



STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

55 FARMINGTON AVENUE – HARTFORD, CONNECTICUT 06105-5033

12/28/2015

Daniel A. Dwyer
SVP & Managing Director
Xerox State Health Care LLC
9040 Roswell Road, Suite 700
Atlanta, GA 30350

CONTRACT #: 07DSS1101AF / 999ACS-HUS-02
PERIOD: 2/1/2007 - 12/31/2016

AMOUNT: \$121,213,754.00
AMENDMENT: A7

Dear Mr.Dwyer:

I am pleased to inform you that the above referenced amendment has been fully executed and approved. Attached is a scanned copy of the amendment for your files.

Requests for Payment should be completed and directed to the program contact identified below. The Department will process requests for payment in accordance with the terms of the contract. Your receipt of payment is contingent upon the continued availability of funds and your agency's compliance with the terms of the contract.

For issues or concerns related to the Program please direct your inquiries to:

PROGRAM

Kathleen M. Brennan
(860) 424-5693
kathleen.brennan@ct.gov

CONTRACT

Ann Simeone
(860) 424-4926
ann.simeone@ct.gov

Sincerely,


Kathleen M. Brennan
Deputy Commissioner

C: Kathleen M. Brennan
Contract file

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
CONTRACT AMENDMENT

Contractor: Xerox State Healthcare, LLC
Contractor Address: 9040 Roswell Road, Suite 700, Atlanta, GA 30350
Contract Number: 07DSS1101AF/999-ACS-HUS-02
Amendment Number: 7
Amount as Amended: \$121,213,754.00
Contract Term as Amended: 02/01/07-12/31/16

This contract between Xerox (the "Contractor" or "Xerox") and the State of Connecticut Department of Social Services (the "Department"), which was first executed by the parties and signed by the Commissioner of the Department on 2/23/07 (the "Contract") and which has been previously amended through Amendments 1 through 6, is hereby further amended as follows:

A. The total maximum amount payable under this Contract is increased by \$3,338,495.00 from \$117,875,259.00 to \$121,213,754.00.

B. Through this amendment the parties agree:

1. to add funds to support the Contractor's continued performance of contracted services as set forth in Part I Scope of Work, as previously amended through amendments 1 through 6, through 06/30/16, and

2. for the addition of services and funding to support premium collections for the S05 population and the production, delivery, submission and support of 1095B forms to the Department's Medicaid and CHIP enrollees as described herein, and

3. to the budgets for services set forth in Exhibit A, attached here to and incorporated herein by reference.

The terms and conditions in the current contract, as amended through Amendments 1 through 6 shall remain in full force and effect unless specifically amended herein.

C. Pursuant to the terms of the contract as amended through Amendment 6, executed by the parties and approved by the Office of the Attorney General on 08/30/13, the Contractor assumed responsibility for the manual data entry of eligibility records from the Connecticut Health Insurance Exchange (CT HIX) Eligibility System into the Department's Eligibility Management System (EMS) for Medicaid cases and the Contractor's ConneXion (CX) System for CHIP cases. The terms of this contract amendment adds funds and staffing for continuation of this service through June 30, 2016. The budget and staffing plan for the continuation of these services, developed by the Contractor and the Department, is based on projected monthly PDF volumes of 32,500 and an average hourly

productivity rate of 4.75 per 1 . The budget for the continuation of these vices for the period 1/1/16-6/30/16 is set forth in Exhibit A – Budget – page 2 – PDF.

D. The Department and the Contractor agree that volumes are subject to change based on the IMPACT implementation schedule and related factors including the Department's success in automating portions of this process. Should there be increases in the volume of PDFs or decreases in the productivity rate resulting from changes to the PDF process that would materially impact the budget for these services, the Contractor shall advise the Department in accordance with the process set forth in Amendment 6 Section K1 through K5.

E. Section D6 of Amendment 6 is amended to add an additional 750 hours of consulting services to support the development and implementation of the full Integrated Eligibility Platform. The budget for the addition of these funds is set forth in Exhibit A – Budget – page 3 – consultant.

F. Through Amendment 2 to this contract, the Contractor assumed responsibility for the Premium Billing Process for HUSKY B Clients (reference – A2 Section 11). Through this amendment, the Contractor shall perform the individual premium collections for the Working Disabled, or S05 population served by the Department under the program name Medconnect in addition to the HUSKY B clients.. Resource needs and pricing for this service has been based on a projected volume of 500 clients per month; with the expectation that there will be a rate of churn (clients will leave and enter the program frequently) in that client base of 50% annually. The Department authorized the Contractor to incur expenditures for the start – up of these activities as of August 1, 2015 and to begin operation of this task as of September 1, 2015.

1. In order to perform the premium collection function, the Contractor leveraged their Premium Processing System (PPS) to support this process and the functions listed below in conjunction with client eligibility data files retrieved from the Department as described below. The Contractor created a module within the PPS System that is dedicated to this population, and has the ability to produce invoices and account history based on the data files provided by the Department.
2. The Contractor opened a dedicated lockbox on the Department's behalf and has and shall continue on a monthly basis to transfer to the Department, all premiums collected from clients less any refunds. The process for the performance of this task will mirror the Premium Billing process for HUSKY B clients set forth in Section 11 on page 7 of Amendment 2 to this contract.
3. To support the premium collection process, the Contractor shall:
 - a. Receive daily, weekly and monthly files from the Department. Files will be received via SFTP and relevant data (see below) will be uploaded into the PPS System;
 - b. Process Membership and Actions (Grant, Deny, Closure);
 - c. Process Member Demographic Updates;
 - d. Process premium amount and Interim Premium Amount Change;
 - e. Calculate premium balances with each billing cycle, as well as produce and mail invoices. Invoices will include current premium along with any outstanding balances or credits and a premium due date along with payment instructions and fair hearing language;
 - f. Resend an updated client invoice or statement if the client premium information changes during the course of the month and a new transmission is initiated from the Department;
 - g. Receive and post payments; respond to client premium balance related inquiries during the course of the month. Contractor anticipates approximately 50 – 75 calls per month of this nature. At a minimum half of

the current overall application volumes will need to have some verification support. A processing time value of 15 minutes per verification has been set by the Department and the Contractor based on current experience; and

- h. Handle related administrative tasks including passing back demographic updates from clients to the Department, return mail processing, process address updates in EMS, and issue refunds as necessary.
4. As the Department moves forward with its IMPACT project, the Contractor shall adjust the file intake process accordingly, to accept IMPACT based eligibility files rather than EMS based eligibility files for this population. The Contractor has anticipated this and these costs are included in this amendment.
5. The Contractor shall perform this task beginning on September 1, 2015 through June 30, 2016.
6. The budget for this task is set forth in Exhibit A – Budget – page 4 – S05.
- G. The Contractor shall provide support for 1095-B forms for Medicaid consumers as outlined in section 6055 of the Internal Revenue Service (IRS) code in support of the Affordable Care Act (the “Act” or the “ACA”). The Contractor shall generate, print, fulfill (print/mail), IRS E-filing on behalf of the Department, maintain Connecticut Medicaid and CHIP consumer 1095-B data as prescribed by the Act, and provide call center support for recipients. The general duties of the call center support will include responding to general inquiries on the 1095-B forms as well as responding to reprint requests and research and corrections.
 1. The Contractor shall perform the operational functions necessary to provide an end-to-end solution for document composition, online record level proof review, print and mail fulfillment, electronic filing for both initial and corrected forms, maintenance of the 1095 records, returned mail, and Call Center support as more fully described in the agreed upon Statement of Work dated 12-11-2015:
 2. Call Center for 1095-B Activities:
 - a. The Contractor shall open the 1095-B call center for general calls on December 7, 2015 to support client inquiries expected as a result of the Department’s mailing to Medicaid clients from the Department advising them of the forthcoming 1095-B forms or for inquiries generated by the updates to the Department’s website. As of January 2016, it is expected that the Call Center will also support client inquiries related to clients’ receipt of the 1095-B forms. The Contractor shall ramp up and down the dedicated call center staff based on projected call volumes and as may be adjusted with the guidance of the Department depending on actual volumes. The dedicated call center shall remain in operation through Tuesday, May 31, 2016. Thereafter, calls related to the 1095-B forms shall be directed to and handled by the existing Connecticut Husky Call Center.
 - b. The Contractor shall assign a dedicated toll free telephone number that shall be listed in block #18 of the 1095-B form for consumers to use for any 1095-B related questions.
 - c. The Contractor shall provide a two-tiered approach with the Call Center staff. Tier One call center staff shall respond to client inquiries and shall initiate workflows that will be directed to Tier Two call center staff to address complex questions and inquiries including those related to a necessary correction.
- H. Service Level Agreements (“SLA”) and Projection Assumptions:

1. System Performance and Operations.

The Contractor shall:

- a. Ensure that 100% of the 1095-B forms are post-marked by "Due Date". Due Date" is January 31 of each year, unless January 31 falls on a legal holiday, Saturday or Sunday in which case it falls on the next business day.
- b. Ensure that the ACA information returns (XML File) for original Form 1095-B are completely and successfully transmitted to the IRS by March 31 of each year.
- c. Ensure that not more than 0.05% of ACA information returns for original Forms 1095-B are rejected by the IRS due to an error solely caused by Contractor.

2. Call Center Performance and Operations:

The Contractor shall:

- a. Ensure that 85% of all calls are answered within 60 seconds;
- b. Ensure that 90% of all calls are answered within 90 seconds;
- c. Ensure that the Abandonment rate does not to exceed 5%; and
- d. The tier 2 call center shall complete all work referred via workflow from the tier 1 call center within 2 business days with no more than 100 items in the queue at any point in time. (Contractor may workflow certain, non-time sensitive demographic updates with the Department's approval that are not subject to this SLA).

3. File Submission Timeliness:

The Contractor shall:

- a. Ensure that 100% of required files are submitted on the 10th of the month or first business day following a weekend or holiday that falls on the 10th.
1. I. The Contract staffing and budget set forth in Exhibit A – Budget – page – 5 - 1095 assumes volumes mutually developed and agreed upon between the Department and the Contractor. Should volumes for the above services deviate from the assumed volumes on a consistent and material basis, the parties agree to the following: If and when the Contractor identifies increased volume or if the Department directs the Contractor to implement program changes based on volume increases, the Contractor shall communicate in writing, email sufficient, to the Department estimating the financial impact of the change, proposing alternatives for handling the impact, and possible revisions to applicable service levels and service level agreements (SLAs) if additional resources are not approved to address the impact. No action that would result in unauthorized expenditures above the contract maximum will be made until Departmental approvals or directions are received from the Department in writing, email sufficient.
 2. If the Department approves additional resources and/or expenditures to address volume increases, the Department may either fund the additional resources through an amendment to by increasing the maximum contract value or to revise the current budgets and fund the additional resources by borrowing against the current maximum contract value which may shorten the term of the contract. After approval

from the Department. As received by the Contractor the Contractor shall adjust staffing and budgets accordingly.

3. Should the Department choose not to fund the incremental work effort with either option articulated above, the Contractor and the Department will work together to adjust service levels, reallocate staffing and document the resulting impact on service and relief required from SLAs.
4. If and when the Contractor or the Department identifies a decrease in scope as a result of volume or directed program changes, there will be communication in writing, email sufficient, between the parties regarding estimated financial impact for reducing staffing or services, alternatives for handling the impact, and ways to reduce resources. No action will be taken by Xerox until Department approval or direction is received in writing, email sufficient.

J. Part II Mandatory Terms and Conditions have been revised by the State of Connecticut since the last amendment to this contract. Part II Mandatory Terms and Conditions (Rev 09/23/13) replace the previous Mandatory Terms and Conditions and are set forth on pages six through thirty of this amendment and are incorporated herein.

PART II. TERMS AND CONDITIONS (REV 09/23/13)

The Contractor shall comply with the following terms and conditions.

