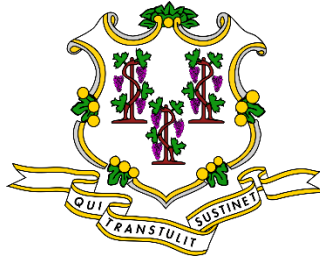


**STATE OF CONNECTICUT PROCUREMENT NOTICE**



**Request for Proposals ("RFP") For  
Utilization Management and Provider  
Payment Practices of Medicare  
Advantage Plans Study and Report**

**By: Connecticut Insurance Department  
(the "Department" or "Agency")**

**March 12, 2024**

The Request For Proposal is available in electronic format on the State Contracting Portal by filtering by Organization for Connecticut Insurance Department.

<https://portal.ct.gov/DAS/CTSource/BidBoard>

or from the Agency's Official Contact:

Name: Marge Breen  
Address: 153 Market Street, Hartford, CT 06103  
Phone: (860) 297-3865  
Fax: (860) 297-3941  
E-Mail: Marge.Breen@ct.gov

The RFP is also available on the Department's website (click [here](#)).

**RESPONSES MUST BE RECEIVED NO LATER THAN**

**April 30, 2024**

**At 4:00 EST**

The Department is an Equal Opportunity/Affirmative Action Employer.

The Department 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.** Utilization Management and Provider Payment Practices of Medicare Advantage Plans Study and Report, RFP # 24DOI000001

**2. RFP Summary.**

Study and analyze the utilization management and provider payment practices of Medicare Advantage plans, the impact on the delivery and access of services, the cost to providers, and provide a report with recommendations for improvements including, but not limited to, the quality and delivery of care, practices in the study, reduction of costs, and the extent of state regulatory authority.

**3. RFP Purpose.**

Public Act 23-171 requires that the Insurance Department, in consultation with the Office of Health Strategy, complete an analysis of the utilization management and provider payment practices of Medicare Advantage plans, including, but not limited to, (1) the impact of such practices on the delivery of hospital outpatient and inpatient services, including patient placement, discharges, transfers and other clinical care plans, (2) the costs to hospitals and plan members associated with such practices, (3) the effect of such practices on commercial, non-Medicare payment rates and access to services, including behavioral health services, and (4) a comparison of claims denials, modifications and reversals on appeal among Medicare Advantage plans and with traditional Medicare, Medicaid and commercial non-Medicare product lines (the "Required Analysis"). The results of this analysis and related recommendations shall be reported to the Connecticut General Assembly's Insurance and Real Estate Committee by January 1, 2025 (the "Report").

The Report shall provide recommendations on (1) improving the quality of and access to care, (2) improving the timely delivery of care, (3) reducing provider administrative costs associated with utilization management, (4) addressing payment practices that inappropriately reduce provider payments, (5) improving any practices identified in the study contributing to unwarranted changes to clinical care plans, (6) considering quarterly monitoring of prior authorization requests, service denials and payment denials by Medicare Advantage plans and comparing such data with commercial plans and Medicaid, (7) addressing the broad effect of Medicare Advantage plan practices on the health care delivery system, including costs borne by non-Medicare Advantage consumers and plan sponsors, (8) reducing costs for consumers, and (9) the extent to which states have the authority to regulate Medicare Advantage plans. To the extent the Required Analysis does not support recommendations in any of the specified areas, such outcome should be noted in the Report.

The Insurance Department is authorized by Public Act 23-171 to engage the services of third-party professionals and specialists necessary to assist with the Required Analysis and Report. The purpose of this RFP is to seek proposals for such services.

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

- 80000000: Management and Business Professionals and Administrative 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. Respondents, 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: Marge Breen  
Address: 153 Market Street, Hartford, CT 06103  
Phone: (860) 297-3865  
E-Mail: Marge.Breen@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 Connecticut contracting portal at <https://portal.ct.gov/DAS/CTSource/Registration> if not already registered.

