

**LEGAL NOTICE**  
**Request for Proposals (RFP)**  
**Title: FY 2023 Assistive & Remote Supports Technology Services**

The State of Connecticut Department of Developmental Services (DDS) is seeking proposals from businesses/organizations/qualified vendors to assist individuals with intellectual disabilities and their family members/sponsoring people to expand access and use of technology to promote independence.

Letters of Intent must be submitted by March 24, 2023, by 4:00 PM. A Request for Proposal Conference will be held virtually on April 5, 2023, at 10:00 AM. Details regarding the virtual Proposal Conference will be given to any proposer who submits a letter of intent by March 24, 2023.

The Request for Proposal is available in electronic format on the State Contracting Portal at [CTsource Bid Board](#) (Central Office RFP portal link) or from the Department's Official Contact:

Name: Gunnar Abrahamsson  
Address: DDS, Central Office, 460 Capitol Ave., Hartford, CT 06106  
Telephone: (860) 418-6014  
E-Mail: [Gunnar.Abrahamsson@ct.gov](mailto:Gunnar.Abrahamsson@ct.gov)  
Fax: (860) 920-3076

The RFP link is also available on the Department's website at <http://www.ct.gov/dds> under "Provider Gateway" (RFP) Central Office link. A printed copy of the RFP can be obtained from the Official Contact upon request. **The deadline for submission of proposals is 4:00 PM on May 8<sup>th</sup>, 2023.**

**REQUEST FOR PROPOSALS (RFP)  
BY THE STATE OF CONNECTICUT  
DEPARTMENT OF DEVELOPMENTAL SERVICES**

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**REQUEST FOR PROPOSALS (RFP)  
BY THE STATE OF CONNECTICUT  
DEPARTMENT OF DEVELOPMENTAL SERVICES**

**I. GENERAL INFORMATION**

**A. INTRODUCTION**

1. **RFP Name: FY 2023 Assistive Technology Services**
2. **RFP Number – #1**

RFP Summary – The State of Connecticut Department of Developmental Services (DDS) is seeking proposals from Businesses/Organizations/Qualified Vendors to assist individuals with intellectual disability and their family members/sponsoring people to expand access and use of technology to promote independence.

**The successful proposer will be required to:**

- a. Perform technology assessments that measure an individual's functional capacity and most appropriately match the individual to assistive technology equipment or software that will best meet their needs and promote further independence. Technology assessed shall include assistive technology and may also include remote supports if requested and deemed appropriate to enable the person to obtain or maintain independent living.
- b. Specific to assistive technology, on behalf of the individual supported by DDS, the successful proposer will order and oversee the delivery and installation of the assistive technology equipment or software to the person's residential and/or day service location.
- c. Specific to assistive technology, conduct training that increases awareness, skills, and competencies in using the identified assistive technology so that the user may be proficient in its use.
- d. Work with the individual's Person-Centered team to develop emergency backup processes in case of technology equipment or software failure.
- e. Specific to remote supports, work with the person-centered team to help identify a remote supports vendor that may also serve as the Virtual Support Partner (VSP), a CT qualified provider that provides virtual support (e.g., prompting, queueing, etc.) from a remote location utilizing the Remote Support Technology System (Technology and or equipment that facilitates and provides the Remote Support service.) The remote support vendor will provide the delivery, installation, and training as deemed appropriate and necessary.
- f. Engage in Person-Centered Planning Team discussions and provide information regarding the assistive assessment process to Individuals, families, Case Managers, and other stakeholders.
- g. Conduct training that increases awareness in the use of assistive and remote supports technology.
- h. Recruit experienced staff who specialize in working with individuals with intellectual disability and/or developmental disabilities (ID/DD) and their families.
- i. Collaborate with DDS staff and state technology partners to expand the pool of individuals interested in using technology equipment or software.

The due date for proposals is **4:00 PM on May 8, 2023**. Proposals must be received in the required format by email at [Gunnar.Abrahamsson@ct.gov](mailto:Gunnar.Abrahamsson@ct.gov) not later than the deadline. Late submissions will not be accepted.

DDS is authorized in accordance with Section 17a-210 of the Connecticut General Statutes. The requested services will be awarded through a competitive procurement process and funded by State dollars.

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

- 1000: Healthcare Services

The commodity codes are used when posting the RFP on the State Contracting Portal.