A. Definitions. Unless otherwise indicated, the following terms shall have the following corresponding definitions:

1. **"Bid"** shall mean a bid submitted in response to a solicitation.
2. **"Breach"** shall mean a party's failure to perform some contracted-for or agreed-upon act, or his failure to comply with a duty imposed by law which is owed to another or to society.
3. **"Cancellation"** shall mean an end to the Contract affected pursuant to a right which the Contract creates due to a Breach.
4. **"Claims"** shall mean all actions, suits, claims, demands, investigations and proceedings of any kind, open, pending or threatened, whether mature, unmaturing, contingent, known or unknown, at law or in equity, in any forum.
5. **"Client"** shall mean a recipient of the Contractor's Services.
6. **"Contract"** shall mean this agreement, as of its effective date, between the Contractor and the State for Services.
7. **"Contractor Parties"** shall mean 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 (e.g. subcontractor) and the Contractor intends for such other person or entity to perform under the Contract in any capacity. For the purpose of this Contract, vendors of support services, not otherwise known as human service providers or educators, shall not be considered subcontractors, e.g. lawn care, unless such activity is considered part of a training, vocational or educational program.
8. **"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, survey and evaluation tools, surveys and evaluations, plans, charts, recordings (video and/or sound), pictures, curricula, electronically prepared presentations, 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.
9. **"Day"** shall mean all calendar days, other than Saturdays, Sundays and days designated as national or State of Connecticut holidays upon which banks in Connecticut are closed.
10. **"Expiration"** shall mean an end to the Contract due to the completion in full of the mutual performances of the parties or due to the Contract's term being completed.
11. **"Force Majeure"** shall mean events that materially affect the Services or the time schedule within which to perform and are outside the control of the party asserting that such an event has occurred, including, but not limited to, labor troubles unrelated to the Contractor, failure of or inadequate permanent power, unavoidable casualties, fire not caused by the Contractor, extraordinary weather conditions, disasters, riots, acts of God, insurrection or war.
12. **"Personal 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, Personal Information shall also include any information regarding clients that the Department classifies as "confidential" or "restricted." Personal 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.
13. **"Personal Information Breach"** shall mean an instance where an unauthorized person or entity accesses Personal Information in any manner, including but not limited to the following occurrences: (1) any Personal 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 Personal Information that is not encrypted or protected without prior written authorization from the State; (3) the unauthorized acquisition of encrypted or protected Personal Information together with the confidential process or key that is capable of compromising the integrity of the Personal Information; or (4) if there is a substantial risk of identity theft or fraud to the client, the Contractor, the Department or State.
14. **"Records"** shall mean all working papers and such other information and materials as may have been accumulated and/or produced by the Contractor in performing the Contract, including but not limited to, documents, data, plans, books, computations, drawings, specifications, notes, reports, records, estimates, summaries and correspondence, kept or stored in any form.

15. "Services" shall mean the performance of Services as stated in Part I of this Contract.
16. "State" shall mean the State of Connecticut, including any agency, office, department, board, council, commission, institution or other executive branch agency of State Government.
17. "Termination" shall mean an end to the Contract affected pursuant to a right which the Contract creates, other than for a Breach.

B. Client-Related Safeguards.

1. Inspection of Work Performed.

- (a) The Agency or its authorized representative shall at all times have the right to enter into the Contractor or Contractor Parties' premises, or such other places where duties under the Contract are being performed, to inspect, to monitor or to evaluate the work being performed in accordance with Conn. Gen. Stat. § 4e-29 to ensure compliance with this Contract. The Contractor and all subcontractors must provide all reasonable facilities and assistance to Agency representatives. All inspections and evaluations shall be performed in such a manner as will not unduly delay work. The Contractor shall disclose information on clients, applicants and their families as requested unless otherwise prohibited by federal or state law. Written evaluations pursuant to this Section shall be made available to the Contractor.
- (b) The Contractor must incorporate this section verbatim into any Contract it enters into with any subcontractor providing services under this Contract.

2. Safeguarding Client Information. The Agency and the Contractor shall safeguard the use, publication and disclosure of information on all applicants for and all Clients who receive Services under this Contract with all applicable federal and state law concerning confidentiality and as may be further provided under the Contract.

3. Reporting of Client Abuse or Neglect. The Contractor shall comply with all reporting requirements relative to Client abuse and neglect, including but not limited to requirements as specified in C.G.S. §§ 17a-101 through 103, 19a-216, 46b-120 (related to children); C.G.S. § 46a-11b (relative to persons with mental retardation); and C.G.S. § 17b-407 (relative to elderly persons).

4. Background Checks. The State may require that the Contractor and Contractor Parties undergo criminal background checks as provided for in the State of Connecticut Department of Public Safety Administration and Operations Manual or such other State document as governs procedures for background checks. The Contractor and Contractor Parties shall cooperate fully as necessary or reasonably requested with the State and its agents in connection with such background checks.

C. Contractor Obligations.

1. Cost Standards. The Contractor and funding state Agency shall comply with the Cost Standards issued by OPM, as may be amended from time to time. The Cost Standards are published by OPM on the Web at http://ct.gov/opm/fin/cost_standards.

2. Credits and Rights in Data. Unless expressly waived in writing by the Agency, all Records and publications intended 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 Agency 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 and hold harmless the Agency, unless the Agency or its agents co-authored said publication and said release is done with the prior written approval of the Agency Head. All publications shall contain the following statement: "This publication does not express the views of DSS or the State of Connecticut. The views and opinions expressed are those of the authors." Neither the Contractor nor any of its agents shall copyright Data and information obtained under this Contract, unless expressly previously authorized in writing by the Agency. The Agency shall have the right to publish, duplicate, use and disclose all such Data in any manner, and may authorize others to do so. The Agency 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 Agency of such Data.

3. **Organizational Information, Conflict of Interest, IRS Form 990.** During the term of this Contract and for the one hundred eighty (180) days following its date of Termination and/or Cancellation, the Contractor shall upon the Agency's request provide copies of the following documents within ten (10) Days after receipt of the request:

- (a) its most recent IRS Form 990 submitted to the Internal Revenue Service, and
- (b) its most recent Annual Report filed with the Connecticut Secretary of the State's Office or such other information that the Agency deems appropriate with respect to the organization and affiliation of the Contractor and related entities.

~~This provision shall continue to be binding upon the Contractor for one hundred and eighty (180) Days following the termination or cancellation of the Contract.~~

4. **Federal Funds;**

- (a) The Contractor shall comply with requirements relating to the receipt or use of federal funds. The Agency shall specify all such requirements in Part I of this Contract.
- (b) The Contractor acknowledges that the Agency has established a policy, as mandated by section 6032 of the Deficit Reduction Act (DRA) of 2005, P.L. 109-171, that provides detailed information about the Federal False Claims Act, 31 U.S.C. §§ 3729-3733, and other laws supporting the detection and prevention of fraud and abuse.

(1) Contractor acknowledges that it has received a copy of said policy and shall comply with its terms, as amended, and with all applicable state and federal laws, regulations and rules. Contractor shall provide said policy to subcontractors and shall require compliance with the terms of the policy. Failure to abide by the terms of the policy, as determined by the Agency, shall constitute a Breach of this Contract and may result in cancellation or termination of this Contract.

(2) ~~This section applies if, under this Contract, the Contractor or Contractor Parties furnishes, or otherwise authorizes the furnishing of health care items or services, performs billing or coding functions, or is involved in monitoring of health care provided by the Agency.~~

- (c) Contractor represents that it is not excluded, debarred, suspended or otherwise ineligible to participate in federal health care programs.
- (d) Contractor shall not, for purposes of performing the Contract with the Agency, knowingly employ or contract with, with or without compensation: (A) any individual or entity listed by a federal agency as excluded, debarred, suspended or otherwise ineligible to participate in federal health care programs; or (B) any person or entity who is excluded from contracting with the State of Connecticut or the federal government (as reflected in the General Services Administration List of Parties Excluded from Federal Procurement and Non-Procurement Programs, Department of Health and Human Services, Office of Inspector General (HHS/OIG) Excluded Parties list and the Office of Foreign Assets Control (OFAC) list of Specially Designated Nationals and Blocked Persons List). Contractor shall immediately notify the Agency should it become subject to an investigation or inquiry involving items or services reimbursable under a federal health care program or be listed as ineligible for participation in or to perform Services in connection with such program. The Agency may cancel or terminate this Contract immediately if at any point the Contractor, subcontractor or any of their employees are sanctioned, suspended, excluded from or otherwise become ineligible to participate in federal health care programs.

5. **Audit Requirements.**

- (a) The State Auditors of Public Accounts shall have access to all Records for the fiscal year(s) in which the award was made. The Contractor shall provide for an annual financial audit acceptable to the Agency for any expenditure of state-awarded funds made by the Contractor. Such audit shall include management letters and audit recommendations. The Contractor shall comply with federal and state single audit standards as applicable.
- (b) The Contractor shall make all of its and the Contractor Parties' Records available at all reasonable hours for audit and inspection by the State, including, but not limited to, the Agency, the Connecticut Auditors of Public Accounts, Attorney General and State's Attorney and their respective agents. Requests for any audit or inspection shall be in writing, at least ten (10) days prior to the requested date. All audits and inspections shall be at the requester's expense. The State may

request an audit or inspection at any time during the Contract term and for the (3) years after Termination, Cancellation or Expiration of the Contract. 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.

(c) For purposes of this subsection as it relates to State grants, the word "Contractor" shall be read to mean "nonstate entity," as that term is defined in C.G.S. § 4-230.

(d) The Contractor must incorporate this section verbatim into any Contract it enters into with any subcontractor providing services under this Contract.

6. **Related Party Transactions.** The Contractor shall report all related party transactions, as defined in this section, to the Agency on an annual basis in the appropriate fiscal report as specified in Part I of this Contract. "Related party" means a person or organization related through marriage, ability to control, ownership, family or business association. Past exercise of influence or control need not be shown, only the potential or ability to directly or indirectly exercise influence or control. "Related party transactions" between a Contractor or Contractor Party and a related party include, but are not limited to:

(a) Real estate sales or leases;

(b) leases for equipment, vehicles or household furnishings;

(c) Mortgages, loans and working capital loans; and

(d) Contracts for management, consultant and professional services as well as for materials, supplies and other services purchased by the Contractor or Contractor Party.

7. **Suspension or Debarment.** In addition to the representations and requirements set forth in Section D.4:

(a) The Contractor certifies for itself and Contractor Parties involved in the administration of federal or state funds that they:

(1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any governmental agency (federal, state or local);

(2) within a three year period preceding the effective date of this Contract, have not been convicted or had a civil judgment rendered against them 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; for 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) Are 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) Have not within a three year period preceding the effective date of 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 Agency.

8. **Liaison.** Each Party shall designate a liaison to facilitate a cooperative working relationship between the Contractor and the Agency in the performance and administration of this Contract.

9. **Subcontracts.** Each Contractor Party's identity, services to be rendered and costs shall be detailed in Part I of this Contract. Absent compliance with this requirement, no Contractor Party may be used or expense paid under this Contract unless expressly otherwise provided in Part I of this Contract. No Contractor Party shall acquire any direct right of payment from the Agency by virtue of this section or any other section of this Contract. The use of Contractor Parties shall not relieve the Contractor of any responsibility or liability under this Contract. The Contractor shall make available copies of all subcontracts to the Agency upon request.

10. **Independent Capacity of Contractor.** The Contractor and Contractor Parties shall act in an independent capacity and not as officers or employees of the state of Connecticut or of the Agency.

11. **Indemnification.**

- (a) The Contractor shall indemnify, defend and hold harmless the state of Connecticut 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 indemnification and hold-harmless obligations under this Contract. 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 bid or any records, and intellectual property rights, other propriety 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 of the Contract.
- (b) 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.
- (c) 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.
- (d) The Contractor shall carry and maintain at all times during the term of the Contract, and during the time that any sections 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.
- (e) The rights provided in this section for the benefit of the State shall encompass the recovery of attorneys' and other professionals' fees expended in pursuing a Claim against a third party.
- (f) This section shall survive the Termination, Cancellation or Expiration of the Contract, and shall not be limited by reason of any insurance coverage.

12. **Insurance.** Before commencing performance, the Agency may require the Contractor to obtain and maintain specified insurance coverage. In the absence of specific Agency requirements, the Contractor shall obtain and maintain the following insurance coverage at its own cost and expense for the duration of the Contract:

- (a) **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 services to be performed under this Contract or the general aggregate limit shall be twice the occurrence limit;
- (b) **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 this Contract, then only hired and non-owned coverage is required. If a vehicle is not used in the execution of this Contract then automobile coverage is not required.

- (c) Professional Liability, 1,000,000 limit of liability, if applicable; and/or
- (d) 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.

