

State of Connecticut Department of Social Services Procurement Notice
**Rate Setting/Audit Project
Request for Proposals**

The State of Connecticut Department of Social Services is issuing **Addendum 2** to the **Rate Setting/Audit Project Request for Proposals**.

Addendum 2 contains questions submitted by interested parties and the official responses. These responses shall amend or clarify the requirements of the RFP.

In the event of an inconsistency between information provided in the RFP and information in these responses, the information in these responses shall control. In the event that a response does not sufficiently clarify a question submitted, please forward that question and response to marcia.mcdonough@ct.gov. by **March 4, 2013, 2:00 PM**.

Questions and Responses follow:

1. Question: General Information

On page 4, #4, the commodity codes listed include "Lawyers." Can DDS and DSS elaborate as to what legal services are expected to be provided in association with this RFP?

Response: Per RFP Section I. General Information A. Introduction **4. Commodity Codes**. The services that the Department wishes to procure through this RFP are as follows:

0200: Accounting Services, Auditing

0600: **Professional**. Support, Consulting, Lawyers

2000: Community and Social Services

"Lawyers" are one of three listed Professional Services included in the 0600 Commodity Code for Professional Services administered by the Department of Administrative Services. There is no further elaboration in regard to the RFP.

2. Question: General Information

On page 6, item #7 states that a LOI is not mandatory for this RFP, whereas item #8 states the following: *"This RFP requires a Letter of Intent and the Department reserves the right to answer questions only from those who have submitted such a letter."* Please provide clarification on the need for a "Letter of Intent".

Response: Please take note of the correction to I. General Information C. **Instructions 8. Inquiry Procedures**. All questions regarding this RFP or the Department's procurement process shall be submitted to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline will be answered.

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However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the

procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. This RFP does not require a Letter of Intent, ~~and the Department reserves the right to answer questions only from those who have submitted such a letter.~~ The Department may combine similar questions and give only one answer. All questions and answers will be compiled into a written addendum ~~7~~ to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the addendum and duly noted as such. The agency will release the answers to questions on the date established in the Procurement Schedule. The Department will publish any and all amendments or addenda to this RFP on the State Contracting Portal and on the Department's RFP Web Page. At its discretion, the Department may distribute any amendments and addenda to this RFP to prospective Respondents who submitted a Letter of Intent. Addendum Acknowledgement(s) will be placed at the end of any and all addenda to this RFP. Proposals shall include signed Addendum Acknowledgement(s) and be submitted as required in Section IV.G. Appendices as **Appendix 1**.

3. Question: General Information

On page 14, item # 14 states the following: *"Department reserves the right to contract with one or more respondent(s) for such services."* How will this impact the fee section of the proposal?

Response: Per the RFP the Department of Social Services expects to award one resultant contract to address the specific needs of each agency while allowing for the efficiencies of a combined data base, cost report review staff knowledgeable about both agencies' programs and a single contact point for cost report follow-up issues for the providers of services for the elderly and developmentally disabled. **Page 14, # 6, Contract Negotiation will address the response to your question if applicable to the award(s).**

4. Question: Rate Setting/Audit Project

On page 19, the RFP breaks down the overall annual calculation of the rates. How many additional rate calculations might be expected throughout the fiscal year?

Response: Legislation dictates rate issuance. For fiscal year 2012-2013, nursing facility rates were issued twice, July 1st and January 1st.

5. Question: Rate Setting/Audit Project

The RFP indicates that an audits annual cost reports with additional rate calculations or "settlements" as well as responding to appeals is required. Please clarify how much rate setting beyond the annual rates is expected.

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Response: Audits result in the issuance of revised rates.

6. Question: Purpose Of This Request for Proposals

On page 11, the RFP indicates that the resulting contract will be posted on the State Contracting Portal. We are unable to locate the contract with the current vendor on the State Contracting Portal. Can you provide a copy or a link to a copy of the current contract referenced in the RFP in the last paragraph of section III-B? In addition, what are the total annual fees paid under the current contract?

Response: The current contract is embedded in the following hyperlink, [Rate Setting and Audit Contract](#). The estimated annual fees to be paid under the current contract for July 1, 2012 through June 30, 2013 is \$3,900,000.00

7. Question: Organizational Requirements

On page 24, item # 1.2.g states the following:

*"To submit a responsive proposal **THE RESPONDENT SHALL** provide the following information of its and any proposed subcontractor(s): A statement disclosing any business dealings that it currently has or has had within the past five years with any facility receiving reimbursement."* Can DSS provide a complete list of the facilities that received reimbursements within the past five years?

Response: The list of providers is embedded in the following hyperlink, [RSAP Providers](#).

8. Question: DSS Scope of Service

On page 30, the penultimate paragraph of item # 2.b.3 (RCH DSS Description) ends with the following: *"The following paragraphs summarize RCH rate setting since July 1 2003."* These paragraphs are not included in the RFP. What information is missing from this section of the RFP?

Response: This sentence is an error; please disregard.

9. Question: DSS Scope of Service

In section B, "Overview of Rate-Setting by Licensure/Service Category" it states that the annual rate period is July 1-June 30. Can we assume that the actual rates effective July 1, 2013 will be completed and will not be a part of this contract?

Response: It would not be appropriate to assume that the July 1, 2013 rates would be completed. Late final legislation could delay the process.

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10. Question: DSS Scope of Service

Is the FQHC template, mentioned in page 31 (item #2.b.5), provided for review finalized or will it require revision per the RFP?

Response: It will most likely require revision.

11. Question: DSS Scope of Service

On page 33, item 2.a.1, states the following: *"Rate System Process either manually or electronically LTC Cost Report and Annual Report of Residential and Day Services Report (Annual Report) data into the Rate System."* What formats for cost report submission from the facilities are permitted? In addition, would the Respondent be allowed to mandate electronic submission of the reports?

Response: The current system has been for the contractor to download the annual report in Microsoft Office Excel format on a CD for each private provider around the first week of August that has specific information regarding the agency (cost centers and unique identifying numbers). The private provider uploads the information onto its computer and enters the financial data. When completed, the provider copies the information onto a CD and submits with two hard copies of the annual report by October 15. An on-line electronic format would be preferable so long as it is easily accessible to the providers. Submitting electronically through a secured website would be acceptable. DDS/DSS would need to work with the provider to ensure the report has an acceptable and verifiable signature for the various forms that require one. Currently both hard copy and electronic format are permitted. Mandating electronic submission is a possibility.

12. Question: DSS Scope of Service

The RFP discussed conducting audits (including field audits), but does not express nature, requirements or format reporting these. Can examples of current audit reports be provided?

Response: An example of a current audit report is embedded in the following hyperlink, [audit report](#).

13. Question: DSS Scope of Service

In reference to the table of types of field audits shown on page 39 of the RFP, how many of each type of audit have been performed annually during the contract period ending 6/30/2013?

Response: An average number of audits performed annually, not specifically for the contract period ending 6/30/2013, is provided below:

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Nursing facilities	50
Residential Care Homes	25
ICF/MR private non-DDS	13
Provider User fee	60
Management Company	2
Limited scope	50

14. Question: DSS Scope of Service

On page The RFP, by citing an hourly all-inclusive rate, places the expense burden of audits at the home office of the facilities, including those outside of the State of Connecticut. How many home offices and what locations are included?

Response: All facilities' management companies are located in various locations within the State of Connecticut. An accurate number of home offices is not available.

15. Question: DSS Scope of Service

How frequently have field audits occurred outside of the State of Connecticut?

Response: Very infrequently.

16. Question: DSS Scope of Service

As it relates to the User Fee Variance Report, does DSS prefer that the Excel spreadsheet which is currently being used continue to be used in its present form? If yes, who maintains the document should changes be required in the future?

Response: The user fee variance report currently being used is acceptable.

17. Question: DSS Scope of Service

We maintain a suite of cost reporting tools for Medicare and Medicaid, including the Massachusetts D403 Medicaid report and State of California OSHPD/LTC cost report. We also maintain a software distribution website, and a toll-free customer assistance call line. Is DSS adverse to the respondent developing its own cost report tool based on the DSS cost report using methodologies created by the respondent? Advantages include the ability to add significant logical and mathematical edits for determining data integrity including point-of-data-entry edits, ease of data extraction for other adhoc reporting tools, comparative analysis reports, acceptability and audit checklists, database manipulation and audit work papers. It also provides for ease of system maintenance. We have all of these tools available for other Medicare and Medicaid fiscal intermediaries and agencies, which can be easily adapted for use with the DSS cost report.

Response: DSS is not opposed to the Respondent developing its own cost report tool.

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18. Question: DSS Scope of Service

On page 42, item # 6.a.1 states the following: *“Assist the Department with administrative appeals pertaining to issued rates including changes associated with field audits.”* Please define what this means. In addition, is there any history available to analyze the number of appeals and to estimate the time required to process the various aspects of appeals and cost report audit revisions?

Response: Assisting with appeals could include additional audit review rate calculations, and giving Testimony. Appeal work has averaged about 225 hours per year.

19. Question: DSS Scope of Service

On page 42, item # 6.a.4 states the following: *“Issue all audit reports by a licensde Certified Public Accountant.”* Please define the level of certification for “audit reports by a licensed Certified Public Accountant.”

Response: The Department does not have its own definition for the level of certification for audit reports issued by a licensed Certified Public Account. Compliance with all requirements of the American Institute of Certified Public Accountants is required.

20. Question: DSS Scope of Service

Is the requirement that all audit reports be issued by a licensed CPA require that the CPA be licensed in the State of Connecticut?

Response: It is not a requirement that all audit reports be issued by a CPA licensed in the State of Connecticut.

21. Question: DDS Scope of Service

On page 44, the “Introduction” section indicates that DDS is moving away from contracted services to a Fee for Service Rate System. How much input, if any, is expected from the Respondent to assist in the development of this new Fee for Service Rate System?

Response: The introductory section was not worded correctly. The Department is moving to a system in which qualified individuals with intellectual disabilities will be awarded funding based on their Level of Need. DDS will develop a standard rate that providers will be able to charge for the various services and supports provided to these individuals. The Department is not moving away from the contract but is, in fact, adding providers funded through a contract. The contractor will assist the DDS by providing a consolidated reporting format on all submitted annual reports. The contractor will work with the DDS to structure the format of the annual report to match the services and supports provided by the contractor.

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22. Question: DDS Scope of Service

On page 44, the "Resultant Contractor Responsibilities" section, indicates that the contractor is required to: maintain the Annual Report; instruct about it; disseminate it; load data; confirm data; monitor submission; review the report; conduct RFIs and understand the RSAP process. The RFP does not explicitly state whether rate reports are a product of the project. Are DDS rate reports or summarized rate schedules a contractor requirement?

Response: The contractor will provide DDS access electronically to a consolidated reporting format on all submitted annual reports. The reports will be maintained and updated by the contractor on a regular basis. The reports will be set up based on the report format provided by DDS and in consultation with the contractor.

**23. Question: *Page 43 – Section 2.4 Cost Report and Field Audits – Item 6b4.*
"Provide the materials that will be utilized to facilitate the Training Seminar."**

With regards to including presentation material to facilitate a training seminar, are the materials included in the (20) page limitation for this section or can they be submitted as a separate appendix?

Response: 2.4 Cost Report and Field Audits 6. Other Duties and Responsibilities 6) Training Seminar b. 4) clarification: A list and description of the materials that will be utilized to facilitate the Training Seminar is acceptable in response to this requirement. This response will be included in the page limitation of the section.

24. Question: *RFP PAGE 32, Cost Report Format and Web-based Filing:*

The electronic form of facility cost reports can be submitted via the Contractor's internet site. Contractor must maintain a secure web-based LTC Cost Report filing option for filers. Is the successful Contractor expected to develop a new electronic web-based filing option and electronic cost report or will the existing system and processes be made available?

Response: The existing system and processes can be made available.

25. Question: *RFP PAGE 38-39, Cost Report and Field Audits:*

The Annual Audit Plan will include the projected number of new audits to be completed during the fiscal year. Please indicate the number of field audits performed in each of the last three years for each of the facility types listed in RFP 2.4.2.a.

Response: Please refer to response to question 13.

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26. Question: GENERAL:

For the prior contract, how many hours were billed for each of the last three years?
What was the total contract value for each of the last three years?

Response: Hours billed for the fiscal years ending June 30, 2010, 2011, and 2012 were 42,382 hours for each year.

27. Question: GENERAL:

Please provide a copy of the Field Audit Review Program and the Field Audit Manuals.

Response: The Field Audit Review Program and the Field Audit Manuals are not available to the public.

28. Question: RFP PAGE 40, Field Audit Performance:

Please provide an example of the Audit Feedback Survey and Prior Field Audit Presentations?

Response: Prior Field Audit Presentations are not available to the public. The Audit Feedback Survey is embedded in the following hyperlink, [audit feedback](#).

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Date Issued: February 22, 2013

Approved: _____
Marcia McDonough

State of Connecticut Department of Social Services
(Original signature on document in procurement file)

This Addendum must be signed and returned with your submission.

Authorized Signer

Name of Company

State of Connecticut Department of Social Services Procurement Notice
Rate Setting/Audit Project
Request for Proposals
RSAP_RFP_011713

The State of Connecticut Department of Social Services is issuing **Addendum 1** to the **Rate Setting/Audit Project Request for Proposals**.

Addendum 1 contains the following amendments to I. General Information
C. Instructions, 6. Procurement Schedule of the RSAP RFP.

6. Procurement Schedule. See below. Dates after the due date for proposals (“Proposals Due”) are target dates only (*). The Department may amend the schedule, as needed. Any change will be made by means of an addendum to this RFP and will be posted on the State Contracting Portal and the Department’s RFP Web Page.