## B. ABBREVIATIONS / ACRONYMS / DEFINITIONS

BFO	Best and Final Offer
C.G.S.	Connecticut General Statutes
CHRO	Commission on Human Rights and Opportunity (CT)
CT	Connecticut
DAS	Department of Administrative Services (CT)
DDS	Department of Developmental Services (CT)
DCSS	Direct Care Support Staff
EOR	Employer of Record
EEO	Equal Employment Opportunities
FOIA	Freedom of Information Act (CT)
HIPAA	Health Insurance Portability and Accountability Act
LOI	Letter of Intent
OPM	Office of Policy and Management (CT)
OSC	Office of the State Comptroller (CT)
POS	Purchase of Service
P.A.	Public Act (CT)
RFP	Request For Proposal
SEEC	State Elections Enforcement Commission (CT)
U.S.	United States

- **Administrator:** The person responsible for the overall management, operation, and provision of Assistive Technology and Remote Support Services.
- **Assistive Technology Services** – A range of services that includes conducting assistive technology assessments that measure an individual’s functional capacity and match the individual to assistive technology that will best meet their needs, training that increases awareness, skills, and competencies in the use of assistive technology so that the user and his/her staff may be proficient in its use, and ordering and installing assistive technology to its customers in a timely manner.
- **Contractor:** A business entity, private provider organization, CT State agency, or municipality that enters into a POS contract with the Department as a result of this RFP.
- **Health Insurance Portability and Accountability Act:** Administrative, technical, and physical safeguards required to prevent unauthorized access to protected health care information.
- **Official Agency Contact:** The only authorized contact for this procurement and, as such, who will handle all related communications on behalf of the Department.
- **Principal of the Entity:** The designated person primarily responsible for the overall management, operation, and provision of services within the entity.

- **Proposer:** A business entity, private provider organization, CT State agency, or municipality that has submitted a proposal to the Department in response to this RFP.
- **Proposer's Authorized Representatives:** The authorized employees of the contractor to communicate and discuss the proposal's merits with the Department.
- **Qualified Provider:** A private agency that has submitted a complete application packet and been approved by DDS to have met the minimum standards for providing supports to individuals with intellectual disability.
- **Prospective Proposer:** A business entity, private provider organization, CT State agency, or municipality that may submit a proposal to the Department in response to this RFP but has not yet done so.
- **Remote Supports:** The delivery of supports by staff at a remote location through virtual means by paid staff or natural supports who are engaged with the individual through technology/devices with the capability for live two-way communication. Equipment used to meet this requirement must include one or more of the following systems: motion sensing systems, radio frequency identification, live video feed, live audio feed, GPS tracking, web-based oversight system, or a device that otherwise meets the requirement for two-way communication. Individual interaction with the staff person may be scheduled, on-demand, or in response to an alert from a device in the remote support equipment system.
- **Subcontractor:** An individual (other than an employee of the contractor) or business entity hired by a contractor to provide a specific service as part of a POS contract with the Department as a result of this RFP.

## C. INSTRUCTIONS

1. **Official Agency 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. Proposers, prospective proposers, 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. Proposers or prospective proposers who violate this instruction may risk disqualification from further consideration. Please ensure that e-mail screening software (if used) recognizes and accepts e-mails from the Official.

The Official Agency Contact for the purpose of this RFP is:

Name: Gunnar Abrahamsson  
 Address: DDS, Central Office, 460 Capitol Ave., Hartford, CT 06106  
 Telephone: (860) 418-6014  
 E-Mail: [Gunnar.Abrahamsson@ct.gov](mailto:Gunnar.Abrahamsson@ct.gov)  
 Fax: (860) 920-3076

DDS reserves the right to appoint an alternate Official Agency Contact if necessary. A formal amendment will be issued to provide contact information for the alternate Official Agency Contact. Proposers will be required to limit their contact regarding the RFP to the person named therein. The amendment will be posted on the State Contracting Portal at [CTsource Bid Board](#) (Central Office RFP portal link)

Proposers may also access the "Provider Gateway" (RFP) link on the State of Connecticut Department of Developmental Services website at [www.ct.gov/dds](http://www.ct.gov/dds) to view the amendment.