13. Choice of Law/Choice of Forum, Settlement of Disputes, Claims Against the State.

- (a) The Contract shall be deemed 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.
- (b) Any dispute concerning the interpretation or application of this Contract shall be decided by the Agency Head or his/her designee whose decision shall be final, subject to any rights the Contractor may have pursuant to state law. In appealing a dispute to the Agency Head pursuant to this section, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final resolution of a dispute, the Contractor and the Agency shall proceed diligently with the performance of the Contract.
- (c) The Contractor agrees that the sole and exclusive means for the presentation of any claim against the State arising from this Contract shall be in accordance with Title 4, Chapter 53 of the Connecticut General Statutes (Claims Against the State) and the Contractor further agrees not to initiate legal proceedings, except as authorized by that Chapter, in any state or federal court in addition to or in lieu of said Chapter 53 proceedings.

14. Compliance with Law and Policy, Facility Standards and Licensing. Contractor shall comply with all:

- (a) pertinent local, state and federal laws and regulations as well as Agency policies and procedures applicable to contractor's programs as specified in this Contract. The Agency shall notify the Contractor of any applicable new or revised laws, regulations, policies or procedures which the Agency has responsibility to promulgate or enforce; and
- (b) 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.

15. Representations and Warranties. Contractor shall:

- (a) perform fully under the Contract;
- (b) pay for and/or secure all permits, licenses and fees and give all required or appropriate notices with respect to the provision of Services as described in Part I of this Contract; and
- (c) adhere to all contractual sections ensuring the confidentiality of all Records that the Contractor has access to and are exempt from disclosure under the State's Freedom of Information Act or other applicable law.

16. Reports. The Contractor shall provide the Agency with such statistical, financial and programmatic information necessary to monitor and evaluate compliance with the Contract. All requests for such information shall comply with all applicable state and federal confidentiality laws. The Contractor shall provide the Agency with such reports as the Agency requests as required by this Contract.

17. **Delinquent Reports.** The Contractor shall submit required reports by the desired due dates as identified in this Contract. After notice to the Contractor and an opportunity for a meeting with an Agency representative, the Agency reserves the right to withhold payments for services performed under this Contract if the Agency has not received acceptable progress reports, expenditure reports, refunds, and/or audits as required by this Contract or previous contracts for similar or equivalent services the Contractor has entered into with the Agency. This section shall survive any Termination of the Contract or the Expiration of its term.
18. **Record Keeping and Access.** The Contractor shall maintain books, Records, documents, program and individual service records and other evidence of its accounting and billing procedures and practices which sufficiently and properly reflect all direct and indirect costs of any nature incurred in the performance of this Contract. These Records shall be subject at all reasonable times to monitoring, inspection, review or audit by authorized employees or agents of the State or, where applicable, federal agencies. The Contractor shall retain all such Records concerning this Contract for a period of three (3) years after the completion and submission to the State of the Contractor's annual financial audit.
19. **Protection of Personal Information.**
- (a) Contractor and Contractor Parties, at their own expense, have a duty to and shall protect from a Personal Information Breach any and all Personal 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.
<http://www.ct.gov/doit/cwp/view.asp?a=1245&q=253968>
<http://www.ct.gov/dpit/cwp/view.asp?a=1245&q=253968>
- (b) Each Contractor or Contractor Party shall implement and maintain a comprehensive data security program for the protection of Personal Information. The safeguards contained in such program shall be consistent with and comply with the safeguards for protection of Personal 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 Personal Information. Such data-security program shall include, but not be limited to, the following:
- (1) A security policy for employees related to the storage, access and transportation of data containing Personal Information;
 - (2) Reasonable restrictions on access to records containing Personal Information, including access to any locked storage where such records are kept;
 - (3) A process for reviewing policies and security measures at least annually;
 - (4) Creating secure access controls to Personal Information, including but not limited to passwords; and
 - (5) Encrypting of Personal 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 Personal Information which Contractor or Contractor Parties possess or control has been subject to a Personal Information Breach. If a Personal 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 Personal 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 Personal 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 Personal 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.

20. **Workforce Analysis.** The Contractor shall provide a workforce Analysis Affirmative Action report related to employment practices and procedures.
21. **Litigation.**
- (a) The Contractor shall require that all Contractor Parties, as appropriate, disclose to the Contractor, to the best of their knowledge, any Claims involving the Contractor Parties that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to perform fully under the Contract, no later than ten (10) days after becoming aware or after they should have become aware of any such Claims. Disclosure shall be in writing.
 - (b) The Contractor shall provide written Notice to the Agency 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 as revised or amended from time to time, Executive Orders Nos. 3 & 17 of Governor Thomas J. Meskill and any other requirements of federal or state law concerning equal employment opportunities or nondiscriminatory practices.
22. **Sovereign Immunity.** The Contractor and Contractor Parties acknowledge and agree that nothing in the Contract, or the solicitation leading up to 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.

D. Changes to the Contract, Termination, Cancellation and Expiration.

1. Contract Amendment.

- (a) No amendment to or modification or other alteration of this Contract shall be valid or binding upon the parties unless made in writing, signed by the parties and, if applicable, approved by the OAG.
- (b) The Agency may amend this Contract to reduce the contracted amount of compensation if:
 - (1) the total amount budgeted by the State for the operation of the Agency or Services provided under the program is reduced or made unavailable in any way; or
 - (2) federal funding reduction results in reallocation of funds within the Agency.
- (c) If the Agency decides to reduce the compensation, the Agency shall send written Notice to the Contractor. Within twenty (20) Days of the Contractor's receipt of the Notice, the Contractor and the Agency shall negotiate the implementation of the reduction of compensation unless the parties mutually agree that such negotiations would be futile. If the parties fail to negotiate an implementation schedule, then the Agency may terminate the Contract effective no earlier than sixty (60) Days from the date that the Contractor receives written notification of Termination and the date that work under this Contract shall cease.

2. Contractor Changes and Assignment.

- (a) The Contractor shall notify the Agency in writing:
 - (1) at least ninety (90) days prior to the effective date of any fundamental changes in the Contractor's corporate status, including merger, acquisition, transfer of assets, and any change in fiduciary responsibility;
 - (2) no later than ten (10) days from the effective date of any change in:
 - (A) its certificate of incorporation or other organizational document;

(B) more than a controlling interest in the ownership of the Contractor; or

(C) the individual(s) in charge of the performance.

- (b) No such change shall relieve the Contractor of any responsibility for the accuracy and completeness of the performance. The Agency, after receiving written Notice from the Contractor of any such change, may require such contracts, releases and other instruments evidencing, to the Agency's satisfaction, that any individuals retiring or otherwise separating from the Contractor have been compensated in full or that allowance has been made for compensation in full, for all work performed under terms of the Contract. The Contractor shall deliver such documents to the Agency in accordance with the terms of the Agency's written request. The Agency may also require, and the Contractor shall deliver, a financial statement showing that solvency of the Contractor is maintained. The death of any Contractor Party, as applicable, shall not release the Contractor from the obligation to perform under the Contract; the surviving Contractor Parties, as appropriate, must continue to perform under the Contract until performance is fully completed.
- (c) Assignment. The Contractor shall not assign any of its rights or obligations under the Contract, voluntarily or otherwise, in any manner without the prior written consent of the Agency.
- (1) The Contractor shall comply with requests for documentation deemed to be appropriate by the Agency in considering whether to consent to such assignment.
 - (2) The Agency shall notify the Contractor of its decision no later than forty-five (45) Days from the date the Agency receives all requested documentation.
 - (3) The Agency may void any assignment made without the Agency's consent and deem such assignment to be in violation of this Section and to be in Breach of the Contract. Any cancellation of this Contract by the Agency for a Breach shall be without prejudice to the Agency's or the State's rights or possible claims against the Contractor.

3. Breach.

- (a) If either party Breaches this 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, the Agency may modify the ten (10) day cure period in the notice of Breach. 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 cancellation 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 cancellation date, no further action shall be required of any party to effect the cancellation as of the stated date. If the notice does not set forth an effective Contract cancellation date, then the non-breaching party may cancel the Contract by giving the breaching party no less than twenty four (24) hours' prior written Notice after the expiration of the cure period.
- (b) If the Agency believes that the Contractor has not performed according to the Contract, the Agency may:
- (1) 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 the budget;
 - (2) temporarily discontinue all or part of the Services to be provided under the Contract;
 - (3) permanently discontinue part of the Services to be provided under the Contract;
 - (4) assign appropriate State personnel to provide contracted for Services to assure continued performance under the Contract until such time as the contractual Breach has been corrected to the satisfaction of the Agency;

- (5) require that contract funding be used to enter into a subcontract with person or persons designated by the Agency in order to bring the program into contractual compliance;
 - (6) 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; or
 - (7) any combination of the above actions.
- (c) The Contractor shall return all unexpended funds to the Agency no later than thirty (30) calendar days after the Contractor receives a demand from the Agency.
 - (d) In addition to the rights and remedies granted to the Agency by this Contract, the Agency 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.
 - (e) The action of the Agency shall be considered final. If at any step in this process the Contractor fails to comply with the procedure and, as applicable, the mutually agreed plan of correction, the Agency may proceed with Breach remedies as listed under this section.
4. **Non-enforcement Not to Constitute Waiver.** No waiver of any Breach of the Contract shall be interpreted or deemed to be a waiver of any other or subsequent Breach. All remedies afforded in the Contract shall be taken and construed as cumulative, that is, in addition to every other remedy provided in the Contract or at law or in equity. A party's failure to insist on strict performance of any section of the Contract shall only be deemed to be a waiver of rights and remedies concerning that specific instance of performance and shall not be deemed to be a waiver of any subsequent rights, remedies or Breach.
5. **Suspension.** If the Agency determines in its sole discretion that the health and welfare of the Clients or public safety is being adversely affected, the Agency may immediately suspend in whole or in part the Contract without prior notice and take any action that it deems to be necessary or appropriate for the benefit of the Clients. The Agency shall notify the Contractor of the specific reasons for taking such action in writing within five (5) Days of immediate suspension. Within five (5) Days of receipt of this notice, the Contractor may request in writing a meeting with the Agency Head or designee. Any such meeting shall be held within five (5) Days of the written request, or such later time as is mutually agreeable to the parties. At the meeting, the Contractor shall be given an opportunity to present information on why the Agency's actions should be reversed or modified. Within five (5) Days of such meeting, the Agency shall notify the Contractor in writing of his/her decision upholding, reversing or modifying the action of the Agency head or designee. This action of the Agency head or designee shall be considered final.
6. **Ending the Contractual Relationship.**
- (a) This Contract shall remain in full force and effect for the duration of its entire term or until such time as it is terminated earlier by either party or cancelled. Either party may terminate this contract by providing at least sixty (60) days prior written notice pursuant to the Notice requirements of this Contract.
 - (b) The Agency may immediately terminate the Contract in whole or in part whenever the Agency makes a determination that such termination is in the best interest of the State. Notwithstanding Section D.2, the Agency may immediately terminate or cancel this Contract in the event that the Contractor or any subcontractors becomes financially unstable to the point of threatening its ability to conduct the services required under this Contract, ceases to conduct business in the normal course, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or its assets.
 - (c) The Agency shall notify the Contractor in writing of Termination pursuant to subsection (b) above, which shall specify the effective date of termination and the extent to which the Contractor must complete or immediately cease performance. Such Notice of Termination shall be sent in accordance with the Notice provision contained on page 1 of this Contract. Upon receiving the Notice from the Agency, the Contractor shall immediately discontinue all Services affected in accordance with the Notice, undertake all reasonable and necessary efforts to mitigate any losses or damages, and deliver to the Agency all Records as defined in Section A.14, unless otherwise instructed by the Agency in writing, and take all actions that are necessary or appropriate, or that the Agency may reasonably direct, for the protection of Clients and preservation of any and all property. Such 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 specified records whichever is less. 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) The Agency may terminate the Contract at any time without prior notice when the funding for the Contract is no longer available.
- (e) The Contractor shall deliver to the Agency any deposits, prior payment, advance payment or down payment if the Contract is terminated by either party or cancelled within thirty (30) days after receiving demand from the Agency. The Contractor shall return to the Agency any funds not expended in accordance with the terms and conditions of the Contract and, if the Contractor fails to do so upon demand, the Agency may recoup said funds from any future payments owing under this Contract or any other contract between the State and the Contractor. Allowable costs, as detailed in audit findings, incurred until the date of termination or cancellation for operation or transition of program(s) under this Contract shall not be subject to recoupment.