- RFP Released: **January 23, 2013**
- Deadline for Questions: February 7, 2013 2:00 p.m. Local Time
- Answers Released (tentative): February ~~14~~21, 2013
- Letter of Intent Due: February ~~21~~28, 2013
- Proposals Due: **March ~~21~~28, 2013, 2:00 p.m. Local Time**
- (*) Start of Contract: July 1, 2013

State of Connecticut Department of Social Services Procurement Notice
Rate Setting/Audit Project
Request for Proposals
RSAP_RFP_011713

Date Issued: February 13, 2013

Approved: _____
Marcia McDonough

State of Connecticut Department of Social Services
(Original signature on document in procurement file)

This Addendum must be signed and returned with your submission.

Authorized Signer

Name of Company



State of Connecticut Department of Social Services and the
Department of Developmental Services
Procurement Notice

Rate Setting/Audit Project Request for Proposals

The Department of Social Services (DSS) and the Department of Developmental Services (DDS) are requesting proposals from qualified organizations to deliver processes to accomplish the specific departmental responsibilities that include, but are not limited to: cost report data acceptance and review, cost settlement, rate setting and field audits for various licensed providers of long-term care, residential care and services for the developmentally disabled.

Eligibility: To be considered eligible to respond to this request for proposals (RFP) an organization shall be a registered Certified Public Accountant (CPA) firm and have a Connecticut location or a proposed Connecticut location for its business operations for the resultant contract.

Minimum Qualification: To be considered for the right to negotiate a contract, a Respondent shall have a minimum of five years of demonstrated experience with the preparation or processing of cost report filings and auditing of health care and/or non-profit entities.

The Department reserves the right to reject the submission of any Respondent in default of any current or prior contract.

The Department of Social Services expects to award one resultant contract to address the specific needs of each agency while allowing for the efficiencies of a combined data base, cost report review staff knowledgeable about both agencies' programs and a single contact point for cost report follow-up issues for the providers of services for the elderly and developmentally disabled.

Respondents that propose the use of subcontractor(s) shall present the same information about the proposed subcontractor(s) as for the Respondent, where noted in the RFP. Use of subcontractor(s) is subject to the approval of the Department of Social Services.

The Department of Social Services is requesting proposals for Rate Setting/Audit Project (RSAP) tasks for the resultant contract period of **July 1, 2013 to June 30, 2018**. The resultant contract will be for a five (5) year period.

Interested Respondents may submit a Letter of Intent (LOI) to the Department no later than February 21, 2013.

Proposals shall be received at the Department no later than **2:00 PM Local Time on March 21, 2013**.

Proposals received after the stated due date and time may be accepted by the Department as a clerical function, but will not be evaluated. Those proposals that are not evaluated can be picked up by the Respondent after notification from the Official Contact or shall be retained for thirty days after the resultant contracts are executed, after which time the proposals will be destroyed.



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Department of Developmental Services
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Rate Setting/Audit Project Request for Proposals

To download this RFP, access the State's Procurement/Contracting Portal at the State of Connecticut Department of Administrative Services' Procurement Services Home Page at <http://das.ct.gov/cr1.aspx?page=12> or call or write:

Marcia McDonough

State of Connecticut Department of Social Services

Contract Administration

25 Sigourney Street

Hartford, CT 06106

Telephone: 860-424-5214 Fax: 860-424-5800

E-mail marcia.mcdonough@ct.gov

The Department is an Equal Opportunity/Affirmative Action Employer. Deaf and hearing-impaired persons may use a TDD by calling 1-800-842-4524. Questions or requests for information in alternative formats shall be directed to the Department's Official Contact at 860-424-5214. The Department reserves the right to reject any and all proposals or cancel this procurement at any time if it is deemed in the best interest of the State of Connecticut (State).

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I. GENERAL INFORMATION

■ A. INTRODUCTION

1. **RFP Name.** Rate Setting/Audit Project Request for Proposals (RSAP RFP)
2. **Summary.** The Department of Social Services (DSS) and the Department of Developmental Services (DDS) are requesting proposals from qualified organizations to deliver processes to accomplish the specific departmental responsibilities that include, but are not limited to: cost report data acceptance and review, cost settlement, rate setting and field audits for various licensed providers of long-term care, residential care and services for the developmentally disabled.
3. **Synopsis.** The Department of Social Services expects to award one resultant contract to address the specific needs of each agency while allowing for the efficiencies of a combined data base, cost report review staff knowledgeable about both agencies' programs and a single contact point for cost report follow-up issues for the providers of services for the elderly and developmentally disabled.
4. **Commodity Codes.** The services that the Department wishes to procure through this RFP are as follows:
 - 0200: Accounting Services, Auditing
 - 0600: Professional. Support, Consulting, Lawyers
 - 2000: Community and Social Services

■ B. ACRONYMS/ABBREVIATIONS

The following acronyms and abbreviations apply to this procurement:

AABD	Aid to the Aged, Blind, and Disabled
AAP	Annual Audit Plan
AIDS	Acquired Immune Deficiency Syndrome
BFO	Best and Final Offer
CCF/LifeCare	Continuing Care Facilities/LifeCare
CCHN	Chronic and Convalescent Nursing Home
CDH	Chronic Disease Hospital
C.G.S.	Connecticut General Statutes
CHRO	Commission on Human Rights and Opportunities (CT)
CLA	Community Living Arrangements
CMS	Center for Medicaid and Medicare Services
CON	Certificate of Need
CPA	Certified Public Accountant
CT	Connecticut
DAS	Department of Administrative Services (CT)
DDS	Department of Developmental Services
Department/DSS	Department of Social Services
DPH	Department of Public Health
FOIA	Freedom of Information Act (CT)
FQHC	Federally Qualified Health Centers
GDP	Gross Domestic Product
HCBS-DDS	Medicaid Home and Community-Based Services for the Developmentally Disabled
ICF/MR	Intermediate Care Facilities for the Mentally Retarded
IRS	Internal Revenue Service (U.S.)

LOI	Letter of Intent
LTC	Long-Term Care
NF	Nursing Facility
OAG	Office of the Attorney General (CT)
OPM	Office of Policy and Management (CT)
OSC	Office of the State Comptroller (CT)
P.A.	Public Act (CT)
PPS	Prescribed Prospective Payment
PSA	Personal Service Agreement
RCH	Residential Care Homes
RCR	Rate Computation Reports
RHNS	Rest Home with Nursing Supervision
RFI	Request for Information
RFP	Request for Proposals
ROR	Rate of Return
RSAP	Rate Setting/Audit Project
SLTC	Specialized Long-Term Care
UFVR	User Fee Variance Report

■ C. INSTRUCTIONS

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

Name: Marcia McDonough, Contract Administration and Procurement

Address: State of Connecticut, Department of Social Services
25 Sigourney Street, 9th Floor, Hartford, CT 06106

Phone: 860-424-5214

Fax: 860-424-5800

E-Mail: marcia.mcdonough@ct.gov

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

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

- Department's RFP Web Page
www.ct.gov/dss/cwp/view.asp?a=2345&q=304920&dssNav=
- State Contracting Portal
<http://das.ct.gov/cr1.aspx?page=12>

It is strongly recommended that any Respondent or prospective Respondent interested in this procurement subscribe to receive e-mail alerts from the State Contracting Portal. Subscribers will receive a daily e-mail announcing procurements and addenda that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

Printed copies of all documents are also available from the Official Contact upon request.

- 3. Contract Offers.** The offer of the right to negotiate a contract pursuant to this RFP is dependent upon the availability of funding to the Department. The Department anticipates the following:

Number of Contracts: The Department of Social Services expects to award one resultant contract.

Contract Term: The resultant contract will be for a five (5) year period, July 1, 2013 to June 30, 2018.

- 4. Eligibility.** To be considered eligible to respond to this RFP, an organization shall be a registered Certified Public Accountant (CPA) firm and have a Connecticut location or a proposed Connecticut location for its business operations for the resultant contract.
- 5. Minimum Qualifications of Respondents.** To be considered for the right to negotiate a contract, a Respondent shall have a minimum of five years of demonstrated experience with the preparation or processing of cost report filings and auditing of health care and/or non-profit entities.

The Department reserves the right to reject the submission of any Respondent in default of any current or prior contract.

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

- RFP Released: **January 23, 2013**
- Deadline for Questions: February 7, 2013 2:00 p.m. Local Time
- Answers Released (tentative): February 14, 2013
- Letter of Intent Due: February 21, 2013
- Proposals Due: **March 21, 2013, 2:00 p.m. Local Time**
- (*) Start of Contract: July 1, 2013

- 7. Letter of Intent.** A Letter of Intent (LOI) is not required by this RFP. The LOI is non-binding and does not obligate the sender to submit a proposal.

The LOI may be submitted to the Official Contact by U.S. mail, fax, or e-mail by the deadline established in the Procurement Schedule. The LOI should clearly identify the sender, including name, mailing address, telephone number, fax number, and e-mail address.

- 8. Inquiry Procedures.** All questions regarding this RFP or the Department's procurement process shall be submitted to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline will be answered. However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. This RFP requires a Letter of Intent and the Department reserves the right to answer questions only from those who have submitted such a letter. The Department may combine similar questions and give only one answer. All questions and answers will be compiled into a written addendum

to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the addendum and duly noted as such. The agency will release the answers to questions on the date established in the Procurement Schedule. The Department will publish any and all amendments or addenda to this RFP on the State Contracting Portal and on the Department's RFP Web Page. At its discretion, the Department may distribute any amendments and addenda to this RFP to prospective Respondents who submitted a Letter of Intent. Addendum Acknowledgement(s) will be placed at the end of any and all addenda to this RFP. Proposals shall include signed Addendum Acknowledgement(s) and be submitted as required in Section IV.G. Appendices as [Appendix 1](#).

9. **Rate Setting/Audit Project Documents and Reports.** Throughout the RSAP RFP, there are references to numerous documents and reports that shall be required from the Resultant Contractor. The Respondent may contact the Official Contact for the RSAP RFP to schedule an appointment to view samples of these documents and reports.

This is not a mandatory requirement of the Respondent. The Respondent may contact Marcia McDonough via e-mail Marcia.mcdonough@ct.gov or call 860-424-5214 by **February 20, 2013** to schedule an appointment.

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

- **Due Date: March 21, 2013**
- **Time: 2:00 p.m. Local Time**

Faxed or e-mailed proposals will not be evaluated. The Department shall not accept a postmark date as the basis for meeting the proposal due date and time. Respondents should not interpret or otherwise construe receipt of a proposal after the due date and time as acceptance of the proposal, since the actual receipt of the proposal is a clerical function. The Department suggests the Respondent use certified or registered mail, or a delivery service such as United Parcel Service (UPS) to deliver the proposal. When hand-delivering proposals, submitters should allow extra time to comply with building security and delivery procedures.

Hand-delivered proposals shall be delivered to the loading dock located on the north side of the building, at 555 Capitol Avenue. Upon arriving at the loading dock, the Respondent or courier shall ring the buzzer by the door. The Official Contact or designee will receive the proposal and provide the Respondent or courier with a receipt upon request.

- **NOTE:** When hand-delivering proposals to the loading dock before the Due Date: March 21, 2013 and Time: 2:00 p.m. Local Time, please be aware that **the loading dock closes promptly at 3:00 p.m. Local Time.**

Proposals shall not be considered received by the Department until they are in the hands of the Official Contact or another representative of the Contract Administration and Procurement Unit designated by the Official Contact. At the discretion of the Department, late proposals may be destroyed or retained for pick-up by the submitters.

An acceptable submission shall include the following:

- **one (1) original, four (4) conforming copies and two (2) conforming, identical electronic copies on CD or DVD** (which shall be compatible with Microsoft Office Word) **of proposal labeled RSAP RFP Binder 1 of 2 containing:**
- Organizational Requirements

- Scope of Service Requirements
- Staffing Plan Requirements
- Subcontractor Requirements
- Appendices

RSAP RFP Binder 1 of 2, original and copies shall be submitted in separate sealed envelope(s) or box(es) .

An acceptable submission shall also include:

- **one (1) original, four (4) conforming copies and two (2) conforming, identical electronic copies on CD or DVD** (which shall be compatible with Microsoft Office Word) **of proposal labeled RSAP RFP COST Binder 2 of 2**, which **SHALL be separate and distinct** from the **RSAP RFP Binder 1 of 2**, **containing:**
- Financial Requirements
- Cost Requirements

RSAP RFP COST Binder 2 of 2 original and copies shall be submitted in separate sealed envelope(s) or box(es).

The original proposal shall carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated. The original proposal and each conforming copy of the proposal shall be complete, properly formatted and outlined, and ready for evaluation by the Evaluation Team. **The electronic copies of the proposal shall be compatible with Microsoft Office Word except for the Budget, which may be compatible with Microsoft Office Excel.** For the electronic copy, only the required appendices and forms may be scanned and submitted in Portable Document Format (PDF) or similar file format.

- 11. Multiple Proposals.** The submission of multiple proposals by the same Respondent is not an option with this procurement.
- 12. Declaration of Confidential Information.** Respondents are advised that all materials associated with this procurement are subject to the terms of the Freedom of Information Act (FOIA), the Privacy Act, and all rules, regulations, and interpretations resulting from them. If a Respondent deems that certain information required by this RFP is confidential, the Respondent shall label such information as CONFIDENTIAL. In Section C of the proposal submission, the Respondent shall reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the Respondent shall provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale shall be stated in terms of (a) the prospective harm to the competitive position of the Respondent that would result if the identified information were to be released; and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).
- 13. Conflict of Interest - Disclosure Statement.** Respondents shall include a disclosure statement concerning any current business relationships (within the past three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the Respondent and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a Respondent tries to influence, or succeeds in influencing, the outcome of an official decision for its personal or corporate benefit. The Department will determine whether any disclosed conflict of interest poses a substantial advantage to the Respondent over the competition, decreases the overall competitiveness of this

procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a Respondent shall affirm such in the disclosure statement: “[name of Respondent] has no current business relationship (within the past three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85.”