Respondents shall submit the following information pertaining to this application to this portal (on their supplier profile), which will be checked by the Agency contact.

- Secretary of State recognition – Click on appropriate response
- Non-profit status, if applicable
- Notification to Bidders, Parts I-V
- Campaign Contribution Certification (OPM Ethics Form 1): <https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

**3. RFP Information.** This RFP, amendments to this 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/cid/Department-Resources/Doing-Business-with-the-CID?language=en\\_US](https://portal.ct.gov/cid/Department-Resources/Doing-Business-with-the-CID?language=en_US)
- State Contracting Portal (go to CTsource bid board, filter by "Connecticut Insurance Department"): <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 addenda 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: March 12, 2024
- RFP Conference: Not Applicable
- Letter of Intent Due: Not Applicable
- Deadline for Questions: March 26, 2024
- Answers Released: Rolling basis
- Proposals Due: April 30, 2024

**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: \$50,000
- Number of Awards: 1
- Contract Cost: Confidential
- Contract Term: Approximately May 1, 2024 to December 31, 2024
- Funding Source: General Fund

**6. Eligibility.** To be eligible, the applicant must be an individual or recognized as a single legal entity by the state where it is incorporated and must have a unique Taxpayer Identification Number designated to receive payment. Applications will be screened to determine eligibility for further review using criteria detailed in this RFP and in applicable law.

Evidence of Qualified Individual or Entity: The Respondent shall provide written assurance to the Department from its legal counsel that it is qualified to conduct business in Connecticut and is not prohibited by its articles of incorporation, bylaws, or the law under which it is incorporated from performing the services required under any resultant contract.

Sanction – Disclosure: The Respondent shall provide a statement that attests that no sanction, penalty or compliance action has been imposed on the Respondent within three years immediately preceding the date of this RFP. If the Respondent proposes the use of a subcontractor, each proposed subcontractor must provide the same statement.

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

- An individual or independent entity not subject to regulation by the Connecticut Insurance Department
- Knowledge of various health insurance plans with an emphasis on Medicare Advantage Plans, commercial health plans, and Medicaid
- Knowledge of healthcare provider payment practices, and their role within hospital inpatient and outpatient services
- Knowledge of costs associated with providing healthcare including, but not limited to, administrative costs and healthcare provider payments, and how such costs impact the quality of and access to care
- Experience with health insurance claims processing, with a focus on utilization management, explanation of benefits, and service and payment denials
- Extensive knowledge of state and federal health insurance related laws
- Experience in gathering and analyzing large volumes of data and condensing into public reports

**8. Letter of Intent.** A Letter of Intent (LOI) is not required by this RFP.

**9. Inquiry Procedures.** All questions regarding this RFP or the Agency's procurement process must be directed, in writing, electronically (e-mail) to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted nor answered verbally 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. 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 on the Agency's RFP Web Page.

**10. RFP Conference.** An RFP conference will not be held to answer questions from prospective proposers.

**11. 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: April 30, 2024 at 4:00 pm.

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

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

- 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 the Official Contact for this procurement. The subject line of the email must read: Utilization Management and Provider Payment Practices of Medicare Advantage Plans Study and Report. 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 respondent's 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 is committed to consumer protection and charged with regulatory oversight of all fully-insured plans in the state. The Department strives to regulate the insurance industry in a fair and flexible way to ensure compliance with the laws, promote healthy market competition, and provide consumers with access to a variety of insurance products.

### ■ B. PROGRAM OVERVIEW,

The Department issues this RFP pursuant to Public Act 23-171, section 18, which requires the Department with providing a report to the Insurance and Real Estate Committee of the Connecticut General Assembly by January 1, 2025.