7. Transition after Termination or Expiration of Contract.

- (a) If this Contract is terminated for any reason, cancelled or it expires in accordance with its term, the Contractor shall do and perform all things which the Agency determines to be necessary or appropriate to assist in the orderly transfer of Clients served under this Contract and shall assist in the orderly cessation of Services it performs under this Contract. In order to complete such transfer and wind down the performance, and only to the extent necessary or appropriate, if such activities are expected to take place beyond the stated end of the Contract term then the Contract shall be deemed to have been automatically extended by the mutual consent of the parties prior to its expiration without any affirmative act of either party, including executing an amendment to the Contract to extend the term, but only until the transfer and winding down are complete.
- (b) If this Contract is terminated, cancelled or not renewed, the Contractor shall return to the Agency any equipment, deposits or down payments made or purchased with start-up funds or other funds specifically designated for such purpose under this Contract in accordance with the written instructions from the Agency in accordance with the Notice provision of this Contract. Written instructions shall include, but not be limited to, a description of the equipment to be returned, where the equipment shall be returned to and who is responsible to pay for the delivery/shipping costs. Unless the Agency specifies a shorter time frame in the letter of instructions, the Contractor shall affect the returns to the Agency no later than sixty (60) days from the date that the Contractor receives Notice.

E. Statutory and Regulatory Compliance

1. 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)¹, and more specifically with the Privacy and Security Rules at 45 C.F.R. Part 160 and Part 164, subparts A, C, D 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 section 45 C.F.R. 164.402 and shall also include an 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 HITTECH 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 subcontractors that create, receive, maintain or transmit protected health information on behalf of the business associate, agree 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.

ired under 45 C.F.R. 164.412 would impede a criminal investigation or cause damage to national security and; if so, 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 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, the Business Associate, if directed by the Covered Entity, shall provide all notifications required by 45 C.F.R. 164.404 and 45 C.F.R. 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 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.
- (l) 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.
2. **Americans with Disabilities Act.** The Contractor shall be and remain in compliance with the Americans with Disabilities Act of 1990 (<http://www.ada.gov/>) as amended from time to time ("Act") to the extent applicable, during the term of the Contract. The Agency may cancel or terminate this Contract if the Contractor fails to comply with the Act. The Contractor represents that it is familiar with the terms of this Act and that it is in compliance with the law. The Contractor warrants that it shall hold the State harmless from any liability which may be imposed upon the state as a result of any failure of the Contractor to be in compliance with this Act. As applicable, the Contractor shall comply with section 504 of the Federal Rehabilitation Act of 1973, as amended from time to time, 29 U.S.C. § 794 (Supp. 1993), regarding access to programs and facilities by people with disabilities.
 3. **Utilization of Minority Business Enterprises.** The Contractor shall perform under this Contract in accordance with 45 C.F.R. Part 74; and, as applicable, C.G.S. §§ 4a-60 to 4a-60a and 4a-60g to carry out this policy in the award of any subcontracts.
 4. **Priority Hiring.** Subject to the Contractor's exclusive right to determine the qualifications for all employment positions, the Contractor shall give priority to hiring welfare recipients who are subject to time-limited welfare and must find employment. The Contractor and the Agency shall work cooperatively to determine the number and types of positions to which this Section shall apply.
 5. **Non-discrimination.**
 - (a) For purposes of this Section, the following terms are defined as follows:

- (1) "Commission" means the Commission on Human Rights and Opportunities;
- (2) "Contract" and "contract" include any extension or modification of the Contract or contract;
- (3) "Contractor" and "contractor" include any successors or assigns of the Contractor or contractor;
- (4) "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.
- (5) "good faith" means that degree of diligence which a reasonable person would exercise in the performance of legal duties and obligations;
- (6) "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;
- (7) "marital status" means being single, married as recognized by the State of Connecticut, widowed, separated or divorced;
- (8) "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;
- (9) "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
- (10) "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, (2) a quasi-public agency, as defined in Conn. Gen. Stat. Section 1-120, (3) any other state, including but not limited to any federally recognized Indian tribal governments, as defined in Conn. Gen. Stat. Section 1-267, (4) the federal government, (5) a foreign government, or (6) an agency of a subdivision, agency, state or government described in the immediately preceding enumerated items (1), (2), (3), (4) or (5).

- (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, mental retardation, 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 insure 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, mental retardation, 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.
6. **Freedom of Information.**
- (a) Contractor acknowledges that the Agency must comply with the Freedom of Information Act, C.G.S. §§ 1-200 *et seq.* ("FOIA") which 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).
- (b) **Governmental Function.** In accordance with C.G.S. § 1-218, if the amount of this Contract exceeds two million five hundred thousand dollars (\$2,500,000), and the Contractor is a "person" performing a "governmental function", as those terms are defined in C.G.S. §§ 1-200(4) and (11), the Agency is entitled to receive a copy of the Records and files related to the Contractor's performance of the governmental function, which may be disclosed by the Agency pursuant to the FOIA.
7. **Whistleblowing.** This Contract is subject to C.G.S. § 4-61dd if the amount of this Contract is a "large state contract" as that term is defined in C.G.S. § 4-61dd(h). 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 subsection (a) of such statute, the Contractor shall be liable for a civil penalty of not more than five thousand dollars (\$5,000) for each offense, up to a maximum of twenty per cent (20%) 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 relevant sections of the statute relating to large state Contractors in a conspicuous place which is readily available for viewing by the employees of the Contractor.
8. **Executive Orders.** This Contract is subject to Executive Order No. 3 of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices; Executive Order No. 17 of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings; Executive Order No. 16 of Governor John G. Rowland, promulgated August 4, 1999, concerning violence in the workplace. This Contract may also be subject to Executive Order 7C of Governor M. Jodi Rell, promulgated July 13, 2006, concerning contracting reforms and Executive Order 14 of Governor M. Jodi Rell, promulgated April 17, 2006, concerning procurement of cleaning products and services, in accordance with their respective terms and conditions. All of these Executive orders are incorporated into and made a part of the Contract as if they had been fully set forth in it. At the Contractor's request, the Agency shall provide a copy of these Orders to the Contractor.
9. **Campaign Contribution Restrictions.** For all State contracts as defined in C.G.S. § 9-612(g) the authorized signatory to this Contract expressly acknowledges receipt of the State Elections Enforcement Commission's ("SEEC") notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice. See SEEC Form 11 reproduced below: www.ct.gov/seecwww.ct.gov/seec



Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations

This notice is provided under the authority of Connecticut General Statutes §9-612(g)(2), as amended by P.A. 10-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined on the reverse side of this page).

CAMPAIGN CONTRIBUTION AND SOLICITATION LIMITATIONS

No *state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor*, with regard to a *state contract or state contract solicitation* with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee (which includes town committees).

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

On and after January 1, 2011, no state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall knowingly *solicit* contributions from the state contractor's or prospective state contractor's employees or from a *subcontractor or principals of the subcontractor* on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

DUTY TO INFORM

State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

PENALTIES FOR VIOLATIONS

Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

Civil penalties—Up to \$2,000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and the possible consequences of their violations may also be subject to civil penalties of up to \$2,000 or twice the amount of the prohibited contributions made by their principals.

Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or not more than \$5,000 in fines, or both.

CONTRACT CONSEQUENCES

In the case of a state contractor, contributions made or solicited in violation of the above prohibitions may result in the contract being voided.

In the case of a prospective state contractor, contributions made or solicited in violation of the above prohibitions shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State shall not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information may be found on the website of the State Elections Enforcement Commission, www.ct.gov/seeec. Click on the link to "Lobbyist/Contractor Limitations."



DEFINITIONS

"State contractor" means a person, business entity or nonprofit organization that enters into a state contract. Such person, business entity or nonprofit organization shall be deemed to be a state contractor until December thirty-first of the year in which such contract terminates. "State contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Prospective state contractor" means a person, business entity or nonprofit organization that (i) submits a response to a state contract solicitation by the state, a state agency or a quasi-public agency, or a proposal in response to a request for proposals by the state, a state agency or a quasi-public agency, until the contract has been entered into, or (ii) holds a valid prequalification certificate issued by the Commissioner of Administrative Services under section 4a-100. "Prospective state contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a state contractor or prospective state contractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a state contractor or prospective state contractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a state contractor or prospective state contractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a state contractor or prospective state contractor, which is not a business entity, or if a state contractor or prospective state contractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any state contractor or prospective state contractor who has *managerial or discretionary responsibilities with respect to a state contract*, (v) the spouse or a *dependent child* who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the state contractor or prospective state contractor.

"State contract" means an agreement or contract with the state or any state agency or any quasi-public agency, let through a procurement process or otherwise, having a value of fifty thousand dollars or more, or a combination or series of such agreements or contracts having a value of one hundred thousand dollars or more in a calendar year, for (i) the rendition of services, (ii) the furnishing of any goods, material, supplies, equipment or any items of any kind, (iii) the construction, alteration or repair of any public building or public work, (iv) the acquisition, sale or lease of any land or building, (v) a licensing arrangement, or (vi) a grant, loan or loan guarantee. "State contract" does not include any agreement or contract with the state, any state agency or any quasi-public agency that is exclusively federally funded, an education loan, a loan to an individual for other than commercial purposes or any agreement or contract between the state or any state agency and the United States Department of the Navy or the United States Department of Defense.

"State contract solicitation" means a request by a state agency or quasi-public agency, in whatever form issued, including, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes, inviting bids, quotes or other types of proposals, through a competitive procurement process or another process authorized by law waiving competitive procurement.

"Managerial or discretionary responsibilities with respect to a state contract" means having direct, extensive and substantive responsibilities with respect to the negotiation of the state contract and not peripheral, clerical or ministerial responsibilities.

"Dependent child" means a child residing in an individual's household who may legally be claimed as a dependent on the federal income tax of such individual.

"Solicit" means (A) requesting that a contribution be made, (B) participating in any fund-raising activities for a candidate committee, exploratory committee, political committee or party committee, including, but not limited to, forwarding tickets to potential contributors, receiving contributions for transmission to any such committee or bundling contributions, (C) serving as chairperson, treasurer or deputy treasurer of any such committee, or (D) establishing a political committee for the sole purpose of soliciting or receiving contributions for any committee. Solicit does not include: (i) making a contribution that is otherwise permitted by Chapter 155 of the Connecticut General Statutes; (ii) informing any person of a position taken by a candidate for public office or a public official, (iii) notifying the person of any activities of, or contact information for, any candidate for public office, or (iv) serving as a member in any party committee or as an officer of such committee that is not otherwise prohibited in this section.

"Subcontractor" means any person, business entity or nonprofit organization that contracts to perform part or all of the obligations of a state contractor's state contract. Such person, business entity or nonprofit organization shall be deemed to be a subcontractor until December thirty-first of the year in which the subcontract terminates. "Subcontractor" does not include (i) a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or (ii) an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a subcontractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a subcontractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a subcontractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a subcontractor, which is not a business entity, or if a subcontractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any subcontractor who has managerial or discretionary responsibilities with respect to a subcontract with a state contractor, (v) the spouse or a dependent child who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the subcontractor.

All other terms and conditions of the original contract as previously amended, that are not further amended herein remain in full force and effect.

ACCEPTANCES AND APPROVALS

This document constitutes an Amendment (Amendment #7) to the above numbered Contract.

CONTRACTOR

DEPARTMENT

Xerox State Healthcare, LLC

Department of Social Services

Daniel A. Dwyer 12/11/2015
Signature (Authorized Official) Date

[Signature] 12/14/2015
Signature (Authorized Official) Date

Daniel A. Dwyer
Typed Name (Authorized Official)

Roderick L. Bremby, Commissioner
Typed Name (Authorized Official) Title

SVP & Managing Director
Title

OFFICE OF THE ATTORNEY GENERAL

[Signature] 12/22/15
Asst Attorney General (Approved as to form) Date
Robert W. Clark

AMENDMENT 7

EXHIBIT A

BUDGETS

FINAL
 AMENDNT 7 - EXHIBIT A

CT DSS - Xerox Budget Contract Amendment #7 - 11/20/15

Total Cost Service - Amendment 7	11/3/2015	Draft Pricing 11/20/15	Savings (\$)	Percentage Change
PDF Processing**	n/a	1,067,512		
IMPACT Consulting	n/a	96,525		
S05 Premium	n/a	138,427		
1095-B Support*	1,944,200	1,787,087	157,113	-8%
Subtotal	1,944,200	3,089,551		
1095-B postage	130,000	232,000		
Total Cost	2,074,200	3,321,551		

*1095-B Pricing is net of postage costs; Postage added to model from discussions with DSS to accommodate all mailings including AREP increased from 130,000 to 232,000

** PDF processing does represent a soft savings due to a 25% increase in efficiency from 2013 budget. Xerox is processing 32,500 PDFs per month with 40 staff in this model vs. 54 in the 2013 budget.