■ D. PROPOSAL FORMAT

1. **Required Outline.** All proposals shall follow the required outline presented in Section IV. Proposal Outline. Proposals that fail to follow the required outline will be deemed, at the discretion of the Department, non-responsive and not evaluated.
2. **Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Respondents shall complete and use the PRINTED [Cover Sheet](#) form, which is embedded in this section as a hyperlink, as Page 1 of the proposal.
3. **Table of Contents.** All proposals shall include a Table of Contents that conforms to the required proposal outline. (See Section IV, Proposal Outline.)
4. **Executive Summary.** Proposals shall include a high-level summary of the proposal. The Executive Summary shall not exceed two (2) single-sided pages and shall include the Respondent's minimum of five (5) years of demonstrated experience with the preparation or processing of cost report filings and auditing of health care and/or non-profit entities and shall identify the Connecticut location or the proposed Connecticut location for its business operations for the resultant contract.
5. **Attachments.** Attachments other than the required Appendices and Forms identified in Section IV are not permitted and will not be evaluated. Further, the required Appendices and Forms shall not be altered or used to extend, enhance or replace any requirement of this RFP. Failure to abide by these instructions will result in disqualification.
6. **Style Requirements.** The original proposal and each of the four (4) conforming copies of the original proposal shall conform to the following specifications:
 - Binding Type: Loose leaf binders with the Legal Name of the Respondent, and the RFP Name appearing on the outside front cover of each binder: **Rate Setting/Audit Project Request for Proposals (RSAP RFP)**
 - Dividers: A tab sheet keyed to the table of contents shall separate each subsection of the proposal; the title of each subsection shall appear on the tab sheet
 - Paper Size: 8½" x 11", "portrait" orientation
 - Print Style: 1-sided
 - Font Size: Minimum of 11-point
 - Font Type: Arial or Tahoma
 - Margins: The binding edge margin of all pages shall be a minimum of one and one half inches (1½"); all other margins shall be one inch (1")
 - Line Spacing: Single-spaced
7. **Pagination.** The Legal Name of the Respondent shall be displayed in the header of each page. All pages, from the Cover Sheet through the required Appendices and Forms, shall be numbered consecutively in the footer.
8. **Packaging and Labeling Requirements.** All proposals shall be submitted in sealed envelopes or packages and be addressed to the Official Contact. The Legal Name and Address of the Respondent shall appear in the upper left corner of the envelope or package. The RFP Name shall be clearly displayed on the envelope or package:

RSAP RFP Binder 1 of 2 and RSAP RFP COST Binder 2 of 2.

Any received proposal that does not conform to these packaging or labeling instructions will be opened as general mail. Such a proposal may be accepted by the Department as a clerical function, but it will not be evaluated. At the discretion of the Department, such a proposal may be destroyed or retained for pick-up by the submitters.

■ E. EVALUATION OF PROPOSALS

1. **Evaluation Process.** It is the intent of the Department to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful Respondents, and offering the right to negotiate a contract, the Department will conform to its written procedures for POS procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85).
2. **Evaluation Team.** The Department will designate an Evaluation Team to evaluate proposals submitted in response to this RFP. The contents of all submitted proposals, including any confidential information, will be shared with the Evaluation Team. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts by any Respondent (or representative of any Respondent) to contact or influence any member of the Evaluation Team may result in disqualification of the Respondent.
3. **Minimum Submission Requirements.** All proposals shall comply with the requirements specified in this RFP. To be eligible for evaluation, proposals shall (a) be received on or before the due date and time; (b) meet the Proposal Format requirements; (c) follow the required Proposal Outline; and (d) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Department will reject any proposal that deviates significantly from the requirements of this RFP.
4. **Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Evaluation Team will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The criteria are weighted according to their relative importance. The weights are confidential.
 - Organizational Requirements
 - Scope of Service Requirements
 - Staffing Plan Requirements *see note*
 - Subcontractors
 - Appendices
 - Financial Requirements
 - Cost Requirements

Note:

As part of its evaluation of the Staffing Requirements, the Evaluation Team will consider the Respondent's demonstrated commitment to affirmative action, as required by the Regulations of CT State Agencies § 46A-68j-30(10).

The Financial Requirements and Budget Requirements will only be evaluated for Respondents who have achieved a **minimum of 75% of the available points in all prior criteria.**

- 5. Respondent Selection.** Upon completing its evaluation of proposals, the Evaluation Team will submit the rankings of all proposals to the Department head. The final selection of a successful Respondent is at the discretion of the Department head. Any Respondent selected will be so notified and offered an opportunity to negotiate a contract with the Department. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. All unsuccessful Respondents will be notified by e-mail or U.S. mail, at the Department's discretion, about the outcome of the evaluation and Respondent selection process.
- 6. Debriefing.** After receiving notification from the Department, any Respondent may contact the Official Contact and request a Debriefing of the procurement process and its proposal. If Respondents still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Department to discuss the procurement process. The Department shall schedule and conduct Debriefing meetings that have been properly requested, within **fifteen (15) days** of the Department's receipt of a request. The Debriefing meeting shall not include or allow any comparisons of any proposals with other proposals, nor should the identity of the evaluators be released. The Debriefing process shall not be used to change, alter or modify the outcome of the competitive procurement. More detailed information about requesting a Debriefing may be obtained from the Official Contact.
- 7. Appeal Process.** Any time after the submission due date, but **not later than thirty (30) days** after the Department notifies Respondents about the outcome of the competitive procurement, Respondents may submit an Appeal to the Department. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. Respondents may appeal any aspect of the Department's competitive procurement; however, such Appeal shall be in writing and shall set forth facts or evidence in sufficient and convincing detail for the Department to determine whether during any aspect of the competitive procurement there was a failure to comply with the State's statutes, regulations or standards concerning competitive procurement or the provisions of the RFP. Any such Appeal shall be submitted to the Agency Head with a copy to the Official Contact. The Respondent shall include the basis for the Appeal and the remedy requested. The filing of an Appeal shall not be deemed sufficient reason for the Department to delay, suspend, cancel or terminate the procurement process or execution of a contract. More detailed information about filing an Appeal may be obtained from the Official Contact.
- 8. Contest of Solicitation or Award.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board..." More detailed information is available on the State Contracting Standards Board web site at <http://www.ct.gov/scsb/site/default.asp>.
- 9. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Department's contracting procedures, which may include approval by the Office of the Attorney General.

II. MANDATORY PROVISIONS

■ A. STANDARD CONTRACT, PARTS I AND II

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

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

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the contract. Part II is available on OPM's web site at: http://www.ct.gov/opm/fin/standard_contract.

Note:

Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g)(2)) advising executive branch State Contractors and prospective State Contractors of the ban on campaign contributions and solicitations.

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

■ B. ASSURANCES

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

- 1. Collusion.** The Respondent represents and warrants that it did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The Respondent further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the Respondent's proposal. The Respondent also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.
- 2. State Officials and Employees.** The Respondent certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The Department may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the Respondent, Contractor, or its agents or employees.
- 3. Competitors.** The Respondent assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the Respondent to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The Respondent further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the Respondent knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.

4. **Validity of Proposal.** The Respondent certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or addenda hereto. The submission shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the proposal, by reference or otherwise, into any contract with the successful Respondent.
5. **Press Releases.** The Respondent agrees to obtain prior written consent and approval of the Department for press releases that relate in any manner to this RFP or any resultant contract.

■ **C. TERMS AND CONDITIONS**

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

1. **Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
2. **Preparation Expenses.** Neither the State nor the Department shall assume any liability for expenses incurred by a Respondent in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
3. **Exclusion of Taxes.** The Department is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Respondents are liable for any other applicable taxes.
4. **Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs shall be fixed through the entire term of the contract.
5. **Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Department may request and authorize Respondents to submit written clarification of their proposals, in a manner or format prescribed by the Department, and at the Respondent's expense.
6. **Supplemental Information.** Supplemental information will not be considered after the deadline for submission of proposals, unless specifically requested by the Department. The Department may ask a Respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the Department may limit the number of Respondents invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per Respondent.
7. **Presentation of Supporting Evidence.** If requested by the Department, a Respondent shall be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. At its discretion, the Department may also check or contact any reference provided by the Respondent.
8. **RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Department or confer any rights on any Respondent unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the Respondent and the Department and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability

for costs incurred by the Respondent or for payment of services under the terms of the contract until the successful Respondent is notified that the contract has been accepted and approved by the Department and, if required, by the Attorney General's Office.

■ **D. RIGHTS RESERVED TO THE STATE**

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

1. **Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the Department.
2. **Amending or Canceling RFP.** The Department reserves the right to amend or cancel this RFP on any date and at any time, if the Department deems it to be necessary, appropriate, or otherwise in the best interests of the State.
3. **No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, the Department may reopen the procurement process, if it is determined to be in the best interests of the State.
4. **Offer and Rejection of Proposals.** The Department reserves the right to offer in part, and/or to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Department may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Department reserves the right to reject the proposal of any Respondent who submits a proposal after the submission due date and time.
5. **Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract offered as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
6. **Contract Negotiation.** The Department reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Department further reserves the right to contract with one or more Respondent(s) for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFOs) on cost from Respondents. The Department may set parameters on any BFOs received.
7. **Clerical Errors in Offer.** The Department reserves the right to correct inaccurate offers resulting from its clerical errors. This may include, in extreme circumstances, revoking the offering of the right to negotiate a contract already made to a Respondent and subsequently offering the right to negotiate a contract to another Respondent. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial Respondent is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the Respondent.
8. **Personnel.** When the Department is the sole funder of a purchased service, the Department reserves the right to approve any additions, deletions, or changes in personnel, with the exception of personnel who have terminated employment. The Department also reserves the right to approve replacements for personnel who have terminated employment. The Department further reserves the right to require the removal and replacement of any of the Respondent's personnel who do not perform adequately, regardless of whether they were previously approved by the Department.

■ E. STATUTORY AND REGULATORY COMPLIANCE

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

1. Freedom of Information, C.G.S. § 1-210(b). The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Respondents are generally advised not to include in their proposals any confidential information. If the Respondent indicates that certain documentation, as required by this RFP in Section I.C.11 above, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The Respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a Respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.

2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive. CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons. Detailed information is available on CHRO's web site at [Contract Compliance](#)

IMPORTANT NOTE: To submit a responsive proposal, THE RESPONDENT SHALL upload the Workplace Analysis Affirmative Action Report through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.

3. Consulting Agreements, C.G.S. § 4a-81. Proposals for State contracts with a value of \$50,000 or more in a calendar or fiscal year, excluding leases and licensing agreements of any value, shall require a consulting agreement affidavit attesting to whether any consulting agreement has been entered into in connection with the proposal. As used herein "consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a Contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information or (C) any other similar activity related to such contract. Consulting agreement does not include any agreements entered into with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at [OPM: Ethics Forms](#)

IMPORTANT NOTE: To submit a responsive proposal, THE RESPONDENT SHALL upload the Consulting Agreement Affidavit (OPM Ethics Form 5) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division, and the Department of Social Services can review said document online. The

[DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.

4. **Limitation on Use of Appropriated Funds to Influence Certain Federal Contracting and Financial Transactions, 31 USC § 1352.** To submit a responsive proposal, THE RESPONDENT SHALL include a [Certification Regarding Lobbying form](#), which is embedded in this section as a hyperlink, attesting to the fact that none of the funds appropriated by any Act may be expended by the recipient of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the: (A) awarding of any Federal contract; (B) making of any Federal grant; (C) making of any Federal loan; (D) entering into of any cooperative agreement; or (E) extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
5. **Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g)(2).** If a Respondent is offered an opportunity to negotiate a contract with an anticipated value of \$50,000 or more in a calendar or fiscal year, the Respondent shall fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and CT State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at [OPM: Ethics Forms](#)

IMPORTANT NOTE: The selected Respondent shall upload the Gift and Campaign Contributions Certification (OPM Ethics Form 1) through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division prior to contract execution, and the Department of Social Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.

6. **Nondiscrimination Certification, C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1).** If a Respondent is offered an opportunity to negotiate a contract, the Respondent shall provide the Department with *written representation* or *documentation* that certifies the Respondent complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at [OPM: Nondiscrimination Certification](#)

IMPORTANT NOTE: The selected Respondent shall upload the Nondiscrimination Certification through an automated system hosted by the Department of Administrative Services (DAS)/Procurement Division prior to contract execution, and the Department of Social Services can review said document online. The [DAS guide to uploading affidavits and nondiscrimination forms online](#) is embedded in this section as a hyperlink.

III. PROGRAM INFORMATION

■ A. DEPARTMENT OF SOCIAL SERVICES

The Department of Social Services (DSS) delivers a wide variety of services to children, families, adults, people with disabilities and the elderly, including health care coverage, child care, child support enforcement, independent living services, energy assistance, food and nutrition aid, and program grants. DSS administers over 90 legislatively authorized programs and one-third of the state budget, currently serving more than 700,000 individuals in nearly 450,000 households (June 2012 data).

By statute, DSS is the state agency responsible for administering a number of programs under federal legislation, including the Food Stamp Act, the Older Americans Act, and the Social Security Act. The department is also designated as a public housing agency for the purpose of administering the Section 8 program under the federal Housing Act.

The department is headed by the Commissioner of Social Services, and there are deputy commissioners for programs and administration. The agency administers most of its programs through 12 field offices located throughout the state, with central administrative offices located in Hartford. In addition, many services funded by the agency are available through community-based agencies, including the 156 senior centers throughout Connecticut. The agency has out stationed employees at hospitals to expedite Medicaid/HUSKY applications, and also works with community service providers to facilitate program applications.

Attached to the department for administrative purposes only are the Department of Rehabilitative Services, encompassing vocational rehabilitation services, services for the blind and visually-impaired and the deaf and hearing-impaired, and disability determination services; the Commission on Aging; and the Child Day Care Council.