The Department is charged with reporting to the joint standing committee of the General Assembly having cognizance of matters relating to insurance regarding an analysis of the utilization management and provider payment practices of Medicare Advantage plans, including, but not limited to, (1) the impact of such practices on the delivery of hospital outpatient and inpatient services, including patient placement, discharges, transfers and other clinical care plans, (2) the costs to hospitals and plan members associated with such practices, (3) the effect of such practices on commercial, non-Medicare payment rates and access to services, including behavioral health services, and (4) a comparison of claims denials, modifications and reversals on appeal among Medicare Advantage plans and with traditional Medicare, Medicaid and commercial non-Medicare product lines. To the extent information and data are not available to support specified areas of such analysis, such unavailability shall be noted in the report.

Based on the findings of the analysis, such report shall provide recommendations on (1) improving the quality of and access to care, (2) improving the timely delivery of care, (3) reducing provider administrative costs associated with utilization management, (4) addressing payment practices that inappropriately reduce provider payments, (5) improving any practices identified in the study contributing to unwarranted changes to clinical care plans, (6) considering quarterly monitoring of prior authorization requests, service denials and payment denials by Medicare Advantage plans and comparing such data with commercial plans and Medicaid, (7) addressing the broad effect of Medicare Advantage plan practices on the health care delivery system, including costs borne by non-Medicare Advantage consumers and plan sponsors, (8) reducing costs for consumers, and (9) the extent to which states have the authority to regulate Medicare Advantage plans. To the extent such analysis does not support recommendations in any of the specified areas, such outcome should be noted in the report.

### ■ C. SCOPE OF SERVICE DESCRIPTION

#### 1. Organizational Overview:

The proposer must provide a brief overview of the history and structure of the organization (if applicable) in addition to years of operation. All locations and where services will be provided, and hours of operations of each location shall be included as well.

## **2. Scope of Service Expectations:**

Proposals must include a comprehensive plan to implement the following:

- Study the utilization management and provider payment practices of Medicare Advantage plans, including, but not limited to:
  1. The impact of such practices on the delivery of hospital outpatient and inpatient services, including patient placement, discharges, transfers and other clinical care plans;
  2. The costs to hospitals and plan members associated with such practices;
  3. The effect of such practices on commercial, non-Medicare payment rates and access to services, including behavioral health services, and
  4. A comparison of claims denials, modifications and reversals on appeal among Medicare Advantage plans and with traditional Medicare, Medicaid and commercial non-Medicare product lines.
- Based on the findings of the study, create a report for non-industry experts of the findings above, as well as recommendations on:
  1. improving the quality of and access to care;
  2. improving the timely delivery of care;
  3. reducing provider administrative costs associated with utilization management;
  4. addressing payment practices that inappropriately reduce provider payments;
  5. improving any practices identified in the study contributing to unwarranted changes to clinical care plans;
  6. considering quarterly monitoring of prior authorization requests, service denials and payment denials by Medicare Advantage plans and comparing such data with commercial plans and Medicaid;
  7. addressing the broad effect of Medicare Advantage plan practices on the health care delivery system, including costs borne by non-Medicare Advantage consumers and plan sponsors;
  8. reducing costs for consumers; and
  9. the extent to which states have the authority to regulate Medicare Advantage plans.

The proposer should also demonstrate the following abilities:

1. Obtain claims information from the necessary entities at both the federal and state levels;
2. Organize and quantify the data collected in order to effectively compare data sets collected from different platforms; and
3. Understand state and federal insurance regulatory matters in interpretation and analysis of collected data.

## **3. Staffing Expectations:**

Describe the team who would work on this program.

1. Key Personnel: Provide the names or titles of proposed personnel and the hours and percentages of time dedicated to this project. Nontraditional work hours and days may be a part of the proposed staffing plan.
2. Describe your plan to assign staff with the necessary experience to be a member of your team.
3. Describe your management and supervision plan for your staff.

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

1. Proposers must demonstrate infrastructure sufficient to collect, manage, and analyze the necessary data.



2. Proposers and the proposed program must have the capability to access the internet, send/receive outside email and to maintain electronic records on-site.
3. Describe your organization's ability to ensure staff have access to adequate technology infrastructure necessary for supporting data collection, organization, and analysis.