FINAL
AMENDMENT 7 - EXHIBIT A

Total	2015 August	2015 September	2015 October	2015 November	2015 December	2016 January	2016 February	2016 March	2016 April	2016 May	2016 June	Total
Salaries						118,707.50	118,707.50	118,707.50	118,707.50	118,707.50	118,707.50	712,245.00
Non-Exempt Exempt												-
Fringe						20,693.21	20,693.21	20,693.21	20,693.21	20,693.21	20,693.21	124,159.28
Total						139,400.71	139,400.71	139,400.71	139,400.71	139,400.71	139,400.71	836,404.28
TOTAL SALARY AND FRINGE						139,400.71	139,400.71	139,400.71	139,400.71	139,400.71	139,400.71	836,404.28
Other Direct Costs												
Consultants						11,180.00	11,180.00	11,180.00	11,180.00	11,180.00	11,180.00	67,080.00
Legal Services												-
Accounting Services												-
Facility Rent												-
Facility Repair and Maintenance												-
Utilities												-
Equipment												-
Computer and IT equipment												-
Computer/IT Equipment Repair & Maintenance												-
Copy Equipment												-
Telephone R & M												-
Other Equipment												-
Other Equipment R & M												-
Equipment Rental												-
Software												-
Software Expense												-
Software Maintenance												-
Maintenance												-
Janitorial												-
Telephone												-
Postage/Freight												-
Printing Costs												-
Travel												-
Transportation												-
Office Supplies						1,935.00	1,935.00	1,935.00	1,935.00	1,935.00	1,935.00	11,610.00
Training												-
Off-site Tape Vaulting												-
Insurance												-
Taxes												-
Licenses												-
Other												-
TOTAL OTHER DIRECT COSTS						13,115.00	13,115.00	13,115.00	13,115.00	13,115.00	13,115.00	78,690.00
TOTAL COSTS						152,515.71	152,515.71	152,515.71	152,515.71	152,515.71	152,515.71	915,094.28
Fee						25,403.07	25,403.07	25,403.07	25,403.07	25,403.07	25,403.07	152,418.43
Total Contract						177,918.78	177,918.78	177,918.78	177,918.78	177,918.78	177,918.78	1,067,512.71

FINAL
AMENDMENT 7 - EXHIBIT A

Total	2015 August	2015 September	2015 October	2015 November	2015 December	2016 January	2016 February	2016 March	2016 April	2016 May	2016 June	Total
Salaries												
Non-Exempt					16,500.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	82,500.00
Exempt												
Fringe												
Total					16,500.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	82,500.00
TOTAL SALARY AND FRINGE					16,500.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	82,500.00
Other Direct Costs												
Consultants												
Legal Services												
Accounting Services												
Facility Rent												
Facility Repair and Maintenance												
Utilities												
Equipment												
Computer and IT equipment												
Computer/IT Equipment Repair & Maintenance												
Copy Equipment												
Telephone R & M												
Other Equipment												
Other Equipment R & M												
Equipment Rental												
Software												
Software Expense												
Software Maintenance												
Maintenance												
Janitorial												
Telephone												
Postage/Freight												
Printing Costs												
Travel												
Transportation												
Office Supplies												
Training												
Off-site Tape Vaulting												
Insurance												
Taxes												
Licenses												
Other												
TOTAL OTHER DIRECT COSTS												
TOTAL COSTS					16,500.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	11,000.00	82,500.00
Fee					2,145.00	1,430.00	1,430.00	1,430.00	1,430.00	1,430.00	1,430.00	10,725.00
Total Contract					18,645.00	12,430.00	12,430.00	12,430.00	12,430.00	12,430.00	12,430.00	93,225.00

FINAL
AMENDMENT 7 - EXHIBIT A

Total	2015 August	2015 September	2015 October	2015 November	2015 December	2016 January	2016 February	2016 March	2016 April	2016 May	2016 June	Total
Salaries												
Non-Exempt	#####	7,160.00	7,160.00	7,160.00	7,160.00	7,374.80	7,374.80	7,374.80	7,374.80	7,374.80	7,374.80	78,748.80
Exempt												-
Fringe	#####	1,342.72	1,342.72	1,342.72	1,342.72	1,383.00	1,383.00	1,383.00	1,383.00	1,383.00	1,383.00	15,309.69
Total	7,500.80	8,502.72	8,502.72	8,502.72	8,502.72	8,757.80	8,757.80	8,757.80	8,757.80	8,757.80	8,757.80	94,058.49
TOTAL SALARY AND FRINGE	7,500.80	8,502.72	8,502.72	8,502.72	8,502.72	8,757.80	8,757.80	8,757.80	8,757.80	8,757.80	8,757.80	94,058.49
Other Direct Costs												
Consultants	1,085.00	2,215.00	2,215.00	2,215.00	2,215.00	1,715.00	1,715.00	1,715.00	1,715.00	1,715.00	1,715.00	20,235.00
Legal Services												-
Accounting Services												-
Facility Rent												-
Facility Repair and Maintenance												-
Utilities												-
Equipment												-
Computer and IT equipment												-
Computer/IT Equipment Repair & Maintenance												-
Copy Equipment												-
Telephones R & M												-
Other Equipment												-
Other Equipment R & M												-
Equipment Rental												-
Software												-
Software Expense												-
Software Maintenance												-
Maintenance												-
Janitorial												-
Telephone												-
Postage/Freight		300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00	3,000.00
Printing Costs		500.00									500.00	1,000.00
Travel												-
Transportation												-
Office Supplies	101.25	123.75	123.75	123.75	123.75	123.75	123.75	123.75	123.75	123.75	123.75	1,338.75
Training												-
Off-site Tape Vaulting												-
Insurance												-
Taxes												-
Licenses												-
Other												-
TOTAL OTHER DIRECT COSTS	1,186.25	3,138.75	2,638.75	2,638.75	2,638.75	2,138.75	2,138.75	2,138.75	2,138.75	2,138.75	2,638.75	25,573.75
TOTAL COSTS	8,687.05	11,641.47	11,141.47	11,141.47	11,141.47	10,896.55	10,896.55	10,896.55	10,896.55	10,896.55	11,396.55	119,632.24
Fee	1,429.35	1,749.50	1,749.50	1,749.50	1,749.50	1,727.86	1,727.86	1,727.86	1,727.86	1,727.86	1,727.86	18,794.53
Total Contract	10,116.40	13,390.97	12,890.97	12,890.97	12,890.97	12,624.42	12,624.42	12,624.42	12,624.42	12,624.42	13,124.42	138,426.77

FINAL
AMENDMENT 7 - EXHIBIT A

Total	2015 August	2015 September	2015 October	2015 November	2015 December	2016 January	2016 February	2016 March	2016 April	2016 May	2016 June	Total
Salaries												
Non-Exempt				37,198.23	105,539.38	#####	#####	#####	#####	#####	#####	677,613.03
Exempt												-
Fringe				1,862.33	2,287.12	4,583.50	4,583.50	3,133.15	4,674.15	3,416.13		24,539.89
Total				39,060.56	107,826.50	163,068.57	163,068.57	112,052.82	91,499.77	25,576.13		702,152.92
TOTAL SALARY AND FRINGE				39,060.56	107,826.50	163,068.57	163,068.57	112,052.82	91,499.77	25,576.13		702,152.92
Other Direct Costs												
Consultants				1,200.00	72,470.00	118,480.00	113,280.00	109,080.00	107,830.00	96,180.00	1,880.00	620,400.00
Legal Services												-
Accounting Services												-
Facility Rent					25,000.00	25,000.00	25,000.00	25,000.00	25,000.00			125,000.00
Facility Repair and Maintenance												-
Utilities												-
Equipment												-
Computer and IT equipment				###	###							65,000.00
Computer/IT Equipment Repair & Maintenance												-
Copy Equipment												-
Telephone R & M												-
Other Equipment												-
Other Equipment R & M												-
Equipment Rental												-
Software												-
Software Expense												-
Software Maintenance												-
Maintenance												-
Janitorial												-
Telephone						5,000.00	7,500.00	10,000.00	7,500.00			30,000.00
Postage/Freight						200,000.00	10,000.00	10,000.00	10,000.00	2,000.00		232,000.00
Printing Costs												-
Travel					10,000.00	7,500.00	5,000.00	5,000.00	4,500.00			32,000.00
Transportation												-
Office Supplies												-
Training												-
Off-site Tape Vaulting												-
Insurance												-
Taxes												-
Licenses												-
Other												-
TOTAL OTHER DIRECT COSTS				41,200.00	132,470.00	355,980.00	160,780.00	159,080.00	154,830.00	96,180.00	1,880.00	1,104,400.00
TOTAL COSTS				80,260.56	240,296.50	519,048.57	323,848.57	271,132.82	246,329.77	123,756.13	1,880.00	1,806,552.92
Fee				11,996.30	35,551.60	47,999.06	47,323.06	38,429.38	34,362.86	16,851.34	244.40	252,778.00
Total Contract				92,256.86	275,848.10	567,047.63	371,171.63	309,562.20	280,712.63	140,607.48	2,124.40	2,039,330.92

FINAL
AMENDMENT 7 - EXHIBIT A

	2015 August	2015 September	2015 October	2015 November	2015 December	2016 January	2016 February	2016 March	2016 April	2016 May	2016 June	Total
Total												
Salaries												
Non-Exempt	#####	7,160.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	1,551,106.83
Exempt	-	-	-	-	-	-	-	-	-	-	-	-
Fringe	#####	1,342.72	#####	3,205.05	3,629.83	26,659.72	26,659.72	25,209.37	26,750.37	25,492.35	22,076.22	164,008.87
Total	7,500.80	8,502.72	8,502.72	47,563.28	132,829.21	322,227.09	322,227.09	271,211.34	250,658.28	184,734.65	159,158.52	1,715,115.70
TOTAL SALARY AND FRINGE	7,500.80	8,502.72	8,502.72	47,563.28	132,829.21	322,227.09	322,227.09	271,211.34	250,658.28	184,734.65	159,158.52	1,715,115.70
Other Direct Costs												
Consultants	#####	2,215.00	#####	3,415.00	74,685.00	#####	#####	#####	#####	#####	14,775.00	707,715.00
Legal Services	-	-	-	-	-	-	-	-	-	-	-	-
Accounting Services	-	-	-	-	-	-	-	-	-	-	-	-
Facility Rent	-	-	-	-	25,000.00	25,000.00	25,000.00	25,000.00	25,000.00	-	-	125,000.00
Facility Repair and Maintenance	-	-	-	-	-	-	-	-	-	-	-	-
Utilities	-	-	-	-	-	-	-	-	-	-	-	-
Equipment	-	-	-	-	-	-	-	-	-	-	-	-
Computer and IT equipment	-	-	-	-	25,000.00	-	-	-	-	-	-	65,000.00
Computer/IT Equipment Repair & Maintenance	-	-	-	-	-	-	-	-	-	-	-	-
Copy Equipment	-	-	-	-	-	-	-	-	-	-	-	-
Telephone R & M	-	-	-	-	-	-	-	-	-	-	-	-
Other Equipment	-	-	-	-	-	-	-	-	-	-	-	-
Other Equipment R & M	-	-	-	-	-	-	-	-	-	-	-	-
Equipment Rental	-	-	-	-	-	-	-	-	-	-	-	-
Software	-	-	-	-	-	-	-	-	-	-	-	-
Software Expense	-	-	-	-	-	-	-	-	-	-	-	-
Software Maintenance	-	-	-	-	-	-	-	-	-	-	-	-
Maintenance	-	-	-	-	-	-	-	-	-	-	-	-
Janitorial	-	-	-	-	-	-	-	-	-	-	-	-
Telephone	-	-	-	-	-	5,000.00	7,500.00	10,000.00	7,500.00	-	-	30,000.00
Postage/Freight	-	300.00	300.00	300.00	300.00	#####	10,300.00	10,300.00	10,300.00	2,300.00	300.00	235,000.00
Printing Costs	-	500.00	-	-	-	-	-	-	-	-	500.00	1,000.00
Travel	-	-	-	-	10,000.00	7,500.00	5,000.00	5,000.00	4,500.00	-	-	32,000.00
Transportation	-	-	-	-	-	-	-	-	-	-	-	-
Office Supplies	101.25	123.75	123.75	123.75	123.75	2,058.75	2,058.75	2,058.75	2,058.75	2,058.75	2,058.75	12,948.75
Training	-	-	-	-	-	-	-	-	-	-	-	-
Off-site Tape Vaulting	-	-	-	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-	-	-	-	-	-
Taxes	-	-	-	-	-	-	-	-	-	-	-	-
Licenses	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL OTHER DIRECT COSTS	1,186.25	3,138.75	2,638.75	43,838.75	135,108.75	371,233.75	176,033.75	174,333.75	170,083.75	113,433.75	17,633.75	1,208,663.75
TOTAL COSTS	8,687.05	11,641.47	11,141.47	91,402.03	267,937.96	693,460.84	498,260.84	445,545.09	420,742.03	298,168.40	176,792.27	2,923,779.45
Fee	1,429.35	1,749.50	1,749.50	13,745.80	39,446.10	76,559.99	75,883.99	66,990.31	62,943.80	45,412.28	28,805.34	414,715.96
Total Contract	10,116.40	13,390.97	12,890.97	105,147.83	307,384.07	770,020.83	574,144.83	512,535.40	483,685.83	343,580.68	205,597.60	3,338,495.40