DSS MISSION

The Connecticut Department of Social Services provides a continuum of core services to:

- Meet basic needs of food, shelter, economic support and health care
- Promote and support the choice to live with dignity in one's own home and community
- Promote and support the achievement of economic viability in the workforce

We gain strength from our diverse environment to promote equal access to all DSS programs and services.

DSS VISION

The Connecticut Department of Social Services is people working together to support individuals and families to reach their full potential and live better lives. We do this with humanity and integrity.

■ THE DEPARTMENT OF DEVELOPMENTAL SERVICES

The Department of Developmental Services (DDS) has a long history in the State of Connecticut. As early as 1917, services for individuals with mental retardation were largely provided at the Mansfield Training School until 1940 when the Southbury Training School was opened. Eventually these facilities, along with "Regional Centers" established in the 1960's, were overseen by the Office of Mental Retardation, a division of the State Department of Health.

Today, the Connecticut Department of Developmental Services serves over 21,000 citizens with mental retardation including Birth to Three, which serves approximately 5,000 infants and toddlers under the age of three with developmental delays. The statewide public and private system provides supports and serves to consumers who reside in family homes, live independently, in state-operated facilities, in licensed "community companion homes" and in over 830 licensed/certified "community living arrangements." Since 1987, most services and supports provided by DDS have been subject to federal reimbursement under Home and Community Based Waivers (Medicaid) which are approved by the Center for Medicaid and Medicare Services (CMS).

In 2007, the department changed its name from the Department of Mental Retardation to the Department of Developmental Services. This change reflects the mission and commitment of the department to serve individuals eligible for services with the utmost respect and dignity.

■ B. OVERVIEW OF DIVISIONS AND PROJECT

THE DSS CERTIFICATE OF NEED AND RATE SETTING DIVISION

The primary functions of the DSS Certificate of Need (CON) and Rate Setting Division include establishing payment rates for certain medical and residential services covered under the Medicaid and Aid to the Aged, Blind and Disabled (AABD) / Social Security Supplement Programs, cost report auditing, and performing certificate of need reviews for nursing facilities, residential care homes and Intermediate Care Facilities for the Mentally Retarded (ICF/MR) development and expansion projects. The Division also manages four grant accounts that support hospital services and has compliance responsibility for 16 Continuing Care Facilities (CCF/LifeCare) and review and approval authority for new CCF.

THE DDS OPERATIONS CENTER

The Operations Center is primarily involved in the overall management and coordination of services purchased directly by families or provided in partnership with the Department by private providers. The Center is committed to ensuring that individuals and families have the opportunity to direct their own services through either hiring their own staff or choosing from an array of qualified providers.

Included in the Center's responsibilities are: the certification, enrollment and quality oversight of private providers, lead responsibility for the rate setting process, oversight of the individual budgeting system and database, management of the Master Contract system of payment, cost reporting for private providers, management of the Fiscal Intermediary contract, and management of the Department's fiscal spending plan for private services.

The Operations Center staff work closely with regional staff, particularly the Private Assistant Regional Directors, Self Determination Directors and Resource Administrators in carrying out contractual and continuous improvement activities to ensure the availability of quality services.

THE RATE SETTING/AUDIT PROJECT

Overview of Present System - The existing Rate Setting/Audit Project tasks by agency:

The Department of Social Services is responsible for determining cost-based rates for Nursing Facilities (NF), Chronic Disease Hospitals (CDH) affiliated with NF, Residential Care Homes (RCH), State DDS and privately-operated Intermediate Care Facilities for the Mentally Retarded (ICF/MR), Community Living Arrangements (CLA) licensed by the DDS (room and board component of services) and Medicaid Home and Community-Based Services (HCBS-DDS) for the Developmentally Disabled under a federal waiver program.

In addition, DSS is responsible for auditing cost report filings to assure that Medicaid and residential service rates reflect documented and allowable costs.

DSS establishes payment rates under the Medicaid program for NF, CDH, ICF/MR and HCBS-DDS services and for RCH and CLA serving individuals eligible for financial assistance under the Aid to the Aged, Blind and Disabled (AABD) /State Social Security Supplement Program. Allowable cost limits and rate setting methods vary by facility licensure type as will be described in more detail.

Under the jointly State-and federally-funded Medicaid program the federal government provides states discretion in determining the method used to pay for NF, CDH and ICF/MR services. The state method, however, shall be approved by the Centers for Medicare and Medicaid Services (CMS) within the federal Department of Health and Human Services.

Cost report data storage, reporting, analysis and rate setting is supported by a database and rate computation system ("Rate System"), written in Microsoft SQL, 6.5 Power Builder Software 5.0, which is owned by the State and will be available to the Resultant Contractor.

The Department of Developmental Services contracts with vendors to provide a number of habilitation and day support services to developmentally disabled individuals who meet the eligibility requirements. All vendors operating residential rehabilitation, CLA and day services are required to submit annual cost reports that are used to complete a bottom line cost settlement for costs at or below the sum total of the negotiated rates for the contract year.

PURPOSE OF THIS REQUEST FOR PROPOSALS

The Department is requesting proposals from qualified organizations to address the special needs of DSS and the DDS to provide the payment and rate setting responsibilities related to services for the elderly and developmentally disabled while allowing for the efficiencies of a combined data base, cost report review staff knowledgeable about both agency programs and a single contact point for cost report follow-up issues for the providers of services for the elderly and developmentally disabled.

This procurement is for existing tasks. DSS currently contracts with Craig J. Lubitski Consulting, Inc. The current contract period will expire on June 30, 2013. Under this RFP, the Department of Social Services expects to award one resultant contract.

■ **C. MAIN PROPOSAL**

Eligible Respondents are organizations that are registered Certified Public Accountant (CPA) firms and have a Connecticut location or a proposed Connecticut location for their business operations for the resultant contract. The Respondent shall have a minimum of five years of demonstrated experience with the preparation or processing of cost report filings and auditing of health care and/or non-profit entities.

Responses to the requirements in this section shall describe the background and experience of the Respondent and any proposed subcontractor(s). The responses shall also address details regarding the size and resources, experience relevant to the services to be performed under the resultant contract, and contracts for rate setting and auditing services of the Respondent and any proposed subcontractor(s).

Respondents are required to provide the information requested about each subcontractor proposed to provide direct services where indicated throughout this section of the RFP. Failure to comply with this requirement may result in the immediate disqualification of the proposal.

The Department reserves the right to reject the submission of any Respondent in default of any current or prior contract.

1.0 Organizational Requirements-Maximum Page Limitation = Ten (10) Pages

To submit a responsive proposal, THE RESPONDENT SHALL provide the following information required in **a. - i.** below, regarding the administrative and operational capabilities of the Respondent, and each proposed subcontractor, if applicable, where indicated throughout this section of the RFP. Appendices are not included in the section's page limitation.

- a. *Purpose/Mission.* Provide a brief overview of the Respondent's and each proposed subcontractor's organization including the purpose, mission, vision and years in operation. Describe how the RSAP fits within the Respondent's and each proposed subcontractor's purpose, mission, and vision.
- b. *Entity Type.* Provide proof that the Respondent is a registered Certified Public Accountant (CPA) firm and has a Connecticut location or proposed Connecticut location for its business operations for the resultant contract in Section IV.G. Appendices, as [Appendix 2](#).
- c. *Functional Organization.* Provide an organization chart showing the hierarchical structure of functions and positions within the Respondent's and each proposed subcontractor's organization and the Respondent's hierarchical and programmatic relationships with each proposed subcontractor in Section IV.G. Appendices, as [Appendix 3](#). Indicate on the chart(s) where the following functions related to this project will be located: Project Manager; contract management; administrative support; and other functions and positions associated with the performance of the

required RSAP activities. Describe how the proposed organizational structure will support the implementation of the Rate Setting/Audit Project.

- d. *Confidentiality Policies and Procedures.* Provide a copy of the Respondent's and each proposed subcontractor's confidentiality policies and procedures for protecting client records in Section IV.G. Appendices, as [Appendix 4](#).
- e. *Disclosure Policy.* Case file information on program participants including names, Social Security Numbers, and other sensitive information is considered confidential and may not be released. The contractor shall protect confidential and private information gained from program participants. Appropriate physical and computer security policies shall be in place to protect sensitive information. The proposal shall describe the Respondent's and each proposed subcontractor's ability to comply with this disclosure policy.
- f. *Qualifications.* Describe how the Respondent meets the required minimum qualifications of this RFP:

A minimum of five years of demonstrated experience with the preparation or processing of cost report filings and auditing of health care and/or non-profit entities.

- g. *References.* Provide three (3) specific programmatic references for the Respondent and each proposed subcontractor. References shall be individuals able to comment on the organization's ability to perform the activities required by this RFP. References shall include the company name, and the name, mailing address, telephone number, and e-mail address of a specific contact person. The contact person shall be an individual familiar with the organization and its day-to-day performance. References cannot be the organization's current employees. If the organization has provided services directly or indirectly through a subcontract to the State of Connecticut within the past three (3) years, the organization shall include a State of Connecticut reference. The organization may include a DSS reference in the proposal; however, the individual named may have to refuse if s/he will be involved in the evaluation of proposals received in response to this RFP. The organization may also include former DSS staff as references. **Organizations are strongly encouraged to contact their references to ensure the accuracy of their contact information, and their willingness and ability to provide references.** The Department expects to contact these references as part of the evaluation process.

References shall be able to comment on the following categories:

- 1) Capability to deliver required services;
- 2) Reputation/ethics/integrity;
- 3) Organizational approach;
- 4) Interpersonal skills; and
- 5) Ability to problem-solve.

The entity acting as a reference should be able to briefly describe the Respondent's or subcontractor's performance in each category and then rate the performance as poor, fair, good, very good or excellent in each category.

The Department will disqualify any Respondent from competing in the RFP process if the Department discovers that the Respondent had any influence on the references.

- h. *Department Responsibilities.* Identify specific support the Respondent requires from the Department to perform the tasks in any resultant contract. Support may include, but is not limited to Department staff time, Departmental reports or information required, or any other resources the resultant contractor expects the Department to provide in addition to the support identified.

The Department shall, at a minimum:

- 1) Monitor the resultant contractor's performance and request updates, as appropriate;
- 2) Respond to written requests for policy interpretations;
- 3) Provide technical assistance to the resultant contractor, as needed, to accomplish the expected outcomes;
- 4) Schedule and hold regular project meetings with the resultant contractor; and
- 5) Provide a process for and facilitate open discussions with Contractor's Staff and DSS personnel to gather information regarding recommendations and suggestions for improvement.

Specific Department responsibilities are:

- 6) Project Management: A Project Director will be appointed by DSS. This individual will be responsible for monitoring project progress and will have final authority to approve/disapprove project deliverables.
- 7) Staff Coordination: The Project Director will coordinate all necessary contacts between the Resultant Contractor and Department staff.
- 8) Approval of Deliverables: The Project Director will review, evaluate, and approve all deliverables prior to the Resultant Contractor being released from further responsibility.

The Department of Social Services retains the ultimate decision-making authority required to ensure project tasks are completed.

- i. *Small, Minority or Women's Business Enterprise* Section 4a-60g of the Connecticut General Statutes (C.G.S.) sets forth the requirements of each Executive Branch agency relative to the Connecticut Small Business Set-Aside program. Pursuant to that statute, 25 percent of the average total of all contracts let for each of the three previous fiscal years shall be set aside. The Department of Social Services requires that if the contractor is utilizing a subcontractor it shall make a "[Good Faith Effort](#)" to set aside a portion of the resultant contract for a small, minority, or women's business enterprise as a proposed subcontractor. Such proposed subcontractors may supply goods or services. Prospective Respondents may obtain a list of firms certified to participate in the Set-Aside program at the State of Connecticut Department of Administrative Services web site at http://www.das.state.ct.us/Purchase/SetAside/SAP_Search_Vendors.asp or by calling 860-713-5236. During the evaluation process, special consideration will be

given to those Respondents who document their use of a certified small business or show the Respondent's commitment to, whenever possible, use a certified small business. Businesses shall be certified with the State of Connecticut. To submit a responsive proposal, THE RESPONDENT SHALL describe its effort to set aside a portion of the resultant contract for a small, minority, or women's business enterprise as a proposed subcontractor if it is proposing the use of a subcontractor.

1.1 Experience – Contracts

To submit a responsive proposal THE RESPONDENT SHALL describe its and any proposed subcontractor's experience, if applicable, and success related to the service requirements for the RSAP whether ongoing or completed, including the following information:

- a. Identify all state agencies, other jurisdictions, and commercial contractors in all other states for which the organization has engaged in similar or related contract work for the past three (3) years;
- b. Describe any current or past contract(s) where the organization performed similar work in the past three (3) years for those state agencies, other jurisdictions or commercial contractors and for each contract include the name of the customer's program officer, title, address, telephone number, fax number and e-mail address, the date of contract signing, the date of project initiation, the initial scheduled completion date and the actual completion date;
- c. Provide data demonstrating the success of RSAP services for the three (3) most recent years that the organization provided such services. This shall include the following data elements:
 - 1) Years for which services were delivered;
 - 2) Technological capabilities including, but not limited to, communications, reporting, and data management;
 - 3) Detail its experience including methods and processes for operating a Rate Setting/Audit Project;
 - 4) Explain whether it proposes the same or similar methods and approach it uses in any other state and how these methods and processes will be adjusted to operate in Connecticut; and
 - 5) A description of any other current or planned contractual obligations that might have an influence on the Respondent's capability to perform the work under a resultant contract with the Department of Social Services.
- d. **Provide a signed release** allowing the Department to access any evaluative information, including but not limited to site reviews conducted by any state agency, jurisdiction or commercial contractor for which the organization has performed similar work in the past two (2) years. Per Proposal Outline, the signed release should be located in Section IV.G. Appendices, as [Appendix 5](#).

