The vendor is expected to design a framework to support secure transfer of participant data from DSS that adheres to stringent confidentiality and security standards, including any requirements under HIPAA. Submissions should address possible frameworks to facilitate this transfer, and identify and address, if possible, any technical obstacles to establishing such frameworks.

45. Is maintaining a Connecticut-based mailing address a firm requirement, or may out-of-state vendors partner with a local entity to fulfill that element?

- Any entity may respond to this RFI. See also the response to question 13.

46. Should the vendor budget for language translation or multilingual communications as part of culturally responsive outreach?

- Yes.

47. While the claims component is anticipated post-2041, should the vendor propose a future-facing framework now, or is integration planning sufficient?

- Integration planning is sufficient at this point, but responses could include information about the approach and cost for future system needs, especially any features that would make integration with an eventual claims system easier.

48. Subcontractor Inclusion: Are respondents encouraged to include subcontractor or partner names in this RFI phase, or will that be required at a later RFP stage?

- Respondents are encouraged, but not required, to include subcontractor names.

49. Budget Estimate Guidelines: Does OTT have a preferred structure (e.g., tiered pricing, license-based, per-user) for submitting a non-binding cost framework?

- No preference at this point.

50. What is the anticipated contract value for this service?

- We expect RFI respondents to provide cost estimates for this service.

51. Is there a timeline in pursuing the project?

- Although Baby Bonds is a long-term program and its needs will evolve over time, we expect to operationalize the initial phase of a CRM in the next twelve months. Respondents are encouraged to include the potential impact of an advanced timeline.