Form 1095-B Generation, Print/Mail and Call Center Solution for the Connecticut Department of Social Services Statement of Work

Updated: December 11, 2015, 2015

Submitted by:
Xerox State Healthcare, LLC
9040 Roswell Road, Suite 700
Atlanta, GA 30350

Document Purpose

This document serves as a Statement of Work (SOW) describing the tasks that Xerox will perform for the State of Connecticut Department of Social Services (The Department) in support of the 1095-B form Generation, Print/Mail and Call Center Support for the 2015 tax year. This SOW is based on discussions with the Department regarding requirements outlined in the Affordable Care Act Section 6055 of the Internal Revenue Code (the "Code"). This new section requires employers, plans, and health insurance issuers to report health coverage information to the IRS and to participants annually. Section 6055 reporting requirements apply to:

- Insurers,
- Employers that sponsor self-insured group health plans, and
- Other entities that provide minimum essential coverage (such as government sponsored programs).

The Department has requested that Xerox process the requirements of Section 6055 on behalf of the Department in order to provide 1095-B forms to individuals covered by Medicaid and Children's Health Insurance Program (CHIP) and to electronically submit the transmittal forms to the IRS. The Department has also requested call center support to assist consumers with any questions, reprint requests or corrections to the 1095-B forms.

This is a working document that may be updated as the Department and Xerox continue to refine processes through the implementation and support phases.

Overview and Scope of Work

Xerox will provide the following services:

- 1095B Production, Fulfillment and Filing
- Call Center Services to support consumer 1095-B related inquiries

Key project dates include:

- Customer Service Representative (CSR) Training for initial hiring phase (3 weeks) – 11/9/2015 through 11/30/2015
- Call Center Go Live Date – December 7, 2015
 - Hours of operation 8:00 a.m. to 6:00 p.m. est
- 1095-B Form Mailing – 1/25/16 through 1/29/16. The forms are required to be postmarked no later than 1/31/16
- New Jersey site project end date 5/31/16
 - Xerox will continue to support reprint and correction requests 6/1/16-12/31/16 out of the Connecticut HUSKY Call Center filing extension support . While every reasonable effort has been made to identify the complete scope of this project, both parties acknowledge that changes in scope may occur. Should material change requests occur throughout this initiative, Xerox will follow a scope change process to assess the impact and will notify appropriate stakeholders as soon as possible. Xerox will facilitate any risk, scheduling and cost discussions on such changes and work with the Department to reach a decision and obtain required approvals.

1095-B Production, Fulfillment and Filing Solution

Xerox will use the Total Benefits Outsourcing (TBO) HealthAct Compliance Solution (HealthAct), which provides a solution to support IRS 6055 reporting requirements. The solution supports:

- Form 1095-B production
- Data Aggregation engine
- Administrative portal for report access
- Data warehouse for historical Form 1095-B records

1095-B Production, Fulfillment and Filing Business Rules and Processes

A. Statement Production Implementation

1. Xerox will configure State of Connecticut 1095-B form structure on the HealthAct platform based on discussions with the Department's ITS and Business units.
2. Xerox will create 1095-B forms for all Medicaid/CHIP enrollees with coverage during the 2015 calendar year.
3. Xerox will Issue all 1095-B forms under one (1) EIN, as provided by the Department.

B. File Implementation:

1. Xerox and the Department will identify data file requirements from the Department's Eligibility Management System (EMS) for Medicaid consumers and the Xerox ConneXion (CX) system for CHIP consumers to support one single file in the standard HealthAct file format.
2. All ACA Information System Returns (AIR) system generated file transmissions will be filed under the Tax ID Number (EIN), as provided by the Department. EIN data required for reporting will be entered via the HealthAct Administrative Portal by Xerox on behalf of the State of Connecticut.
3. The initial file to the HealthAct system will aggregate data (January 2015 – sysdate). Ongoing change files will be transmitted to the HealthAct system monthly, no later than the 5th business day of each month.
4. Final data for the 2015 calendar year form generation is required no later than January 5, 2016 (subsequent files will support updates).

C. System configuration and testing

1. Xerox is responsible for entering the data from the EMS and CX Systems into the HealthAct System to create the 1095-B forms.
2. The Department will provide the following information related to the Department: the EIN, reporting entity name, street address, city/town, state, zip, and contact telephone number.
3. Xerox will create and execute the full data test plan and support the file format and high-level data testing/review.



4. Xerox will have the full responsibility to review and test the form configuration in the Customer Information System (CIS) that supports Transaction Printing Services for PDF review and approval.

D. Ongoing Monthly Reporting

1. Xerox will receive and load monthly inbound files from the Department in the standard layout into the HealthAct system weekly through April and as needed thereafter.
2. Xerox is responsible for all management (front-end and back-end) of State of Connecticut's data as relates to the HealthAct system..
3. Xerox will work with the Department as required in order to resolve any file and/or data load items and to review and validate the scheduled file loads.

E. Statements Created & Issued

1. Xerox will generate Form 1095-B (initial, reprints and corrections)
2. One statement will be created per enrollee and per enrollee's authorized representative (AREP).
3. The 1095-B forms will be distributed for the 2015 tax year via paper mailing. Xerox will handle paper materials and envelope stock, print and fulfillment.
4. A coversheet is available for limited customization, which will contain the recipient's address and a customized message regarding the forms. Xerox will configure the message through the HealthAct Administrative Portal and work with the Department on content and content approval.
5. Xerox will maintain records of all 1095-B forms produced as well as the IRS filings for the minimum time required by IRS regulations. These records will be readily available to consumers or the Department as necessary.

F. IRS Form 1094-B and 1095-B AIR XML Data File (for submission to the IRS)

1. The Xerox Total Benefits Outsourcing (TBO) HealthAct shared services team will configure and test the 1094-B and AIR XML data file

G. IRS Form 1095-B data file creation Per File (originals and corrections)

1. Xerox will schedule the file generation and initiate the file creation; including reviewing and validating all AIR XML files prior to submission.
2. Xerox will review the file(s) before uploading to the IRS site. Xerox will work with the Department as required to address file issues with this process.

H. IRS Transmittal

1. Xerox will upload the file to the IRS using the HealthAct interface to the IRS AIR system. All uploads will be done using the Xerox TBO Transmittal Code and Xerox TBO Processes.
2. Xerox will receive a Receipt ID for each transmission and initiate an acknowledgement request back to the IRS using the Receipt ID.
3. Xerox will receive transmission status back from IRS site indicating whether the transmittal is in processing, accepted, accepted w/ errors or rejected.
4. Xerox will report the file status to the Department upon receipt.
5. Update transmissions will occur on the following schedule:

AIR XML File Type	Desired Schedule
Correction file for 1095-B forms	Weekly January 18, 2016 – March 28, 2016 and Monthly April – December on 10 th of month or next business day

Assumptions

The following assumptions have been made based on discussions with the Department, and used to determine our 1095–B solution approach, resource allocations and pricing:

1. Number of mailings assumed – 600,000 (Medicaid and CHIP)
2. Number of EINs assumed – 1
3. Xerox will combine EMS and CX data internally and share, HealthAct will receive single files containing both populations for both the initial on ongoing files.

4. No Consumer -Facing Portal or Secure Sign On service will be supported for 2015 returns.
5. No electronic presentment of Forms will be supported for 2015 returns.
6. Only Forms 1094-B and 1095-B will be supported for 2015 returns.
7. All returned mail will come into a Xerox US based mail room. The envelope will be scanned and then the document will be destroyed (shredded). A report of all returned mail will be posted to the Administrative Portal, which will then be addressed by Xerox Staff. All address corrections will be made on the system of record, and transmitted to the HealthAct System.
8. Xerox will perform the generation, printing and mailing of form 1095-B. Xerox anticipates mailing 1095-B forms to approximately 600,000 households . There will be a phased mailing approach beginning on Monday January 25 through Friday January 29, 2016. The forms are required to be postmarked no later than January 31, 2016.
9. Xerox will add "Important Tax Documents" to the outside of the envelope for this mailing. This form is needed for member tax filing purposes. The return address used for this mailing will be the HUSKY P.O. Box located in East Hartford, CT to facilitate return mail processing. Space is available for messaging in the provided coversheet, Xerox will work with the Department on any desired custom messaging in this area.
10. Returned mail is estimated at 15% of the volume mailed – or 78,000 based on the assumption of 520,000 1095-B forms initially mailed.
11. The majority of the returned mail will be returned in February 2016, but some may remain in March 2016.
12. Xerox will research the return mail and if an updated address is determined; correct the address in EMS, CX and or ahCT as applicable and remail the 1095-B form to the consumer through the HealthAct System.



Form 1095-B Population Sample Form & Mailing Considerations

Below is a sample of the 1095 –B form to be produced for this project:

Form 1095-B		Health Coverage		<input type="checkbox"/> VOID	560115											
Department of the Treasury Internal Revenue Service		▶ Information about Form 1095-B and its separate instructions is at www.irs.gov/form1095b .		<input type="checkbox"/> CORRECTED	OMB No. 1545-2052											
2015																
Part I Responsible Individual																
1 Name of responsible individual		2 Social security number (SSN)		3 Date of birth (if SSN is not available)												
4 Street address (including apartment no.)		5 City or town		6 State or province												
				7 Country and ZIP or foreign postal code												
8 Enter letter identifying Origin of the Policy (see instructions for codes): ▶ <input type="checkbox"/>		9 Small Business Health Options Program (SHOP) Marketplace Identifier, if applicable														
Part II Employer Sponsored Coverage (see instructions)																
10 Employer name				11 Employer identification number (EIN)												
12 Street address (including room or suite no.)		13 City or town		14 State or province												
				15 Country and ZIP or foreign postal code												
Part III Issuer or Other Coverage Provider (see instructions)																
16 Name		17 Employer identification number (EIN)		18 Contact telephone number												
19 Street address (including room or suite no.)		20 City or town		21 State or province												
				22 Country and ZIP or foreign postal code												
Part IV Covered Individuals (Enter the information for each covered individual(s).)																
(a) Name of covered individual(s)	(b) SSN	(c) DCB (if SSN is not available)	(d) Covered in 12 months	(e) Months of coverage												
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
23			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PART I – Responsible Individual

Line 1 will be populated with the name of the enrollee (statement recipient).

Line 2 will be populated with the nine-digit social security number (SSN) of the responsible individual. A taxpayer identification number (TIN), rather than an SSN, will be populated if the responsible individual doesn't have an SSN.

Line 3 will be populated with the enrollee's date of birth (MM/DD/YYYY) only if line 2 is blank.

Lines 4–7 will be populated with the complete mailing address of the responsible individual.

Line 8 will be populated with "C", for a Government-sponsored program.

Line 9 will be left blank.

Part II—Employer-Sponsored Coverage

Part II will be left blank

Part III—Issuer or Other Coverage Provider

Lines 16–22 will be populated with the State of Connecticut’s name, EIN, and complete mailing address. Line 18 will contain the telephone number individual seeking additional information may call to speak to a person.

Part IV—Covered Individuals

Column (a) will contain the name of each covered individual.

Column (b) will contain the nine-digit SSN or other TIN for each covered individual (111-11-1111). The field may be left blank if the covered individual does not have a TIN.

Column (c) will contain the individuals’ date of birth (MM/DD/YYYY) for the covered individual only if an SSN or other TIN isn’t entered in column (b).

Column (d) will be checked if the individual was covered for at least **one day** per month for all 12 months of the calendar year.