**5. Financial Expectations:**

The proposer must have financial control procedures in place, including a cost allocation plan, and time and effort reporting system to verify the actual work performed by staff charged to this project.

**6. Budget Expectations:**

The proposer must describe how the proposal is fiscally competitive, including how staffing and service delivery costs are competitive with similar organizations to attract and maintain qualified staff and provide services in a cost-efficient manner.

**■ D. PERFORMANCE MEASURES**

Success will be measured for the delivery of the services based on the vendor's ability to meet tollgates established by Department, including but not limited to submission to the Department of a draft report no later than November 1, 2024 and submission to the Department of a final report no later than December 1, 2024

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

As part of the State's commitment to becoming more outcomes-oriented, the Department seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust service delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, the Department reserves the right to request/collect other key data and metrics from providers. The Report must be completed and submitted to the Insurance and Real Estate Committee by January 1, 2025. As such, it is crucial that the proposers are able to collect and analyze the necessary data in a timely manner.

**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. The proposer must develop a Cover Sheet that includes the information below. *Legal Name* is defined as the name of private provider organization, Connecticut 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.

- RFP Name or Number:
- Legal Name:
- FEIN:
- Street Address:
- Town/City/State/Zip:
- Contact Person:
- Title:
- Phone Number:
- E-Mail Address:
- Authorized Official:
- Title:
- Signature:

**3. Table of Contents.** All proposals must include a Table of Contents that conforms with the required proposal outline.

**4. Executive Summary.** Proposals must include a high-level summary, not exceeding five pages, of the main proposal and cost proposal. The summary must also include the organization's eligibility and qualifications to respond to this RFP.

**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.

**6. Style Requirements.** *THIS IS AN ELECTRONIC SUBMISSION.*

Submitted proposals must conform to the following specifications:

- Page Limit: None specified
- Font Size: 12pt
- Font Type: Times New Roman
- Margins: 1"
- Line Spacing: None specified

**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. 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 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).

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

## ■ B. EVALUATION OF PROPOSALS

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

**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.

- Strengths and Qualifications of Agency & Staff: 15%
- Scope of Services: 25%
- Staffing Plan: 10%
- Data and Technology : 10%
- Work Plan: 15%
- Financial Profile: 10%
- Cost Competitiveness and Budget Narrative: 15%

Note:

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

**5. Proposer Selection.** Upon completing its evaluation of proposals, the Review Committee will submit the rankings of all proposals to the Commissioner or Agency Head. The final selection of a successful proposer is at the discretion of the Commissioner or Agency Head. Any proposer selected will be so notified and awarded an opportunity to negotiate a contract with the Agency. Such negotiations may, but will not automatically, result in a contract. Any resulting contract will be posted on the State Contracting Portal. All unsuccessful proposers will be notified by e-mail or U.S. mail, at the Agency's discretion, about the outcome of the evaluation and proposer selection process. The Agency reserves the right to decline to award contracts for activities in which the Commissioner or Agency Head considers there are not adequate respondents.

**6. Debriefing.** Within ten (10) days of receiving notification from the Agency, unsuccessful proposers may contact the Official Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the ten (10) days. If unsuccessful proposers still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Agency to discuss the evaluation process and their proposals. If held, the debriefing meeting will not include any comparisons of unsuccessful proposals with other proposals. The Agency may schedule and hold the debriefing meeting within fifteen (15) days of the request. The Agency will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.

**7. Appeal Process.** Proposers may appeal any aspect the Agency's competitive procurement, including the evaluation and proposer selection process. Any such appeal must be submitted to the Agency head. A proposer may file an appeal at any time after the proposal due date, but not later than thirty (30) days after an agency notifies unsuccessful proposers about the outcome of the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. The filing of an appeal shall not be deemed sufficient reason for the Agency to delay, suspend, cancel, or terminate the procurement process or execution of a contract. More detailed information about filing an appeal may be obtained from the Official Contact.