2. **Proposer's Authorized Representatives. (Form 1)** Proposers must designate an authorized representative and one (1) alternate. The form is available at [www.ct.gov/dds](http://www.ct.gov/dds) under the "Provider Gateway" (RFP) link. The form must be signed by the organization's Chief Executive Officer or another official with signatory authority and submitted as **Attachment A**. Providers must submit a Proposer's Authorized Representative Form along with the Letter of Intent to enable other staff to communicate with the Department during the open submission period. A new Proposer's Authorized Representative Form may be submitted with the proposal to reflect any changes the provider may wish to make.
3. **RFP Information.** This RFP, amendments to this RFP, and other information associated with this procurement are available in hard copy, upon request, from the Official Agency Contact or in electronic format from the Internet at the following locations:
  - State Contracting Portal  
[CTsource Bid Board](#) (Central Office RFP portal link)
  - Department of Developmental Services Web Page  
<http://www.ct.gov/dds>

It is strongly recommended that any proposer or prospective proposer 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 addendums that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

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

4. **Contract Awards.** The award of any contract pursuant to this RFP is dependent upon the availability of funding to the Department. The Department anticipates the following:
  - a. Total Maximum Funding Available: Not to exceed \$ 500,000.00 annually or a maximum cost of \$2,250.00 per person, whichever is lower.
  - b. Start-up funding will be available
  - c. Maximum Number of Awards: Up to 3 (If more than one vendor is selected, the maximum financial amount of \$ 500,000 will be proportionately awarded between the selected vendors based on their proposals and maximum per person cost of \$ 2,250.00).
  - d. Preference will be given to entities that can demonstrate they can successfully provide a large number of technology assessments and subsequent Assistive Technology services to a large number of individuals during the contract term.
  - e. Contract Term: 2 years.
5. **Eligibility.** Contractors are eligible to submit proposals in response to this RFP that meet the minimum qualifications.
6. **Minimum Qualifications of Proposers.** To qualify for a contract award, a proposer must have the following minimum qualifications:
  1. The proposer must demonstrate three years of experience in conducting technology assessments and training individuals on the use of assistive technology equipment and/or

- software or have at least three years of experience administering a program/entity that provides assistive technology services to individuals with intellectual disability.
2. The proposer must demonstrate three years of experience providing the full range of technology services identified in this RFP.
  3. The proposer must demonstrate experience and capacity to provide technology assessments and assistive technology services to at least 50 individuals on an annual basis. Preference will be given to entities that can demonstrate they can successfully provide technology assessments and Assistive Technology services to 150 individuals or more in a 12-month period.

7. **Timeline.** The following timeline, up to and including the deadline for submitting proposals, shall be changed only by an amendment to this RFP. Dates after the submittal deadline for proposals are target dates only.

March 15, 2023	RFP Released
March 24, 2023 4:00 PM	Letter of Intent must be submitted on or before the deadline in order to attend Proposer's Conference.
April 5, 2023 10:00 AM	Proposers' Conference. <b>Attendance is not required but highly encouraged.</b>
April 17, 2023 4:00 PM	Deadline for Inquiries
April 21, 2023 4:00 PM	Anticipated Release of Official Answers to Inquiries
May 8, 2023 4:00 PM	Proposals Due
May 10, 2023	Proposal Review Committee begins
May 31, 2023	Anticipated Selection of Contractor
July 3, 2023	Anticipated Date of contractor/s to provide AT services

8. **Letter of Intent.** Any proposer intending to respond to this RFP must submit a Letter of Intent (LOI), a Non-Disclosure Form, and a Proposer's Authorized Representative Form to the Official Agency Contact by U.S. mail, facsimile, or e-mail not later than 4:00 PM on March 24, 2023. The LOI must clearly identify the sender, including name, postal address, telephone number, fax number, and e-mail address. The Non-Disclosure Form (**Form 2**) will be posted on the State Contracting Portal at [CTsource Bid Board](#) (Central Office RFP portal link). Proposers may also access the "Provider Gateway" (RFP) link on the State of Connecticut DDS website at [www.ct.gov/dds](http://www.ct.gov/dds) to view the Non-Disclosure Form. The LOI is non-binding in that the proposer is not required to submit a proposal. It is the sender's responsibility to confirm the Department's receipt of the LOI. The purpose of the LOI is to enable the agency to send interested proposers to the Proposer's Conference and receive any new information concerning this RFP. Interested proposers may submit a LOI to the designated DDS staff prior to the start of the Proposer's Conference. Failure to submit the required LOI in accordance with the requirements set forth herein will result in disqualification from further consideration. The Department will communicate only with the authorized official signing the Non-Disclosure Form on behalf of the organization or the Authorized Representatives.