Column (e) will be checked if the individual wasn’t covered for all 12 months; the applicable box(es) for the months in which the individual was covered for at least one day will be checked. If there are more than six covered individuals, this information for the additional covered individuals on Part IV, Continuation Sheet(s) will be completed.

1095-B Document Composition Specifications

A business specification document has been provided to the Department by Xerox for the Section 6055 Reporting Requirements that will be used to generate the data from EMS and ConneXion in order to provide a single file for the 1095-B generation.

The following table defines the design specifications for the printing of the 1095B form.

• Component	Design Rules
1. Cover Sheet	<ul style="list-style-type: none"> • Duplex with blank back • See Appendix for sample document, default text and undeliverable mail barcode rules)
2. 1095 B	<ul style="list-style-type: none"> • Duplex Printing
3. Dependent Coverage Page	<ul style="list-style-type: none"> • Duplex • Serves as overflow page for the previous table.
4. Last page	Static text begins on new side of document or new page.
5. Tables:	<ul style="list-style-type: none"> • Dependent/Covered Individual Table will grow/resize as required by the data. • Repeating rows • Do not need to sort on composition side
6. Logos	<ul style="list-style-type: none"> • None

7. Ref Table: Client Cover Sheet	<ul style="list-style-type: none"> Used to populate cover sheet with client-specific information
8. Dollar Values	<ul style="list-style-type: none"> n/a
9. Date Values	<ul style="list-style-type: none"> Format specifications provided in schema where it occurs
10. Fonts	<ul style="list-style-type: none"> Coversheet will use Arial 11 1095 forms will use Arial or Helvetica 9 font. Font may be resized to fit in the fields.

Form Fulfillment and Data Center Locations

All print and mail fulfillment will be handled from our Xerox North American Innovation Center (NAIC) in Dallas, TX. All data processing will be handled onshore; no client data to go offshore at any time.

Call Center Overview

The Call Center infrastructure will be supported by Xerox and will be managed as it is today with the current toolset.

Xerox will leverage the ConneXion system for both CRM and workflow to link staff where any hand offs might be necessary. Xerox will develop a module specifically for the 1095-B effort to house the CRM and related workflows.

Xerox will provide a tiered approach with the Call Center staff facing the client – answering questions and initiating workflows for complex correction requests and other situations where escalation is required. Xerox will work with the Department to map these scenarios out, however the core set up will be as follows:

1. Tier One: Primary contact with consumer, responds to all general inquiries, reprint requests, eligibility review and update requests and demographic updates; Tier one staff will process as many transactions as possible and will receive training in the CX, EMS and HIX WP
2. Tier Two: This group will be leveraged from existing CT based staff to research more complex eligibility issues such as those that may require interaction with DSS staff to resolve.

Call Center Volume Assumptions:

1. The call center will open for general calls on December 7, 2015. Initially, the call center will support client inquiries expected as a result of a planned mailing to Medicaid clients from the Department advising them of the forthcoming 1095-B forms or inquiries resulting from updates to the Department's website. In January, the Call Center will also support client inquiries expected as a result of actual receipt of these forms. This dedicated call center workgroup will ramp up and down based on projected call volumes, and may be adjusted under the guidance of the Department depending on actual volumes. This unit will remain in operation through April 30, 2016 at which time ongoing support will be switched to the Connecticut Husky Call Center . See below for volume based staffing estimates.
2. Xerox will assign a dedicated toll free telephone number which will be listed in block #18 of the 1095-B form for consumers to use for any 1095-B related questions. Questions or issues relating to eligibility requiring escalation will be supported by a Xerox tier two group familiar with eligibility research procedures. They will work with the Department as necessary for resolution. The projections provided by the Department below reflect the anticipated call volumes for 1095-B inquiries:
3. Based on informational messages in the IVR, Xerox plans for 22% of these calls to be completely served in the IVR and will not ultimately route to a representative.

Call Volume Projections

1095-B Projections as of 9/5/2015:	
------------------------------------	--

Month	Dec - 15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
1095-B Notices Mailed (DSS)	520,000					
1095-B Forms Mailed (Xerox)		520,000				
Expected Total Call Volume	20,000	13,000	61,100	35,100	15,600	5,200
Percentage of expected volume by month		10%	47%	27%	12%	4%
IVR Containment Rate Assumption	22%	22%	22%	22%	N/A	N/A
Total CSR Call Volume	15,600	10,140	47,660	27,400	15,600	5,200
Average Handle Time per Call	3 min.	5 min.	5 min.	5 min.	5 min.	5 min.

- 20,000 calls are projected during the month of December following initial notification.. (These calls will be shorter as they will advise the consumer to review the 1095-B form upon receipt in January.)
- 100,000 total calls from January forward based on a projected 25% of households. (520,000*25% = 100,000 total calls)
- Based on informational messages in the IVR, our goal is for 22% of these calls are to be completely served in the IVR during peak months of January – March 2016 and will not be routed to a representative. This has been reflected in the above projections.

Service Location

The initial Call Center Support will be handled from a Xerox facility located in Cherry Hill, NJ going live on December 7, 2015 and closing on April 30, 2015 with support and the toll free telephone number transitioning back to the East Hartford office at that time .

Reporting

For the 1095-B file process, Xerox will provide file upload reports and work with the Department on the desired existing available reports from the HealthAct System report suite. We will review the existing reports with the Department to determine what best suits reporting needs.

For the Call Center, call volumes, call type and SLA reporting will mirror the existing standard dashboard reports.

Implementation and Operational Schedule

Xerox will assign a Project Manager (Jim Rosado overall, John Sintim supporting NJ Call Center) who will provide a detailed project plan and will meet with the Department on a regular basis during both the implementation and operational phases of the project.

Key Implementation Highlights are noted below:

- Training (3 weeks) – 11/9/2015 through 11/30/2015
- Additional training will occur during go live as needed for additional staff
- Call Center Go Live Date – December 7, 2015
 - Hours of operation 8:00 a.m. to 6:00 p.m. est
- 1095-B Form Mailing – 1/25/16 through 1/29/16. The forms are required to be postmarked no later than 1/31/16
- NJ based project support End Date 4/30/16

Personnel

The proposed personnel assigned to this project for the peak period of support are as follows (includes training time):

Position	Nov	Dec	Jan	Feb	March	April	May
Project Manager	1	1	1	1	1	1	0
Call Center Supervisor	2	2	3	3	2	1	0
Customer Service Representative (CSR)	15	15	42	42	28	23	5
Quality Assurance	2	2	2	2	2	2	0
Print/Mail Staff			4	4	2	1	1
Total Staff	20	20	52	52	35	28	6

*off peak is 2 FTEs per month 6/1/16 – 10/31/16

Service Level Agreements and Projection Assumptions

Xerox will manage to the following Service Level Agreements (SLAs)

- **System Performance and Operations**

- a. Form 1095-B post-marked by "Due Date". Due Date" is January 31 of each year, unless January 31 falls on a legal holiday, Saturday or Sunday in which case it falls on the next business day – SLA for this is 100% by due date
 - b. ACA information returns (XML File) for original Form 1095-B successfully transmitted to IRS by March 31 of each year – SLA for this is 100% by due date
 - c. ACA information returns Forms 1095-B rejects by the IRS solely due to an error by Xerox – SLA for this is less than 0.05%
- **Call Center Performance and Operations** Xerox will manage the customer service component of this project with the same SLAs that govern its regular call center operations supporting the Department.
 - a. 85% of all calls answered within 60 seconds
 - b. 90% of all calls answered within 90 seconds
 - c. Abandonment rate not to exceed 5%
 - d. The tier 2 call center shall complete all work referred via workflow from the tier 1 call center within 2 business days with no more than 100 items in the queue at any point in time. (Xerox may workflow certain, non time sensitive demographic updates with the Department's approval that are not subject to this SLA)
- **File Submission Timeliness**
 - a. 100% of files submitted on the 10th of the month or first business following a weekend or holiday that happens to fall under the 10th.
 - b. SLA assessments follow the standard terms and conditions in the base contract between the Department and Xerox.

As noted above, staffing and related resource allocations have been projected based on a mutual assessment of likely calls, return mail and IVR volumes. Recognizing this is a

Pricing Summary

Pricing is based on terms and conditions of the existing contract between The Department and Xerox. All actual expenses related to this project will be identified as a separate section on the monthly invoice. (Xerox has provided a project budget with detail by month and category, however the following is a summary of the projected project cost including fees.)

Category	Description	Total Cost
Call Center		
Staffing Expenses	Includes all Call Center & Document Control staff & training for this group	801,276
Travel	Travel to NJ site including extended stays for training and supervision	36,160
Facilities Rent	Cherry Hill, NJ site and related preparation (cabling, etc.	141,250
Telephony		33,900
Hardware – PCs, Phone Switches, cabling	PC procurement (PCs available at site are end of life)	73,450
IT	All IT related support, licensing, desktop support, etc.	146,595
Staffing & Facilities Subtotal		1,232,631

1095 Support Implementation Fee	Configure CT HUSKY as a client in the HealthAct System	64,026
1095 Support Data Processing Fees		8,475
1095 Support Per Statement Fee	Per statement includes paper and envelope costs	381,940
1095 Support IRS Filing Fee	Volume based filing fee	90,400
1095 IRS Correction File Fees	Based on 3 files per year	2,136
1095 IRS Upload Fees	Based on 4 files per year	1,695
Monthly Support Fee	HROS Support fee for account	5,786
Postage (Pass through)	Pass Through Expense	232,000
1095-B Fulfillment, Filing Subtotal		786,458
Total Project Cost		2,019,089



Approvals

Xerox respectfully requests the Department's signature by 12-7-15 to guarantee our ability to meet all deliverables in a timely manner.

The undersigned hereby represent that they are duly authorized to execute this SOW on behalf of their respective organizations

State of Connecticut
Department of Social Services
Roderick Bremby, Commissioner

Date

[Signature]
12/14/2015

Xerox State Healthcare, LLC
Dan Dwyer, SVP, MD East Region

Date

[Signature]
12/16/2015



STATE OF CONNECTICUT
NONDISCRIMINATION CERTIFICATION – Affidavit
By Entity
For Contracts Valued at \$50,000 or More

Documentation in the form of an affidavit signed under penalty of false statement by a chief executive officer, president, chairperson, member, or other corporate officer duly authorized to adopt corporate, company, or partnership policy that certifies the contractor complies with the nondiscrimination agreements and warranties under Connecticut General Statutes §§ 4a-60(a)(1) and 4a-60a(a)(1), as amended

INSTRUCTIONS:

For use by an entity (corporation, limited liability company, or partnership) when entering into any contract type with the State of Connecticut valued at \$50,000 or more for any year of the contract. Complete all sections of the form. Sign form in the presence of a Commissioner of Superior Court or Notary Public. Submit to the awarding State agency prior to contract execution.

AFFIDAVIT:

I, the undersigned, am over the age of eighteen (18) and understand and appreciate the obligations of

an oath. I am Vice President of Xerox State Healthcare, LLC, an entity
Signatory's Title Name of Entity

duly formed and existing under the laws of Delaware.
Name of State or Commonwealth

I certify that I am authorized to execute and deliver this affidavit on behalf of

Xerox State Healthcare, LLC and that Xerox State Healthcare, LLC
Name of Entity Name of Entity

has a policy in place that complies with the nondiscrimination agreements and warranties of Connecticut

General Statutes §§ 4a-60(a)(1) and 4a-60a(a)(1), as amended.

Daniel A. Dwyer
Authorized Signatory

Daniel A. Dwyer
Printed Name

Sworn and subscribed to before me on this 17 day of December, 2015.

Daniel A. Dwyer
Commissioner of the Superior Court/
Notary Public

7/26/2019
Commission Expiration Date



STATE OF CONNECTICUT
GIFT AND CAMPAIGN CONTRIBUTION CERTIFICATION

Written or electronic certification to accompany a State contract with a value of \$50,000 or more, pursuant to C.G.S. §§ 4-250, 4-252(c) and 9-612(f)(2) and Governor Dannel P. Malloy's Executive Order 49.

INSTRUCTIONS:

Complete all sections of the form. Attach additional pages, if necessary, to provide full disclosure about any lawful 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 initial contract execution 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. Such person shall also submit an accurate, updated certification not later than fourteen days after the twelve-month anniversary of the most recently filed certification or updated certification.

- CHECK ONE:** Initial Certification 12 Month Anniversary Update (Multi-year contracts only.)
- Updated Certification because of change of information contained in the most recently filed certification or twelve-month anniversary update.