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

**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: Cover Sheet***

The Respondent must use a Cover Sheet capturing the following information:

- RFP Name or Number:
- Legal Name:
- FEIN (not required for currently contracted providers/vendors):
- Street Address:
- Town/City/State/Zip:
- Contact Person:
- Title:
- Phone Number:
- E-Mail Address:
- Authorized Official:
- Title:
- Signature:

*Legal Name* is defined as the name of private provider organization, 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 five 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 35** (all appendices and other attachments should be referred to in section D and then placed in section E. The Agency Review Committee will not read answers longer than 35 pages in this section).

4.1 Strengths and Qualifications of Agency & Staff

*Organization Description and History:* Provide a general overview of your organization including its history and prior experiences engaging with relevant key stakeholders such as state and federal insurance regulators, insurance carriers, and medical service providers.

- a. Purpose, Mission, Vision, Values. . . . .
- b. Entity Type / Parent Organization / Years of Operation . . . . .
- c. Location of Offices / Facilities . . . . .
- d. Functional Organization . . . . .
- e. Current Range of Services / Clients . . . . .
- f. Qualifications . . . . .
- g. Relevant Experience . . . . .
- h. Accreditation / Certification / Licensure. . . . .
- i. Governance System . . . . .
- j. References . . . . .

4.2 Scope of Services

*The purpose of this subsection is to gather information about how the proposer intends to provide the purchased service (including the use of any subcontractors). The specifics of the information requested are left to the Agency’s discretion. Possible areas of inquiry may include, but are not limited, to the following:*

- a. Documentation of Resources. . . . .
- b. Industry Collaboration . . . . .
- c. Service Capacity / Delivery Plan / Systems / Processes / Protocols . . . . .
- d. Quality Assurance Protocols . . . . .
- e. Administrative Support . . . . .

### 4.3 Staffing 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. The specifics of the information requested are left to the Agency's discretion. Possible areas of inquiry may include, but are not limited, to the following:*

- a. Key Personnel / Managers . . . . .
- b. Staffing Levels & Qualifications . . . . .
- c. Job Descriptions . . . . .
- d. Personnel Organization Chart . . . . .
- e. Recruitment, Hiring & Retention Plan . . . . .
- f. Staff Training / Education / Development . . . . .

### 4.4 Data and Technology

*The purpose of this subsection is to gather information about the proposer's information management and performance measurement systems. The specifics of the information requested are left to the Agency's discretion. Possible areas of inquiry may include, but are not limited, to the following:*

- a. E-Mail / Internet Capabilities . . . . .
- b. IT Infrastructure / Hardware & Software Quality . . . . .
- c. Data Collection / Storage / Reporting . . . . .
- d. Assessment of Client Satisfaction . . . . .
- e. Evaluation / Outcome Measures . . . . .

### 4.5 Subcontractors

In the event that you need to use a subcontractor(s) for the completion of this project, please provide the following information for each:

- a. Legal Name of Agency, Address, FEIN . . . . .
- b. Contact Person, Title, Phone, Fax, E-mail . . . . .
- c. Services Currently Provided . . . . .
- d. Services To Be Provided Under Subcontract . . . . .
- e. Subcontractor Oversight . . . . .
- f. Subcontract Cost and Term . . . . .

### 4.6 Work Plan

- a. Start Date . . . . .
- b. Timetable / Schedule . . . . .
- c. Tasks, Deliverables . . . . .
- d. Methodologies . . . . .
- e. Measurable Objectives . . . . .

### 4.7 Financial Profile

- a. Annual Budget and Revenues . . . . .
- b. Financial Standing . . . . .
- c. Financial Management Systems . . . . .
- d. Revenue Generation / Billing / Third Party Reimbursement . . . . .

- e. History of Violations (financial or programming) . . . . .

4.8 Cost Competitiveness and Budget Narrative

- a. Narrative . . . . .
- b. Line Item Budget Form . . . . .
- c. Subcontractor Costs . . . . .