1.2 Governance - Disclosure

To submit a responsive proposal THE RESPONDENT SHALL provide the following information of its and any proposed subcontractor(s):

- a. The name, work address, and percentage of time allocated to this resultant contract for each responsible director;
- b. A complete description of any and all related party relationships and transactions. The Respondent shall fully disclose its anticipated payments to a related party. (Such payments are non-allowable unless the Respondent provides sufficient data to satisfy the Department that the costs are necessary and reasonable);
- c. An overview of how organization policies and procedures are reviewed and updated by the Respondent, whenever there are federal and state regulation changes and/or operational changes, or as requested by the Department;
- d. Evidence of sound fiscal management processes, and the ability to manage public contracts, public grants, and third party reimbursement systems;
- e. The relationship between the Rate Setting/Audit Project and other commitments;
- f. A description of any other current or planned contractual obligations that might have an influence on the Respondent's capability to perform the work under a resultant contract with the Department of Social Services; and
- g. A statement disclosing any business dealings that it currently has or has had within the past five years with any facility receiving reimbursement.

1.3 Ownership – Disclosure

To submit a responsive proposal THE RESPONDENT SHALL provide a description of its and any proposed subcontractor's relationship with other entities including:

- a. Whether the Respondent is an independent entity or a subsidiary or division of another company (if the Respondent is not an independent entity, Respondent shall describe the organization linkages and the degree of integration/collaboration between the organizations including any roles of the organizations' principals); and
- b. A description of the relationship of any parent company when the Respondent is an affiliate of another organization.

1.4 Audit Compliance

To submit a responsive proposal THE RESPONDENT SHALL describe its and any proposed subcontractor's success with contract compliance requirements during the past three (3) years. Identify any deficiencies in program audits and, if applicable, detail what steps the organization has taken to address any recommendations. List all sanctions, fines, penalties or letters of noncompliance issued against the Respondent and any proposed subcontractor(s) by any funding source (public and/or private). Describe the circumstances eliciting the sanction, fine, penalty or letter of noncompliance and the corrective action or resolution to the sanction, fine, penalty or letter of noncompliance. If no sanctions, fines, penalties or letters of noncompliance were issued, a statement that attests that no sanction, fine, penalty or compliance action has been imposed on the Respondent and any proposed subcontractor(s) within the past three (3) years shall be submitted.

1.5 Evidence of Qualified Entity

To submit a responsive proposal **THE RESPONDENT SHALL** provide written assurance from the Respondent's and any subcontractor's legal counsel that it is qualified to conduct business in the State of Connecticut and is not prohibited by its articles of incorporation, bylaws, or the laws under which it is incorporated from performing the services required under any resultant contract.

Note: The Evidence of Qualified Entity shall be submitted as a separate sheet and shall be located in Section IV.G. Appendices, as [Appendix 6](#).

The Department reserves the right to reject the submission of any Respondent in default of any current or prior contract.

1.6 DSS Comprehensive Risk Understanding

The Resultant Contractor shall be sensitive to the needs and circumstances of the RSAP and the policy requirements of the Department and the federal government. The Department looks forward to a relationship with a Resultant Contractor who will anticipate risks and propose solutions to problems that obstruct access to RSAP services. To submit a responsive proposal, THE RESPONDENT SHALL:

- a. Show its understanding of the RSAP by describing potential risks to the Department and risks that the Respondent could encounter by acting as the RSAP Resultant Contractor; and
- b. Propose solutions or approaches for managing those risks that show the Respondent's familiarity and sensitivity with managing the RSAP.

1.7 Location of Respondent Facilities

The Resultant Contractor shall have as its major work site for the performance of the duties required under the resultant contract in an office in Connecticut. All key staff shall be permanently located at the office in Connecticut. The Department requires a Connecticut location due to the nature of the resultant contract and the need for close liaison and coordination with the Department of Social Services' personnel and others. To submit a responsive proposal, THE RESPONDENT SHALL describe the existing or proposed Connecticut location for its business operations for the resultant contract.

**2.0. Department of Social Services Scope of Service Requirements-
Maximum Page Limitation = Twenty (20) Pages**

Introduction - The information presented in this part of the RSAP RFP is included for the convenience of the Respondents. It is intended to facilitate the Respondent's understanding of the scope of work and to assist in identifying the processes and systems now utilized by the DSS and DDS with regard to cost report data acceptance and review, cost settlement, rate setting and field audits for various licensed providers of long-term care, residential care and services for the developmentally disabled. This information is not intended to be a completely detailed rendition of all the factors utilized in performing the scope of services. Each Respondent is expected to conduct its own analysis of the processes. The Respondent shall detail how it will define and perform each required task or deliverable of the RSAP.

Respondents that propose the use of subcontractor(s) shall present the information about the proposed subcontractor(s) that will be performing the required task or deliverable of the Scope of Service Requirements of the RSAP. Use of subcontractor(s) is subject to the approval of the Department of Social Services.

The Respondent shall respond to each requirement as noted: **Respondent Requirements:** To submit a responsive proposal, THE RESPONDENT SHALL:

Resultant Contractor Responsibilities - The Resultant Contractor shall be responsible for **the DSS Annual Report of Long-Term Care Facility (LTC Cost Report)**, which includes **a transmittal letter, allowable salary limits, instructions and a checklist**. The Resultant Contractor is also responsible for **the DDS Annual Report of Residential and Day Services (DDS Cost Report)**, which includes preparation guide, data entry and acceptance of electronic submissions, performance of prescribed desk review procedures to verify and identify allowable costs, calculate rates in accordance with applicable rate setting provisions, generate Rate Computation Reports (RCR) that include supporting detail for the provider, perform field audits, and maintain the rate promulgation system.

The Resultant Contractor shall also compute revised rates to reflect field audit findings, cost report corrections and adjustments associated with appeal settlements and for other allowable cost adjustments, as well as maintain capabilities for standard and ad hoc report and special cost analyses.

The Resultant Contractor shall operate and maintain the Department's Rate System during the term of the contract and any enhancements added to current systems as part of this procurement. The Rate System is defined as the system that is functional on June 30, 2013 and may be updated and modified as approved by the Department. The system is facility-address-based and menu-driven and is designed to produce RCR; standard statistical, financial and expense data reports; facility rate histories, and facility/bed need mapping (MapInfo software). It also contains rate and bed licensure change tracking capabilities and an automated rate tracking and approval component. The contractor shall conduct a statewide census of nursing facilities at least every two (2) months and a census of residential care homes at least every three (3) months. The contractor shall collect the following data: facility name; numbers of licensed

beds, residents and available beds; date of census; facility town; and county. From time to time, the contractor may be required to conduct additional surveys. The contractor will include the census data in a report available through the rate system and will provide the census data for each facility on the individual rate card.

The Department shall provide the Resultant Contractor with all documentation, files, and programs related to the Rate System.

Understanding RSAP - The Respondent shall describe how each task identified will be performed, in Section 2.0, Department of Social Services Scope of Service Requirements and in Section 3.0, Department of Developmental Services Scope of Service Requirements, including the identification of problems and methods of solution. The Respondent shall detail how it will define and perform each required task, the resultant product or deliverable, and how the Respondent will develop and manage services performed under any and all proposed subcontracts.

No Rewrites - The Department of Social Services does not want a rewrite of the RFP requirements, since such a proposal would show a lack of understanding of the project and an inability to provide appropriate levels of support and guidance for the implementation of this type of project.

Formulation of Responses - The Department of Social Services expects that the formulation of responses for the Scope of Service Requirements shall incorporate all Resultant Contractor tasks identified for each item.

A. Description of DSS Rate Setting by Licensure/Service Category

1. Provider Cost Reports

The rates DSS establishes for nursing facility (NF), chronic disease hospital (CDH), privately operated intermediate care facility of the mentally retarded (ICF/MR) and residential care home (RCH) services are based upon accounting and statistical data provided in the LTC Cost Report. The LTC Cost Report includes, among other information, detailed cost, accounting, and statistical data (e.g., resident days, therapy service volume, nursing hours) and ownership/related party transaction information.

The report period is October 1 through September 30. Per Section 17-311-50 of the Regulations of Connecticut State Agencies, LTC Cost Reports are due from facilities by December 31 of each year. LTC Cost Report filers need to be notified either electronically (i.e., via web-site) or in writing by November 30th each year of the filing requirements including filing instructions, checklist and updated Administrator/Other Salary limitation schedule.

The CLA room and board rates set by DSS and the DDS cost settlements for habilitation and day services are based upon accounting and statistical data provided in the DDS Annual Report. The report period is July 1 through June 30. Per Section 17-311-50 of the Regulations of Connecticut State Agencies, DDS Annual Reports are due from facilities by October 15 of each year.

2. DDS Reports

The rates DSS establishes for DDS operated intermediate care facility of the mentally retarded (ICF/MR) and for Medicaid Home and Community-Based Services (HCBS-DDS) are based upon accounting and statistical data provided by the DDS Profile Reports (through June 30, 2013; after July 1, 2013 will be the DDS Facility Based Cost Reports). The DDS Profile Reports include, among other information, detailed cost, accounting and statistical data (i.e. resident inpatient days, resident allowable leave days).

The report period is July 1 through June 30. Per agreement with DSS, the DDS Profile Reports are due by February 1 of each year.

As part of the DDS Profile Reports review process, the HCBS-DDS Waiver data is also reviewed as the DDS cost accounting system is an all-inclusive process by which all DDS costs are integrated into the Department's allocation of costs from the department level to the program level.

B. Overview of Rate Setting by Licensure/Service Category

1. Nursing Facilities (NF)

Under the Connecticut Medicaid Program, the payment rate for each NF is set in accordance with Section 17b-340 of the Connecticut General Statutes and Section 17-311-52 of the Regulations of Connecticut State Agencies.

The annual rate period is July 1 through June 30, unless modified by the Legislature. There are approximately 220 NF participating in the Medicaid program. In the current rate period, July 1, 2011 through June 30, 2013, the average Medicaid rate is approximately \$224.00 per day and rates range from \$126.84 to \$281.50 per day. In State Fiscal Year 2012, Medicaid expenditures for NF services were approximately \$1.2 billion.

Currently, two Department of Public Health (DPH) licensure categories meet the federal definition of nursing facility: Chronic and Convalescent Nursing Home (CCNH) and Rest Home with Nursing Supervision (RHNS). Of the 29,900 licensed nursing facility beds in the State that participate in Medicaid, 26,500 are CCNH and 400 are RHNS. Medicaid rate setting is identical for both licensure categories except that there is a separate peer group maximum for Direct Care costs for RHNS facilities.

Statute provides for special rate setting for NF (and units of facilities) designated for the care of persons with Acquired Immune Deficiency Syndrome (AIDS), Specialized Long-Term Care (SLTC) NF services, and chronic disease hospitals (CDH) affiliated with nursing facilities. There is one free standing NF for AIDS residents, one (1) AIDS unit in a NF, two (2) SLTC units and two (2) CDH units.

The Resultant Contractor shall be responsible for **Overview of Nursing Facility Rate Setting** parameters and **NF Rate Computation Reports (RCR)** for prospective and interim replacement rates.

2. Intermediate Care Facilities for the Mentally Retarded (ICF/MR)-Privately-Operated

ICF/MR rates are set in accordance with Section 17b-340(g) C.G.S and Section 17-311-52 of the Regulations of Connecticut State Agencies. DSS utilizes the LTC Cost Report for privately operated ICF/MR rate setting purposes.

The annual rate period is July 1 through June 30, unless modified by the legislature. There are 70 privately operated ICF/MR participating in the Medicaid program. In the current rate period, July 1, 2012 through June 30, 2013, the average Medicaid rate is \$491.68 per day and rates range from \$292.93 to \$762.11 per day. In State Fiscal Year 2013, Medicaid expenditures for ICF/MR services were approximately \$67.9 million.

The rate setting system includes year-to-year cost increase limits for the housekeeping, laundry and dietary expense categories. If costs on a per-day basis in any of these categories increase by more than inflation, allowable costs are limited to prior year costs plus inflation. Reimbursement for property/fixed assets is based on a fair rental value method in lieu of associated interest and depreciation costs.

Due to budget constraints, from time to time the General Assembly has imposed fixed increases, rate increase maximums and rate increase delays. The following summarizes ICF/MR rate setting since July 1, 2000.

<u>Rate Period</u>	<u>Special adjustment if any</u>
07/01/2000 - 06/30/2001	Cost Based - None
07/01/2001 - 10/31/2002	Cost Based - None
11/01/2002 - 09/30/2004	Cost Based - Delay
10/01/2004 - 06/30/2005	5% Fixed Increase
07/01/2005 - 09/30/2006	4% Fixed Increase
10/01/2006 - 06/30/2007	Cost Based - 3% Increase max.
07/01/2007 - 06/30/2008	2.9% Fixed Increase
07/01/2008 - 06/30/2009	Rate Freeze / 0%
07/01/2009 – 06/30/2010	Rate Freeze/0%
07/01/2010 – 06/30/2011	Rate Freeze/0%
07/01/2011 – 06/30/2012	6.85% Fixed Increase
07/01/2012 – 06/30/2013	Cost Based-Land/building Reduction for Mortgage payoffs

The Resultant Contractor shall be responsible for **ICF/MR Rate Computation Reports (RCR)**.

3. Residential Care Homes (RCH)

RCH rates are set in accordance with Section 17b-340 (h) C.G.S and Section 17-311-52 of the Regulations of Connecticut State Agencies. DSS utilizes the LTC Cost Report for privately-operated RCH rate setting purposes.

The annual rate period is July 1 through June 30, unless modified by the Legislature. There are 99 RCH that provide services to AABD-eligible residents.

Rates for residential care homes are established in accordance with a cost-based method specified in statute (17b-340 C.G.S) and regulations (Sec. 17-311-51 Reg.) Under the method, new rates are generally set for each facility effective July 1, based upon the facility's most recent annual cost report filing. Due to budget constraints, from time to time the General Assembly has imposed fixed increases, rate increase maximums and rate increase delays.