GIFT CERTIFICATION:

As used in this certification, the following terms have the meaning set forth below:

- 1) "Contract" means that contract between the State of Connecticut (and/or one or more of its agencies or instrumentalities) and the Contractor, attached hereto, or as otherwise described by the awarding State agency below;
- 2) If this is an Initial Certification, "Execution Date" means the date the Contract is fully executed by, and becomes effective between, the parties; if this is a twelve-month anniversary update, "Execution Date" means the date this certification is signed by the Contractor;
- 3) "Contractor" means the person, firm or corporation named as the contractor below;
- 4) "Applicable Public Official or State Employee" means any public official or state employee described in C.G.S. §4-252(c)(1)(i) or (ii);
- 5) "Gift" has the same meaning given that term in C.G.S. § 4-250(1);
- 6) "Principals or Key Personnel" means and refers to those principals and key personnel of the Contractor, and its or their agents, as described in C.G.S. §§ 4-250(5) and 4-252(c)(1)(B) and (C).

I, the undersigned, am a Principal or Key Personnel of the person, firm or corporation authorized to execute this certification on behalf of the Contractor. I hereby certify that, no gifts were made by (A) such person, firm, corporation, (B) any principals and key personnel of the person firm or corporation who participate substantially in preparing bids, proposals or negotiating state contracts or (C) any agent of such, firm, corporation, or principals or 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 request 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.

I further certify that no Principals or Key Personnel know of any action by the Contractor to circumvent (or which would result in the circumvention of) the above certification regarding **Gifts** by providing for any other Principals, Key Personnel, officials, or employees of the Contractor, or its or their agents, to make a **Gift** to any Applicable Public Official or State Employee. I further certify that the Contractor made the bid or proposal for the Contract without fraud or collusion with any person.

CAMPAIGN CONTRIBUTION CERTIFICATION:

I further certify that, on or after January 1, 2011, neither the Contractor nor any of its principals, as defined in C.G.S. § 9-612(f)(1), has made any **campaign contributions** to, or solicited any contributions on behalf of, any exploratory committee, candidate committee, political committee, or party committee established by, or supporting or authorized to support, any candidate for statewide public office, in violation of C.G.S. § 9-612(f)(2)(A). I further certify that **all lawful campaign contributions** that have been made on or after January 1, 2011 by the Contractor or any of its principals, as defined in C.G.S. § 9-612(f)(1), to, or solicited on behalf of, any exploratory committee, candidate committee, political committee, or party committee established by, or supporting or authorized to support any candidates for statewide public office or the General Assembly, are listed below:

Lawful Campaign Contributions to Candidates for Statewide Public Office:

<u>Contribution Date</u>	<u>Name of Contributor</u>	<u>Recipient</u>	<u>Value</u>	<u>Description</u>
none				

Lawful Campaign Contributions to Candidates for the General Assembly:

<u>Contribution Date</u>	<u>Name of Contributor</u>	<u>Recipient</u>	<u>Value</u>	<u>Description</u>
none				

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

Xerox State Healthcare, LLC
Printed Contractor Name

Daniel A. Dwyer

Signature of Authorized Official

Daniel A. Dwyer
Printed Name of Authorized Official

Subscribed and acknowledged before me this 17th day of 12., 2015

Tanya Davis

Commissioner of the Superior Court (or Notary Public)

7/26/2019

My Commission Expires



STATE OF CONNECTICUT
CONSULTING AGREEMENT AFFIDAVIT

Affidavit to accompany a bid or proposal for the purchase of goods and services with a value of \$50,000 or more in a calendar or fiscal year, pursuant to Connecticut General Statutes §§ 4a-81(a) and 4a-81(b). For sole source or no bid contracts the form is submitted at time of contract execution.

INSTRUCTIONS:

If the bidder or vendor has entered into a consulting agreement, as defined by Connecticut General Statutes § 4a-81(b)(1): Complete all sections of the form. If the bidder or contractor has entered into more than one such consulting agreement, use a separate form for each agreement. Sign and date the form in the presence of a Commissioner of the Superior Court or Notary Public. If the bidder or contractor has not entered into a consulting agreement, as defined by Connecticut General Statutes § 4a-81(b)(1): Complete only the shaded section of the form. Sign and date the form in the presence of a Commissioner of the Superior Court or Notary Public.

Submit completed form to the awarding State agency with bid or proposal. For a sole source award, submit completed form to the awarding State agency at the time of contract execution.

This affidavit must be amended if there is any change in the information contained in the most recently filed affidavit not later than (i) thirty days after the effective date of any such change or (ii) upon the submittal of any new bid or proposal, whichever is earlier.

AFFIDAVIT: [Number of Affidavits Sworn and Subscribed On This Day: ____]

I, the undersigned, hereby swear that I am a principal or key personnel of the bidder or contractor awarded a contract, as described in Connecticut General Statutes § 4a-81(b), or that I am the individual awarded such a contract who is authorized to execute such contract. I further swear that I have not entered into any consulting agreement in connection with such contract, except for the agreement listed below:

N/A
Consultant's Name and Title Name of Firm (if applicable)

Start Date End Date Cost

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

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

Xerox State Healthcare, LLC
Printed Name of Bidder or Contractor Signature of Principal or Key Personnel Date 12/17/2015

Daniel A. Dwyer
Printed Name (of above) Awarding State Agency

Sworn and subscribed before me on this 17 day of December, 2015

Tanya Davis
Commissioner of the Superior Court or Notary Public

7/26/2019
My Commission Expires



STATE OF CONNECTICUT
AFFIRMATION OF RECEIPT OF STATE ETHICS LAWS SUMMARY

Written or electronic affirmation to accompany a large State construction or procurement contract, having a cost of more than \$500,000, pursuant to Connecticut General Statutes §§ 1-101mm and 1-101qq

INSTRUCTIONS:

Complete all sections of the form. Submit completed form to the awarding State agency or contractor, as directed below.

CHECK ONE:

- I am a person seeking a large State construction or procurement contract. I am submitting this affirmation to the awarding State agency with my bid or proposal. [Check this box if the contract will be awarded through a competitive process.]
I am a contractor who has been awarded a large State construction or procurement contract. I am submitting this affirmation to the awarding State agency at the time of contract execution. [Check this box if the contract was a sole source award.]
I am a subcontractor or consultant of a contractor who has been awarded a large State construction or procurement contract. I am submitting this affirmation to the contractor.
[X] I am a contractor who has already filed an affirmation, but I am updating such affirmation either (i) no later than thirty (30) days after the effective date of any such change or (ii) upon the submittal of any new bid or proposal, whichever is earlier.

IMPORTANT NOTE:

Within fifteen (15) days after the request of such agency, institution or quasi-public agency for such affirmation contractors shall submit the affirmations of their subcontractors and consultants to the awarding State agency. Failure to submit such affirmations in a timely manner shall be cause for termination of the large State construction or procurement contract.

AFFIRMATION:

I, the undersigned person, contractor, subcontractor, consultant, or the duly authorized representative thereof, affirm (1) receipt of the summary of State ethics laws* developed by the Office of State Ethics pursuant to Connecticut General Statutes § 1-81b and (2) that key employees of such person, contractor, subcontractor, or consultant have read and understand the summary and agree to comply with its provisions.

* The summary of State ethics laws is available on the State of Connecticut's Office of State Ethics website.

Signature: Daniel A. Dwyer Date: 12/17/2015

Printed Name: Daniel A. Dwyer Title: Vice President

Firm or Corporation (if applicable): Xerox State Healthcare, LLC

Street Address: 9040 Roswell Road, Suite 700, Atlanta, GA 30350

Awarding State Agency



STATE OF CONNECTICUT

Written or electronic PDF copy of the written certification to accompany a large state contract pursuant to P.A. No. 13-162 (Prohibiting State Contracts With Entities Making Certain Investments In Iran)

Respondent Name: Xerox State Healthcare, LLC

INSTRUCTIONS:

CHECK ONE: [] Initial Certification. [X] Amendment or renewal.

A. Who must complete and submit this form. Effective October 1, 2013, this form must be submitted for any large state contract, as defined in section 4-250 of the Connecticut General Statutes. This form must always be submitted with the bid or proposal, or if there was no bid process, with the resulting contract, regardless of where the principal place of business is located.

Pursuant to P.A. No. 13-162, upon submission of a bid or prior to executing a large state contract, the certification portion of this form must be completed by any corporation, general partnership, limited partnership, limited liability partnership, joint venture, nonprofit organization or other business organization whose principal place of business is located outside of the United States. United States subsidiaries of foreign corporations are exempt. For purposes of this form, a "foreign corporation" is one that is organized and incorporated outside the United States of America.

Check applicable box:

- [X] Respondent's principal place of business is within the United States or Respondent is a United States subsidiary of a foreign corporation. Respondents who check this box are not required to complete the certification portion of this form, but must submit this form with its Invitation to Bid ("ITB"), Request for Proposal ("RFP") or contract package if there was no bid process.
[] Respondent's principal place of business is outside the United States and it is not a United States subsidiary of a foreign corporation. CERTIFICATION required. Please complete the certification portion of this form and submit it with the ITB or RFP response or contract package if there was no bid process.

B. Additional definitions.

- 1) "Large state contract" has the same meaning as defined in section 4-250 of the Connecticut General Statutes;
2) "Respondent" means the person whose name is set forth at the beginning of this form; and
3) "State agency" and "quasi-public agency" have the same meanings as provided in section 1-79 of the Connecticut General Statutes.

C. Certification requirements.

No state agency or quasi-public agency shall enter into any large state contract, or amend or renew any such contract with any Respondent whose principal place of business is located outside the United States and is not a United States subsidiary of a foreign corporation unless the Respondent has submitted this certification.

Complete all sections of this certification and sign and date it, under oath, in the presence of a Commissioner of the Superior Court, a Notary Public or a person authorized to take an oath in another state.

CERTIFICATION:

I, the undersigned, am the official authorized to execute contracts on behalf of the Respondent. I certify that:

[X] Respondent has made no direct investments 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.

[] Respondent has either made direct investments 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, or Respondent made such an investment prior to October 1, 2013 and has now increased or renewed such an investment on or after said date, or both.

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

Xerox State Healthcare, LLC
Printed Respondent Name

Daniel A. Dwyer
Printed Name of Authorized Official

[Signature]
Signature of Authorized Official

Subscribed and acknowledged before me this 17th day of December, 2015.

[Signature]
Commissioner of the Superior Court (or Notary Public)

7/26/2019
My Commission Expire

WORKFORCE ANALYSIS

Contractor Xerox State
Healthcare, LLC

Address 9040 Roswell Road,
Suite 700, Atlanta, GA 30350

Number of Connecticut Employees	
Full-time: <input type="text" value="257"/>	Part-time: <input type="text" value="1"/>
Employment figures obtained from	
Visual Check <input checked="" type="checkbox"/>	Employment Records <input checked="" type="checkbox"/>
Other <input type="checkbox"/>	Contractor «ContractorOrg» <input type="text"/> Number <input type="text"/>

JOB CATEGORIES	TOTALS	WHITE (Not of Hispanic Origin)		BLACK (Not of Hispanic Origin)		HISPANIC		ASIAN OR PACIFIC ISLANDER		AMER. INDIAN OR ALASKAN NATIVE		PERSON WITH DISABILITIES	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials & Managers		4	3	3	5	2	7						
Professionals		7				1	2						
Technicians													
Service Workers													
Office & Clerical		18	50	22	64	14	53	1		1	1	1	
Craft Workers (Skilled)													
Operators (Semi-Skilled)													
Laborers (Unskilled)													
TOTALS		29	53	25	69	17	62	1		1			
Totals One Year Ago		28	62	27	84	23	72	1		1	1	1	

FORMAL ON-THE-JOB-TRAINEES

Apprentices													
Trainees													

- Have you successfully implemented an Affirmative Action Plan?
 Yes No If yes, date of implementation ; If no, explain
 Do you promise to develop and implement a successful Affirmative Action Plan?
 Yes No N/A Explain:
- Have you successfully developed an apprenticeship program complying with Sec. 46a-68-1 to 46a-68-17 of the Connecticut Department of Labor Regulations, inclusive:
 Yes No N/A Explain:
- According to EEO-1 data, is the composition of your work force at or near parity when compared with the racial and sexual composition of the work force in the relevant labor market area?
 Yes No Explain:
- If you plan to subcontract, will you set aside a portion of the contract for legitimate minority business enterprises?
 Yes No Explain:

Authorized Signature: Wendell G. Nye Date: 12/17/2015