9. ***Inquiry Procedures.*** All questions regarding this RFP must be directed, in writing via email, to the Official Agency Contact by 4:00 PM on April 17, 2023. **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. The Department reserves the right to answer questions only from those who have submitted such a Letter of Intent. The Department may combine similar questions and give only one answer. All questions and answers that the Department considers to be HIPAA protected will be sent out separately through a secured email to proposers that have submitted an LOI. All other questions and answers will be compiled into a written amendment to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such. A formal amendment to this RFP is anticipated to be issued no later than April 21, 2023, to provide answers to questions. The amendment will be posted on the State Contracting Portal at [CTsource Bid Board](#) (Central Office RFP portal link). Proposers may also Provider Gateway [www.ct.gov/dds](http://www.ct.gov/dds) to view the amendment. A notice of amendment will also be sent to interested proposers who submit a letter of intent prior to the Proposer’s Conference.

10. ***Proposers’ Conference.*** A Proposers’ Conference will be held on:

Date: April 5th, 2023

Time: 10:00 a.m.

Location: To be held virtually. Details are to be provided to all proposers who submit a Letter of Intent, a Non-Disclosure Form, and a Proposer’s Authorized Representative by the deadline of March 24, 2023, at 4:00 PM.

For advance registration, please contact the Official Agency Contact. **ATTENDANCE IS NOT REQUIRED but is encouraged.** Proposers that have failed to submit an LOI, the Non-Disclosure Form, and the Proposer’s Authorized Representative’s Form by March 24, 2023, in accordance with the requirements set forth herein, will not be allowed admission to the Proposer’s Conference. *Prospective proposers are asked to have a copy of the RFP for the conference.* Attendees will be given information regarding the specific purpose of this program. Proposers will be allowed to ask oral questions at the conference that Department representatives may answer verbally. Oral answers given at the conference are tentative and not binding on the Department. All questions asked at the conference will be compiled and issued as a written amendment to the RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such. The written amendment will serve as the Department’s official response to questions asked at the conference. A formal amendment to this RFP is anticipated to be issued no later than April 21, 2023, to provide answers to questions. **Any information specific to individuals that is deemed to be HIPAA protected will not be included in the amendment.**

The amendment will be posted on the State Contracting Portal at [CTsource Bid Board](#) (Central Office RFP portal link). Proposers may also access the “Provider Gateway” (RFP) link on the State of Connecticut DDS website at [www.ct.gov/dds](http://www.ct.gov/dds) to view the amendment. A notice of amendment will also be sent to interested proposers who submit a letter of intent prior to the Proposer’s Conference.

11. ***Proposals Due.*** The proposal must be electronically received no later than 4:00 PM on May 8, 2023. Proposals must be received in the required format and labeling not later than the deadline.



Late submissions will not be accepted. Proposals received after the due date and time may be accepted by the Department as a clerical function, but late proposals will not be evaluated. At the discretion of the Department, late proposals may be destroyed or retained for pick up by the submitters.

Proposals are to be submitted to:

Name: Gunnar Abrahamsson  
Address: DDS, Central Office, 460 Capitol Ave., Hartford, CT 06106  
Telephone: (860) 418-6014  
E-Mail: [Gunnar.Abrahamsson@ct.gov](mailto:Gunnar.Abrahamsson@ct.gov)  
Fax: (860) 920-3076

An acceptable submission must include the following:

- one (1) original proposal

The original proposal must carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated. The original proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

12. **Declaration of Confidential Information.** Proposers are advised that all materials associated with this procurement are subject to the terms of the Freedom of Information Act (FOIA), the Privacy Act, and all rules, regulations, and interpretations resulting from them. If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL. In Section C of the proposal submission, the proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).
13. **Conflict of Interest - Disclosure Statement (Form 5).** Proposers must include a disclosure statement concerning any current business relationships (within the last three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the proposer and a public official (including an elected official) or state employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The Department will determine whether any disclosed conflict of interest poses a substantial advantage to the proposer over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. (**Attachment K**)

#### D. PROPOSAL FORMAT

1. **Required Outline.** All proposals must follow the required outline presented in Section IV – Proposal Outline. Proposals that fail to follow the required outline will be deemed non-responsive and not evaluated.

2. **Cover Sheet.** The proposer must develop a Cover Sheet that includes the information below. *Legal Name* is defined as the contractor, private provider, CT State agency, or municipality submitting the proposal. Proposer's *authorized representative* is defined as the individual who can provide additional information about the proposal or who has immediate responsibility for the proposal. *Authorized Official* is defined as the individual empowered to submit a binding offer on behalf of the proposer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto.