If a facility does not file a cost report, it receives the minimum rate, per Sec. 17-311-54 of the Regulations of Connecticut State Agencies. Allowed costs for the reporting period (Oct.-Sept.) are inflated forward to the rate period (July-June unless delayed and/or capped). For example, rates set effective July 1, 2008 were based on the 2007 annual cost report (Oct. 2006 - Sept. 2007).

The cost-based system includes limits on allowable salaries for the facility administrator and owners/related parties. In addition, the system includes year-to-year cost increase limits for the housekeeping, laundry and dietary expense categories. If costs on a per-day basis in any of these categories increase by more than inflation, allowable costs are limited to prior year costs plus inflation. Facilities may also qualify for efficiency payments if per-day costs in any of these categories are below the 80th percentile of per-day costs for all RCH. The efficiency payment is 20% of the difference between the facility cost per day for the expense category and the cost per day at the 80th percentile of all facilities. Reimbursement for property/fixed assets is based on a fair rental value method in lieu of associated interest and depreciation costs. The fair rent allowance is determined by amortizing the cost of the asset over its useful life with application of rate of return (ROR).

Under this method, allowed costs for the report period are increased by an update factor (GDP Deflator) to account for inflation.

Due to budget constraints, from time to time the General Assembly has imposed fixed increases, rate increase maximums and rate increase delays. The following paragraphs summarize RCH rate setting since July 1, 2003.

The Resultant Contractor shall be responsible for **RCH Rate Computation Reports (RCR)**.

4. Community Living Arrangements (CLA)

CLA room and board rates are set in accordance with Section 17b-244 C.G.S. and Section 17-313b-5 of the Regulations of Connecticut State Agencies. Rates are set based upon a cost-based prospective method. DSS utilizes the DDS Cost Report for CLA rate setting purposes.

The annual rate period is July 1 through June 30, unless modified by the Legislature. There are 729 CLA providing residential services to AABD-eligible individuals. In the current rate period, July 1, 2012 through June 30, 2013, the average rate is \$39.83 per day and rates range from \$9.44 to \$101.33 per day. In State Fiscal Year 2013, Medicaid expenditures for room and board facility services were approximately \$40.2 million.

a. Cost Basis of Rates

Under regulations, DDS Annual Reports filed by facility operators are used for rate setting. Rates are generally "rebased" each year. That is, the most recently filed annual cost report is used to set July 1 rates. For example, rates set for July 1, 2012 are based upon cost report filings for the July 1, 2010 through June 30, 2011 cost report period. Allowable base year costs are inflated to the rate period using GDP Inflation Factor. The inflation factor applied to 2013 costs to determine July 1, 2010 - June 30, 2013 rates was 1.02%.

Rates are set based upon a minimum of 90% occupancy except that 50% occupancy is allowed for beds designated for respite care stays.

b. Costs included in the DSS Room and Board Rate

The costs included in the DSS room and board rate for CLA facilities are food, laundry, maintenance, housekeeping, utilities, fuel, property insurance, property taxes, interest and depreciation related to moveable equipment/furniture and facility depreciation and interest/fair rent.

Under the regulations, allowed costs related to facility depreciation and interest is the lower of actual interest and depreciation or fair rent. The fair rent value allowance is determined by amortizing the base value/cost of the property over 30 years and applying a rate of return (ROR) on the base value. The ROR for each property is based upon interest rates at the time the facility is put into service as a CLA. The ROR for facilities and/or property improvements placed in service in 2012 was 2.672%. The land portion of facility property is reimbursed at 1/3 of the ROR applied to building/real property but not less than 2% or greater than 4%.

Under statute, the Commissioner may allow actual debt service/mortgage expense in lieu of fair rent if the costs are reasonable in relation to the value and useful life of the facility.

Due to budget constraints, from time to time the General Assembly has imposed fixed increases, rate increase maximums and rate increase delays.

The Resultant Contractor shall be responsible for **CLA Rate Computation Reports (RCR)**.

5. Federally Qualified Health Centers (FQHC)

FQHC rates are currently set using the federally prescribed prospective payment system (PPS) methodology, section 1902(bb) of the Social Security Act. The Department is currently developing State regulations requiring FQHC to file annual cost reports.

The Resultant Contractor may be requested in the future to perform desk reviews and audits of the thirteen FQHC.

The Resultant Contractor shall be responsible for **FQHC Cost Report**.

6. Intermediate Care Facilities for the Mentally Retarded (ICF/MR)-DDS -Operated

ICF/MR-DDS Operated rates are set in accordance with Section 17b-340 (g) CGS and Section 17-311-52 of the Regulations of Connecticut State Agencies. DSS utilizes the DDS Profile Reports for publicly operated ICF/MR rate setting purposes.

The annual rate period is July 1 through June 30, unless modified by the legislature. There are 52 DDS operated ICF/MR participating in the Medicaid program. In the most current final rate period, July 1, 2010 through June 30, 2011, the average Medicaid rate is \$989.22 per day and rates range from \$769 to \$1,362 per day. In SFY 2012, Medicaid expenditures for DDS operated ICF/MR services were approximately \$248.2 million.

The rate setting system includes review of DDS actual costs and allocations of administrative costs from department level transactions to the program costs. Reimbursement for property/fixed assets is based on a fair rental value method in lieu of associated interest and depreciation costs. This rate setting system incorporates all DDS costs allocated to all programs, including HCBS-DDS programs.

The Resultant Contractor shall be responsible for **ICF/MR DDS Rate Computation Reports (RCR)**.

2.1. Department of Social Services Required Tasks of the Resultant Contractor and Respondent's Requirements

1. Cost Report Data Entry and Desk Review

a. **Cost Report Updates** - The Resultant Contractor shall:

1) Annual Report Updates

Update the LTC Cost Report each October 31 in paper and electronic form. This update shall reflect date and other revisions specified by the Department.

2) Cost Report Format

Provide the LTC Cost Report electronic form as determined by the Department. The electronic form of facility cost reports includes compact disc (CD) and/or availability on the Contractor's internet site by October 31, annually.

3) Web-Based Filing

Maintain a secure web-based LTC Cost Report filing option for filers.

b. **To submit a responsive proposal, THE RESPONDENT SHALL:**

- 1) Provide a detailed description of how it will perform the required tasks of the report requirements as described above, 1.a.1)-3); and
- 2) Provide its capabilities to meet changing electronic needs/formats as required.

2. Cost Report Data Entry and Electronic Filings

a. The Resultant Contractor shall:

1) Rate System

Process either manually or electronically LTC Cost Report and Annual Report of Residential and Day Services Report (Annual Report) data into the Rate System.

2) Format Comparison

Compare hard copy and electronic submissions and revise Rate System data to reflect the hard copy (paper) information when paper and electronic submissions from the same facility are inconsistent.

3) Data Entry Deadlines

Enter data for all LTC Cost Report and DDS Annual Report data submitted by December 31 by February 10 of the following year, for each year of the contract. Enter data for late filings within four weeks of receipt.

4) Data Field Updates

Update all data fields necessary for rate setting as well as the facility administrator, owner and Management Company input fields in the Rate System.

b. To submit a responsive proposal, **THE RESPONDENT SHALL:**

1) Provide a detailed description of how it will perform the required tasks of Cost Report Data Entry and Electronic Filings, 2.a.1)-4); and

2) Develop a method of verification for data entry accuracy.

3. Desk Review

a. The Resultant Contractor shall:

1) Review Protocols

Review each annual LTC Cost Report and DDS Annual Report filing ("Desk Review") in accordance with **the DSS Desk Review Protocols (LTC filings) and DDS reports for CLA rates** in accordance with applicable regulatory and statutory provisions.

2) Data Verification

Verify and properly categorize cost and statistical data.

3) Order of Reviews

Review the filings in the date order in which they are filed unless otherwise directed by the Department.

4) Desk Review Coordination

Coordinate the Desk Review for all facilities that have the same ownership or are owned in part by the same individual(s) or entities.

5) Prior Review Examination

Examine the previous year's Desk Review before commencing with a Desk Review for a particular facility and also review the most recently issued field audit for the facility as needed to ensure that any appropriate adjustments are made in the desk review process.

6) Protocol Revisions

Propose to the Director of CON and Rate Setting changes, updates and revisions to the Desk Review Protocol by October 15 annually to improve methods of identifying facilities with potentially unallowable costs or costs requiring further documentation or explanation by the facility, review and/or field audit. The Resultant Contractor shall not implement changes before the Department approves changes to the Desk Review protocol. The Department shall update the Desk Review protocol annually by November 1. Nevertheless, the Desk Review Protocol shall continue to include the following:

- a) The procedures to be followed in reviewing each item of LTC Cost Report and DDS Annual Report;
- b) A clear delineation of the parameters of review;
- c) A description of the error correction process; and
- d) Documentation requirements for the conduct of Desk Reviews.

b. To submit a responsive proposal, **THE RESPONDENT SHALL:**

- 1) Provide a detailed description of how it will perform the tasks as explained above to coordinate and complete the requirements of Desk Review; 3.a.1)-5); and
- 2) Describe the methods to gather the information needed to comply with the requirements as stated in 3.a.6)a)-d).

4. Desk Review Training

a. The Resultant Contractor shall:

Conduct a one-day, 8-hour training session each December for Desk Review Staff. The training shall review the Desk Review Protocol including changes to the protocol and any modifications to rate-setting methods.

b. To submit a responsive proposal, **THE RESPONDENT SHALL:**

- 1) Describe the curriculum to provide adequate training of Desk Review Staff;
- 2) Identify the materials used to educate trainees; and
- 3) Provide the "Trainer's" credentials to conduct Desk Review Training.

5. Development of Desk Review Protocol for Consolidated Operating Reports

a. The Resultant Contractor shall:

Develop a Desk Review protocol for Annual Report of Residential and Day Services Reports filed by Intermediate Care Facilities for the Mentally Retarded with the Department of Developmental Services and utilized by the DSS in room and board rate setting (Regulations of Connecticut State Agencies Section §17b-244 and C.G.S. Section §17-313b-5). The Resultant Contractor shall submit the protocol to the Department for review and approval by October 15, annually.

b. To submit a responsive proposal, THE RESPONDENT SHALL:

Provide a detailed description of how it will perform the required task of Development of Desk Review Protocol for the Annual Report for Residential and Day Services Reports as stated above.

6. Requests for Information-The Resultant Contractor is responsible for **Requests for Information (RFI)**.

a. The Resultant Contractor shall:

- 1) Request information from facilities in writing when the Annual Reports from those facilities are incomplete, contain errors, or costs or statistical information requires explanation;
- 2) Request specific information from the facilities in writing by March 31 of each year for Cost Reports and Annual Reports that were received by December 31 of the prior year;
- 3) Request information by April 15 from facilities that file late Cost Reports and Annual Reports before January 31 of any given year;
- 4) Request information from facilities that file Cost Reports and Annual Reports after January 31, within ten (10) weeks of the Resultant Contractor's receipt of such filings;
- 5) Direct facilities to forward responses to requests for information to the Office of CON and Rate Setting, Department of Social Services within ten (10) business days from the facility's receipt of a request for information;
- 6) Notify facilities that any responses to requests for information that include revised pages to an originally filed Cost Report shall include a properly executed Administrator/Owner Certification page (Page 1 of Cost Report);
- 7) Reissue requests for information when the Department does not receive responses within ten (10) business days from the facility's receipt of a request for information; and
- 8) Provide a listing to the Department on April 15 of each year, and monthly thereafter, of outstanding facility responses to the Resultant Contractor's requests for information.

b. To submit a responsive proposal, THE RESPONDENT SHALL:

- 1) Detail how it will define and perform the required tasks of Requests For Information as described above, 6.a.1)-8);

- 2) Provide a schedule to complete all requirements as listed above; and
- 3) Develop a generic form (checklist) for assurance that all requirements are completed by the stated due dates, as described above.

2.2. Rate System

1. Rate System Operation

The Resultant Contractor shall operate and maintain the Department's Rate System during the term of the contact. The Rate System is defined as the system that is functional on June 30, 2013 and as may be updated and modified as approved by the Department. The system is facility-address-based and menu-driven and is designed to produce rate computation reports (RCR); standard statistical, financial and expense data reports; facility rate histories, and facility/bed need mapping (MapInfo software). It also contains rate and bed licensure change tracking capabilities and an automated rate tracking and approval component. The Department shall provide the contractor all documentation, files, and programs related to the Rate System.

2. Rate System Ownership

The State of Connecticut shall have all ownership rights of all Rate System components that have in any way been created, modified, developed or enhanced by the contractor or any of its employees, agents or subcontractors in the performance of this contract.

a. Rate System Maintenance - The Resultant Contractor shall:

- 1) Provide the server and all proprietary software for the Rate System;
- 2) Provide all routine Rate System maintenance including passwords for new users, addition of annual LTC Cost Reports and DDS Annual Reports and related data, restoration of lost data, and conversion of data from facilities, the Department and other State agencies;
- 3) Back up Rate System data daily;
- 4) Provide the Department with a Rate System data tape or CD on the first business day of each week;
- 5) Maintain Cost Report data and rate history data in order to be in compliance with Department requirements;
- 6) Maintain Rate System security with restricted access at various levels. Users shall be required to use a personal ID and password to enter the system. When logged on, pre-assigned access rights shall control access to levels of data and database applications including a "view-only" access level;
- 7) Maintain a router to provide connectivity to the Department and other State agency users;
- 8) Modify, enhance, upgrade and/or expand the Rate System as necessary during the term of this contract; and

- 9) Provide an updated Rate System Data Dictionary and updated industry standard Data System Disaster Recovery Plan to the Department annually on December 31.

The Resultant Contractor shall be responsible for **Data Dictionary Overview and Disaster Recovery Plan**.

- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks as described above for Rate System Maintenance, 2.a.1)-9);
 - 2) Provide a timeline to achieve the requirements as described in 2.a.1)-9); and
 - 3) Describe a plan to document the above tasks for reference and accountability.

3. System Failure Sanctions

- a. The Department may impose a financial sanction of \$2,000.00 per day beginning with the first day of continued disrupted connectivity or system operation failure due to failure of the Resultant Contractor's router or computer systems when the connectivity and/or system operation to DSS is disrupted for more than forty-eight (48) hours.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will identify problems that may occur as described above and identify the solutions for such problems; and
 - 2) Detail appropriate guidelines to help prevent such an occurrence, as described above.

2.3. Rate Computation Reports

- a. The Resultant Contractor shall:
 - 1) Basis

Produce annual rate-year rate computation reports (RCR), based upon applicable LTC Cost Report and DDS Annual Report filings, for nursing facilities, ICF/MR, CDH, residential care homes, special long term care facilities and CLA.
 - 2) Format

Generate RCR in a format approved by the Department. The Resultant Contractor shall develop and present to the Department by March 31 of each year recommended "user-friendly" changes to all RCR.
 - 3) Deadline

Produce such RCR by June 20 of each year for facilities with timely Cost Report and Annual Report filings and responsive Requests for Information (RFI) submitted by February 15 unless there are Legislative

or regulatory rate-setting changes or a revised schedule is mutually agreed to by the Resultant Contractor and Department.

4) Annual Rates List

Provide a summary listing of annual rates by licensure category indicating the prior and new rate-year rates and percent increases. Such listing shall be updated as RCR are produced and provided to the Department.

5) Revised RCR

Produce revised RCR to implement rate changes for all affected rate periods associated with field audits, interim rate replacements, revised filings by facilities, appeal settlements, and for other purposes requested by the Department.

6) Priority

Produce RCR based on the prioritization determined by the Department and in no event shall a RCR be delayed for more than forty-five days without Department approval.

b. To submit a responsive proposal, THE RESPONDENT SHALL:

- 1) Detail how it will define and perform the required tasks of Rate Computation Reports, 2.3.a.1)-6);
- 2) Provide a timeline to complete the required tasks as described in 2.3.1)-6); and
- 3) Describe a plan to document the above tasks for reference and accountability.

1. Department Responsibilities

- a. The Department shall review RCR for conformance with applicable statutes, regulations and allowable cost policies.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Describe a proactive plan to verify that RCR are in conformance before review by the Department; and
 - 2) Describe creative corrective actions to eliminate possible inaccuracies in the future.

2.4. Cost Report and Field Audits

1. Audit Planning

- a. The Resultant Contractor shall:
 - 1) Present the Department with a proposed Annual Audit Plan (AAP) each year by February 25. The AAP shall list facility audits, by licensure category, to be completed during the next fiscal year (July 1 – June 30)

inclusive of audits in process to be completed in the next fiscal year and those proposed to be started during the fiscal year. The AAP shall include the planned audit scope to be utilized for each audit, estimated hours per audit and the projected audit completion date for audits in process. The AAP shall also include the projected number of new audits to be completed during the fiscal year by facility licensure category and audit scope. The Department shall review, modify and approve the AAP annually by April 30;

- 2) Assist the Department's Office of Quality Assurance with the annual review and modifications of the Field Audit Review Programs and Field Audit Manuals as required by the Department; and
 - 3) Maintain a database that includes all licensed facilities and the audit status of each facility.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 Detail how it will define and perform the required tasks of Cost Report and Annual Report Field Audits, as described above, 1.a.1)-3).

2. Field Audit Performance

- a. The Resultant Contractor shall:
 - 1) Utilize procedures as outlined in the Department's Field Audit Review Programs to complete the following types of audits:

TYPE	STANDARD HOURS
Nursing Facilities (CCNH,RHNS)	250
Residential Care Homes (RCH)	150
Intermediate Care/Mentally Retarded (ICF/MR-private, non-DDS)	50
Provider User Fee Audits	15
Management Company Audits	250
Limited Scope Audits (CCNH,RHNS)	150

Each audit completed by the contractor will be billed to the Department using the Standard Hours for the respective audit type. The total hours that are available under the resultant contract will be reduced by the Standard Hours for each issued audit.

There will be no carry-forward of any unused hours in a contract year.

The Respondent shall propose an hourly rate. The rate is an "all inclusive" rate that covers any and all services related to the performance of the audit. The proposed rate will also be used for any audit assignments that the Department may require to be performed that are in addition to the regular audits identified above.

- 2) Maintain appropriate knowledge of applicable statutes and Regulations of Connecticut State agencies governing the rate setting based upon Cost Reports and Annual Reports;
 - 3) Retain and maintain an adequate number of full-time audit staff and management structure, with Cost Report audit experience, to conduct the audits included in the AAP;
 - 4) Conduct audits at the main home offices of facilities, as required by the Department, including those facilities with home offices located outside of the State of Connecticut;
 - 5) Provide each audited facility an Audit Feedback Survey at audit completion. The proposed survey shall be presented to the Department for review and approval by July 31. All completed surveys shall be available for review by the Department; and
 - 6) Upon request, conduct, in collaboration with Department audit managers, an annual Field Audit Presentation on field audits for Cost Report and Annual Reports preparers.
- b. To submit a responsive proposal. **THE RESPONDENT SHALL:**
 Detail how it will define and perform the required tasks of Field Audit Performance as described above, 2.a.1)-6).

3. Reports and Monitoring

a. The Resultant Contractor shall:

1) User Fee Variance Report (UFVR)

Within ten business days of receipt of the quarterly listing of user fee days reported by each nursing facility in a Microsoft Office Excel format, produce and transmit a User Fee Variance Report (UFVR) to the Office of CON and Rate Setting. The UFVR shall identify the numeric and percentage difference between estimated and reported quarterly user fee days for each facility. The UFVR shall be in a Microsoft Office Excel format transmitted via e-mail to the Director of CON and Rate Setting or a designee.

2) Status Reports

Provide the Department with a monthly status report of all open (ongoing and pending) and scheduled audits. Such report shall also be made available by the Resultant Contractor through online access to the Rate System.

3) AdHoc and Audit Impact

Provide the Department ad hoc, interim, progress, and Audit Impact reports upon request.

4) Project Management Reporting

The Director of the Office of CON and Rate Setting may request various types of management reports that will facilitate the overall project

management. The Director of the Office of CON and Rate Setting shall determine the length of reporting periods for such reports. At a minimum, project management reports shall include the following:

5) Progress Reports

Submit written progress reports in letter format that contain the following:

- a) Progress during the past reporting period, including significant accomplishments and/or deliverables reached;
- b) Problems encountered, scheduled tasks not completed, and solutions arrived at or recommended;
- c) Anticipated progress for the next reporting period;
- d) Any actions requested to be taken by the State; and
- e) An updated project schedule, reflecting progress to date.

b. To submit a responsive proposal, THE RESPONDENT SHALL:

- 1) Describe in detail how it will perform the required tasks as described above, 3.a.1) to produce and transmit the UFVR;
- 2) Describe in detail how it will generate the required reports as described in 3.a.2), 3), 4) and 5)a)-e);
- 3) Describe a process to meet the requirements as listed in 3.a.5)a)-e).

4. Automation of Audit and Analytical Reports

- a. At the request of the Department, the Resultant Contractor shall provide special analytical reports to identify facility costs and cost increases/decreases outside of ranges determined or considered to be reasonable by the Department and the Resultant Contractor.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Describe the ability to respond to the requirement of Automation of Audit and Analytical Reports; and
 - 2) Provide a narrative of potential problems that may occur and their solutions.

5. Department Meetings and Collaborations

- a. The Resultant Contractor shall:
 1. Arrange monthly meetings, or less frequently as approved by the Department, with the Department's Quality Assurance and Rate Setting staff for the purpose of discussing and communicating field audit procedures, scheduling, variances between projected and actual hours, areas of concern with current audits, field audit reports and audit report approval.
 - 2) Arrange quarterly meetings (October, January, April and July) with the

Department's Director of Quality Assurance and Director of CON and Rate Setting for the purpose of discussing the Annual Audit Plan (AAP), including a status report on achieving the goals of the Plan and the need to make any revisions to the approved AAP.

- 3) Submit any changes in the Annual Audit Plan to the Director of Quality Assurance and the Director of CON and Rate Setting for approval within fourteen (14) working days following a quarterly meeting noted in 5.a.2). The Department's Director of Quality Assurance and Director of CON and Rate Setting shall approve changes to the AAP within ten (10) working days of receipt from the Resultant Contractor.
- 4) Comply with all Department requests for formal progress review meetings. Minutes of such meetings will be the responsibility of the Resultant Contractor and will be signed by the Resultant Contractor's Project Manager and a representative of the Department.

b. To submit a responsive proposal, THE RESPONDENT SHALL:

- 1) Describe how it will perform the required tasks of scheduling meetings to include all as described above, 5.a.1)-2);
- 2) Detail efforts to collect the information needed to present for discussion and monitoring of the requirements as described in 5.a.1), 2), and 4), at required meetings as described above;
- 3) Describe the methodology that will be used at the described meetings to be productive and effective; and
- 4) Detail the preparations required for 5.a.4) progress review meetings.

6. Other Duties and Responsibilities

a. The Resultant Contractor shall:

1) Appeals

Assist the Department with administrative appeals pertaining to issued rates including changes associated with field audits.

2) Program Review

Assist the Department in reviewing programs and performing audits for management companies, 13 Federally Qualified Health Centers, major capital projects approved by a Certificate of Need, Community Living Arrangement capitalization reports, and other cost-based rates.

3) Joint Field Audits

Conduct field audits, as required by the Department, jointly with Department's Quality Assurance staff.

4) CPA Requirement

Issue all audit reports by a licensed Certified Public Accountant.

5) Accounting, Consulting and Provider Relations

- a) Provide professional accounting and consulting services related to rate setting and auditing;
- b) Provide special analyses of potential rate setting changes including assessments of the impact of rate setting changes on State costs; and
- c) Assist the Department in responding to requests from facility management, accounting, and legal representatives concerning issued rates.

6) Training Seminar

Upon request, conduct Training Seminars for Resultant Contractor and Department audit and reimbursement and CON Staff.

b. To submit a responsive proposal, THE RESPONDENT SHALL:

- 1) Propose how the duties and responsibilities as described above will be fulfilled, 6.a.1)-5) above;
- 2) Identify the credentials of the "Trainer" to provide the Training Seminar as required in 6.a.6) for the RSAP;
- 3) Provide a schedule of events to be included in the Training Seminar; and
- 4) Provide the materials that will be utilized to facilitate the Training Seminar.

3.0. Department of Developmental Services Scope of Service Requirements -Maximum Page Limitation = Fifteen (15) Pages

Introduction - The Department of Developmental Services (DDS) contracts with private providers to provide residential and day supports to individuals who meet the eligibility requirements. All providers operating community living arrangements or community living arrangements and day services are required to submit an annual cost report by October 15 (Regs. Conn. State Agencies § 17-313b-3, CT ADC § 17-313b-3). The Annual Report serves as the basis for review of actual expenditures for the preceding contract year. The Department uses the information from the Annual Report to complete a bottom line cost settlement for costs at or below the sum total of the negotiated rates for the preceding contract year. (Regs. Conn. State Agencies § 17-313b-8, CT ADC § 17-313b-8). DDS is moving away from contracted services to a Fee for Service Rate system. Providers will be required to submit an Annual Report to gather information on the relationship between the actual costs and the established rates. This may alter the format of future reports. Additionally, providers are required to submit a hard copy (paper) of the general information documents that include but are not limited to the acknowledgement of the accuracy of the report, executive director compensation, related party information, etc.

Resultant Contractor Responsibilities - In the specific requirements as identified below, the Resultant Contractor shall set up and maintain a database for the annual report, debug and update the software, enter data to update provider locations and cost centers, establish instructional material for using the software, create data files, and provide the Annual Report in an electronic format for use by the provider as determined by the DDS. The Resultant Contractor shall enter the data (and accept electronic submission) for the Annual Report filings in the DDS Annual Report format, perform a cursory review of the report, and enter amended filings as they are submitted. Upon expiration of the contract, the current contractor will make the database available to the next contractor.

3.1 Department of Developmental Services Required Tasks of the Resultant Contractor and Respondent's Requirements

1. Annual Report Data Entry and Cursory Review
 - a. Annual Report Updates - The Resultant Contractor shall: update the Annual Report each May 31st in paper and electronic format. This update shall reflect date, provider locations and cost centers, other revisions specified by the Department of Social Services and the Department of Developmental Services, software fixes, and enhancements, as determined by the Resultant Contractor.
 - b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described above, in 1.a.

- 2) Describe the method to gather the information needed to comply with the requirements as stated in 1.a.
- 3) Describe a plan to document the above tasks for reference, accountability and completeness.

2. Annual Report Format

- a. The Resultant Contractor shall provide the completed Annual Report each July 15th in electronic format, as determined by the Department of Social Services and the Department of Developmental Services including the number of compact disks requested by the Department of Social Services for facility filings and availability on the Resultant Contractor's Web site.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 2.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 2.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

3. Instructional Material

- a. The Resultant Contractor shall update the instructional material each June 30th according to the revisions specified by the Department of Social Services.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 3.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 3.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

4. Dissemination of the Annual Report

- a. The Resultant Contractor shall disseminate the Annual Report and instructional material to the provider by August 1 in electronic format or hard copy, as determined by the Department of Social Services and the Department of Developmental Services.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 4.a.
 - 2) Describe a plan to document the above tasks for reference, accountability and completeness.