**E: Attachments**

Attachments other than the required attachments identified are not permitted and will not be evaluated. See the Proposal Checklist in Appendix C 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.

- a. Memorandum of Agreement . . . . .
- b. Résumés of Key Personnel . . . . .
- c. Audited Financial Statements . . . . .

**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 Appendix B.



## V. MANDATORY PROVISIONS

### ■ A. POS STANDARD CONTRACT, PARTS I AND II

*By submitting a proposal in response to this RFP, the proposer implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract" for POS:*

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, quality assurance, reports, terms of payment, budget, and other program-specific provisions of any resulting POS contract. A sample of Part I is available from the Department's Official Contact upon request.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the POS contract. Part II is available on OPM's website at: [http://www.ct.gov/opm/fin/standard\\_contract](http://www.ct.gov/opm/fin/standard_contract)

Note:

Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g)(2)) advising executive branch State contractors and prospective State contractors of the ban on campaign contributions and solicitations. If a proposer is awarded an opportunity to negotiate a contract with the Department and the resulting contract has an anticipated value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts has an anticipated value of \$100,000 or more, the proposer must inform the proposer's principals of the contents of the SEEC notice.

Part I of the standard contract may be amended by means of a written instrument signed by the Department, the selected proposer (contractor), and, if required, the Attorney General's Office. Part II of the standard contract may be amended only in consultation with, and with the approval of, the Office of Policy and Management and the Attorney General's Office.

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

principals and key personnel, official, employee or agent of the Contractor to provide a gift to any such public official or State employee; and

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

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

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

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

**8. Access to Data for State Auditors.** The Contractor shall provide to OPM access to any data, as defined in C.G.S. § 4e-1, concerning the resulting contract that are in the possession or control of the Contractor upon demand and shall provide the data to OPM in a format prescribed by OPM [or the Client Agency] and the State Auditors of Public Accounts at no additional cost.

## VI. APPENDIX

### A. ABBREVIATIONS / ACRONYMS / DEFINITIONS

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

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

**B. STATEMENT OF ASSURANCES**

Connecticut Insurance Department

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. 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 details. It is the responsibility of each respondent to ensure that all required documents, forms, and attachments, are submitted in a timely manner.

#### **Key Dates**

<b><u>Procurement Timetable</u></b>		
The Agency reserves the right to modify these dates at its sole discretion.		
Item	Action	Date
1	RFP Released	March 12, 2024
2	Deadline for Questions	March 26, 2024
3	Proposals Due	April 30, 2024
4		
5		
6		

#### **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>

#### **Proposal Content Checklist**

- Cover Sheet** including required information:
  - o RFP Name or Number
  - o Legal Name
  - o FEIN
  - o Street Address
  - o Town/City/State/Zip
  - o Contact Person
  - o Title
  - o Phone Number
  - o E-Mail Address
  - o Authorized Official
  - o Title
  - o Signature
- Table of Contents**
- Executive Summary:** high-level summary of proposal and cost
- Main proposal body answering all questions 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 Staffing plan with FTE status
  - o Agency and program organizational chart detailing reporting structure
  - o Staff resumes and applicable licensures
  - o Work plan describing organization's efforts, progress, or plans to diversify workforce

- Detailed plan on cultural competence and humility in service delivery
- Memoranda of Agreement/Understanding with referral partners
- Copies of applicant-created and/or evidence-based model intake, eligibility, enrollment, and assessment forms
- Written financial policies and procedures
- IRS Determination Letter** (for nonprofit proposers)
- Two 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 two years.
- Proposed budget**, including budget narrative and cost schedules for planned subcontractors if applicable.
- Conflict of Interest Disclosure Statement**
- Statement of Assurances**

**Formatting Checklist**

- Is the proposal formatted to fit 8 ½ x 11 (letter-sized) paper?
- Is the main body of the proposal within the 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)?