3.2 Annual Report Data Entry and Electronic Filing

1. Annual Report Data Entry

- a. The Resultant Contractor shall enter the Annual Report data from disk into the Rate System database.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 1.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 1.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

2. Format Comparison

- a. The Resultant Contractor shall compare hard copy and electronic submission and revise Rate System data to reflect the hard copy information when paper and electronic submissions from the same facility are inconsistent.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 2.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 2.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

3. Date Entry Deadlines

- a. The Resultant Contractor shall enter data by December 15 for all Annual Reports submitted by October 15, enter data for late filings within four weeks of receipt and enter data for amended filings within two weeks of submissions.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 3.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 3.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

4. Submission Logs

- a. The Resultant Contractor shall maintain an updated Annual Report submission logs and disseminate to the Department of Social Services and the Department of Developmental Services weekly.
- b. To submit a responsive proposal, **THE RESPONDENT SHALL:**
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 4.a.
 - 2) Describe a plan to document the above tasks for reference, accountability and completeness.

5. Data Field Updates

- a. The Resultant Contractor shall update data fields necessary for cost settlement, as well as the field administrator, owner, and Management Company input fields into the Rate System.
- b. To submit a responsive proposal, **THE RESPONDENT SHALL:**
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 5.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 5.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

3.3 **Cursory Review**

1. Review Protocols

- a. The Resultant Contractor shall review each Annual Report in accordance with the Department of Social Services' and the Department of Developmental Services' Cursory Review Protocols in accordance with applicable regulatory and statutory provisions.
- b. To submit a responsive proposal, **THE RESPONDENT SHALL:**
 - 1) Detail how it will define and perform the required tasks of the report requirements as described in 1.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 1.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

2. Data Verification

- a. The Resultant Contractor shall verify that data has been submitted and correct for all General Information documents and verify financial data has been submitted and information is within statistical ranges, as determined

by the Department of Social Services and the Department of Developmental Services.

b. To submit a responsive proposal, **THE RESPONDENT SHALL:**

- 1) Detail how it will define and perform the required tasks of the report requirements as described in 2.a.
- 2) Describe the method to gather the information needed to comply with the requirements as stated in 2.a.
- 3) Describe a plan to document the above tasks for reference, accountability and completeness.

3. Protocols Revisions

a. The Resultant Contractor shall propose to the Department of Developmental Services' (DDS) Operations Center changes, updates, and revisions to the Cursory Review Protocols by July 15 annually to improve methods of identifying General Information documents, financial data had been entered, and statistical ranges of a correct submission. The Resultant Contractor shall not implement changes before the Department of Social Services and the Department of Developmental Services approves changes to the Cursory Review Protocol at least annually by August 31. Nevertheless, the Cursory Review Protocol shall continue to include the following:

- 1) The procedures to be followed in reviewing each item of the Annual report and General Information documents
- 2) A clear delineation of the parameters of review
- 3) A description of the error correction process
- 4) Documentation requirements for the conduct of the Cursory Review

b. To submit a responsive proposal, **THE RESPONDENT SHALL:**

- 1) Detail how it will define and perform the required tasks of the report requirements as described in 3.a.
- 2) Describe the method to gather the information needed to comply with the requirements as stated in 3.a.
- 3) Describe a plan to document the above tasks for reference, accountability and completeness.

4. Request for Information (RFI)

a. The Resultant Contractor shall:

- 1) Request information from the vendor in writing when General Information documents are incomplete, contain errors, or information requires explanation;
- 2) Request information from the vendor in writing when the financial information is incomplete

- 3) Request information from the vendor in writing by December 15 for Annual Reports submitted by October 15
 - 4) Request information from vendors that submit the Annual Report late in writing four weeks after submission
 - 5) Reissue RFI if responses are not received within ten days of the initial meeting
 - 6) If vendor fails to provide information after second request for information, notify the Department of Social Services and the Department of Developmental Services for follow-up
 - 7) Provide the Department of Social Services and the Department of Developmental Services a listing to of outstanding responses to the RFI monthly
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
- 1) Detail how it will define and perform the required tasks of the report requirements as described in 4.a.
 - 2) Describe the method to gather the information needed to comply with the requirements as stated in 4.a.
 - 3) Describe a plan to document the above tasks for reference, accountability and completeness.

3.4. DDS Comprehensive Risk Understanding

- a. The overall focus of the RSAP is to seamlessly provide and maintain payment and rate setting responsibilities related to services for the developmentally disabled while allowing for the efficiencies of a combined data base, cost report review staff knowledgeable about both agency programs and a single contact point for cost report follow-up issues for the providers of services for the elderly and developmentally disabled. To this end, the Resultant Contractor shall be knowledgeable of the management of a rate setting project as well as the audit functions to complete an effective accurate process. DDS looks forward to a relationship with a Resultant Contractor who will anticipate risks and propose solutions to problems that arise in completing the RSAP.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Show its understanding of the RSAP functions by describing potential risks to DDS, and risks that the Respondent could encounter by acting as a RSAP Resultant Contractor; and
 - 2) Propose solutions or approaches for managing those risks that show the Respondent's familiarity and success with managing the project as described in the RFP.

4.0. Staffing Plan Requirements- Maximum Page Limitation = Ten (10) Pages

1. Key Personnel and Staff Resources

- a. The Resultant Contractor shall receive the written approval of the Department of Social Services for changes in key personnel, defined as positions that will be responsible for the operation and success of the Rate Setting/Audit Project (RSAP), prior to such changes. The Resultant Contractor shall submit to the Department of Social Services for its approval the name and credentials of any persons who are proposed to replace existing or previously proposed project management staff, or other key personnel identified by the State. Changes in key personnel shall not negatively affect the Department or adversely affect the capability of the Resultant Contractor to meet any requirement or deliverable set forth in this RFP or the resultant contract.
- b. To submit a responsive proposal, THE RESPONDENT SHALL:
 - 1) Provide the names and titles of proposed key personnel, defined as positions that will be responsible for the operation and success of the RSAP and the hours and percentages of time dedicated to the RSAP;
 - 2) Provide a functional organizational chart detailing how the staffing for the proposed RSAP fits within the Respondent's entire structure; and
 - 3) Justify its staffing resources to successfully meet its RFP response requirements in light of any other similar obligations for any other entity.

2. Management Plan

- a. To submit a responsive proposal, THE RESPONDENT SHALL describe a management plan for the RSAP that includes the following information:
 - 1) A description of the duties, authority, and responsibilities of each of the key personnel including the number and type of personnel under their direct supervision.

3. Project Manager

- a. To submit a responsive proposal, THE RESPONDENT SHALL identify a Project Manager who will be responsible for:
 - 1) Implementing and managing the RSAP;
 - 2) The day-to-day oversight of the RSAP;
 - 3) Attending all RSAP meetings at the request of the Department; and
 - 4) Responding to the Department of Social Services' requests for status updates and ad hoc and interim reports.

The Project Manager shall be permanently located in the Connecticut location office.

4. Job Descriptions and Resumes

- a. To submit a responsive proposal, THE RESPONDENT SHALL:

- 1) Provide job descriptions for proposed key positions and resumes for key personnel proposed to fill the key positions; and
- 2) Describe the contract-related experience, percentage of time dedicated to that experience, credentials, education and training, and work experience required in job descriptions for proposed key positions and in the resumes for key personnel proposed to fill the key positions and include:
 - a) Experience with Respondent (or Respondent's proposed subcontractor);
 - b) Education, experience, and training relevant to the tasks contemplated by this RFP; and
 - c) Names, positions, titles, telephone numbers, and e-mail addresses of persons able to provide information concerning the persons' experience and competence.

Resumes for key personnel proposed to fill the key positions are limited to two pages per resume. Resumes for key personnel proposed to fill the key positions and job descriptions for proposed key positions are not included in section page limitation. Respondents shall incorporate resumes and job descriptions into Section IV.G. Appendices, as [Appendix 7](#).

5. Job Personnel and Tasks

a. To submit a responsive proposal, THE RESPONDENT SHALL

- 1) Describe the relationship between specific personnel for whom resumes have been submitted (or job descriptions for proposed key positions) and the specific tasks and assignments proposed to accomplish the Scope of Service Requirements and a justification of the individual's function based on the individual's competence including the Respondent's and any proposed subcontractor's:
 - a) Procedures to secure and retain professional staff to meet the resultant contract requirements; and
 - b) Method to evaluate personnel performance.

5.0 Subcontractor Requirements

Each organization that will be performing any of the activities required by this RFP shall be identified in the proposal. All proposed subcontractors are subject to the Department's prior approval. To submit a responsive proposal, THE RESPONDENT SHALL include the following information about each proposed subcontractor.

1. A **Subcontractor Profile** for each proposed subcontractor, which is embedded in this section as a hyperlink, shall be included in Section IV.G. Appendices, as **Appendix 8**;
2. A sample subcontract agreement shall be included in Section IV. G. Appendices, as **Appendix 9**. Selected Respondents shall be required to submit a copy of a written agreement with each subcontractor prior to contract execution; and
3. A letter of commitment from each proposed subcontractor indicating willingness to provide the proposed services throughout the entire contract period shall be included in Section IV.G. Appendices, as **Appendix 10**. Each letter shall be signed by an authorized official of the proposed subcontractor.

D. COST PROPOSAL

Respondents shall carefully calculate and propose an all-inclusive firm fixed hourly rate for the tasks requested in this RFP. No cost information or other financial information may be included in any other portion of the proposal. Any proposal that fails to adhere to this requirement may be disqualified as non-responsive. Each proposal shall include cost information and other financial information in the following order:

1. Audited Financial Statements

To submit a responsive proposal, **THE RESPONDENT SHALL** provide audited financial statements for each of the last two fiscal years. If audited financial statements for each of the last two fiscal years are not available, the Respondent shall provide comparable statements that will document the Respondent's financial stability and include an explanation of the submission of documents other than audited financial statements.

2. Business Cost Section

To submit a responsive proposal, **THE RESPONDENT SHALL** submit a Cost Proposal that contains one all-inclusive firm fixed hourly rate for Field Audit and Desk Review and one all-inclusive firm fixed hourly rate for all Other Miscellaneous Contract Requirements for the period from **July 1 2013, through June 30, 2018**, utilizing the **[Field Audit, Desk Review and Contract Requirements Worksheet](#)**, embedded as a hyperlink.

3. Business Cost Narrative

To submit a responsive proposal, **THE RESPONDENT SHALL** provide a written explanation of the expected project costs including a rationale for each all-inclusive firm fixed hourly rate as identified in the Field Audit, Desk Review and Other Miscellaneous Contract Requirements Worksheet.

4. Business Statement

To submit a responsive proposal, **THE RESPONDENT SHALL** provide a narrative that includes the following:

- a. An explanation of any expected costs to DSS and DDS that would result from selecting the Respondent's proposal and changing from the existing contractor;
- b. An explanation of any external benefits to the DSS and DDS and its clients by implementing the Respondent's proposal; and

- c. An explanation of any opportunities for service enhancement and/or cost benefits that the Resultant Contractor or the DSS and DDS may realize through the resultant contract.

Payment Structure - Resultant Contractors shall be paid in accordance with expenditures incurred in accordance with the approved budget. While specific payment terms will be made final during contract negotiations, it is expected that payments will be made monthly, contingent on the Resultant Contractor's timely compliance with the resultant contract periods including, but not limited to, the Resultant Contractor's submission and Department of Social Services' acceptance of all required reports and payment requests.

Cost Standards - Budgetary information included in the Respondent's response to this RFP shall comply with the Statewide Cost Standards published by the State of Connecticut Office of Policy and Management. The cost standards are available online at

http://www.ct.gov/opm/cwp/view.asp?a=2981&q=382994#Cost_Standards.

IV. PROPOSAL OUTLINE

*This section presents the **required** outline that shall be followed when submitting a proposal in response to this RFP. Proposals shall include a Table of Contents that exactly conforms with the required proposal outline (below). Proposals shall include all the components listed below, in the order specified, using the prescribed lettering and numbering scheme. Incomplete proposals will not be evaluated.*

A. Cover Sheet **Page 1**

B. Table of Contents **Page 2**

C. Declaration of Confidential Information **etc.**

D. Conflict of Interest - Disclosure Statement

E. Executive Summary

F. Main Proposal

1.0 Organizational Requirements

- 1.1 Experience-Contracts
- 1.2 Governance-Disclosure
- 1.3 Ownership-Disclosure
- 1.4 Audit Compliance
- 1.5 Evidence of Qualified Entity
- 1.6 DSS Comprehensive Risk Understanding
- 1.7 Location of Respondent Facilities

2.0 Department of Social Services Scope of Service Requirements

- 2.1. Department of Social Services Required Tasks of the Resultant Contractor and Respondent's Requirements
- 2.2. Rate System
- 2.3. Rate Computation Reports
- 2.4. Cost Report and Field Audits

3.0. Department of Developmental Services Scope of Service Requirements

- 3.1 Department of Developmental Services Required Tasks of the Resultant Contractor and Respondent's Requirements
- 3.2 Annual Report Data Entry and Electronic Filing
- 3.3 Cursory Review
- 3.4 DDS Comprehensive Risk Understanding

4.0 Staffing Plan Requirements

5.0 Subcontractor Requirements-Appendices 8, 9, and 10 shall be submitted in G. Appendices.

G. Appendices

1. Appendix 1-Addenda
2. Appendix 2-Entity Type (Proof of)
3. Appendix 3-Functional Organization
4. Appendix 4-Confidentiality Policies and Procedures
5. Appendix 5-Signed Release
6. Appendix 6-Evidence of Qualified Entity
7. Appendix 7-Job Descriptions and Resumes
8. Appendix 8-Subcontractor Profile
9. Appendix 9-Sample Subcontract Agreement
10. Appendix 10-Letter of Commitment

H. Forms

Certification Regarding Lobbying

6.0 Cost Proposal (Separate Binder RSAP RFP COST Binder 2 of 2)

1. Audited Financial Statements
2. Business Cost Section
3. Business Cost Narrative
4. Business Statement