- RFP Name
- Program # of the Proposal
- Legal Name:
- FEIN:
- Street Address:
- Town/City/State/Zip:
- Authorized representatives:
- Title:
- Phone Number:
- FAX Number:
- E-Mail Address:
- Authorized Official:
- Title:
- Signature:

3. **Table of Contents.** Proposers must include a Table of Contents that lists sections and subsections with page numbers that follow the organization outline and sequence for this proposal are required. (See Section IV.)

4. **Executive Summary.** Proposals must include a high-level executive summary of the main proposal and budget summary, not exceeding 2 pages.

5. **Attachments.** Attachments other than the required Appendices or Forms identified in Section IV are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions will result in disqualification.

6. **General Requirements.**

- All required forms must be submitted with the proposal as attachments.
- Do not use material dependent on color distinctions, animated electronics, etc., in proposals.

7. **Style Requirements.** Submitted proposals must conform to the following specifications:

Binding Type: None specified

Dividers: None

Paper Size: 8 ½ x 11, Portrait

Page Limit: None specified

Print Style: All pages **except** Financial Statement(s) must be numbered and double-sided.

Font Size: None specified

Font Type: Times New Roman

Margins: 1" minimum on the top, bottom, and sides of all pages

Line Spacing: None specified

8. **Pagination.** The proposer's name must be displayed in the header of each page. All pages, including the required appendices and forms, must be numbered in the footer. The RFP and all attachments must be paginated in sequential order from beginning to end, even if some attachments have their own pagination system. (e.g., the financial audit, annual reports, etc.).
9. **Packaging and Labeling Requirements.** All proposals must be addressed to the Official Agency Contact and must be submitted electronically. The proposal must be duly executed by signing Cover Sheet and Agreements and Assurances form (**Form 3**). Unsigned proposals may be rejected. Proposals submitted in person or by mail will not be accepted or reviewed. 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 proposers, and awarding contracts, 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). Only proposals found to be responsive (that is, complying with all instructions listed herein) to this RFP will be evaluated, rated, and scored. The Screening Committee will reject any proposal if the components required by this RFP are not submitted as directed.
2. **Screening Committee.** The Department will designate a Screening Committee to evaluate proposals submitted in response to this RFP. The Screening Committee may be composed of individuals, families, DDS staff, or other designees as deemed appropriate. The contents of all submitted proposals, including any confidential information, will be shared with the Screening Committee. The Screening Committee shall evaluate all proposals that meet the Minimum Submission Requirements and make recommendations. The Commissioner of the DDS will make the final selection. Attempts by any proposer (or representative of any proposer) to contact or influence any member of the Screening Committee may result in the disqualification of the proposer.
  - **Minimum Submission Requirements.** All proposals must comply with the requirements specified in this RFP. To be eligible for evaluation, proposals must (1) be received on or before the due date and time; (2) meet the Proposal Format and conform to the style, packaging, and labeling requirements; (3) follow the required Proposal Outline; (4) proposed budget must be no more than the maximum financial amount identified or the maximum per person cost of the proposed number to serve and (5) 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.
3. **Quality Reviews.** Proposals that meet the minimum submission requirements will then be reviewed for quality. The quality review includes the demonstrated commitment to individualized supports for people with disabilities, affirmative action, organizational profile, statement of work, personnel resources, and proposed cost.

4. **Review Criteria (and Weights).** The review criteria are the objective standards that the Screening Committee will use to evaluate the merits of the proposals submitted in response to this RFP. Only the criteria listed below will be used to evaluate proposals. Depending on the number of proposals, the Screening Committee may rank the proposals to limit the number of interviews. The top candidates, as determined by the scoring of the Selection Committee, may be interviewed. The criteria are weighted according to their relative importance.

Organization and Past Performance	15%
Data and Technology	10%
Proposed AT Services	20%
Work Capacity Strategies	10%
Proposed Work Plan (including proposed number of annual assessments and Time Frames:	15%
Training and Customer Service	15%
Budget Cost Effectiveness:	15%

Note:

**Preference will be given to entities that can demonstrate they can successfully provide technology assessments and Assistive Technology services to a minimum of 150 individuals in a 12-month period.**

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

5. **Meetings with Proposers.** The Screening Committee will convene meetings with the top three proposers in order to gain a fuller understanding of their range of assistive technology services and business capacity. The meetings are to include a demonstration of the needs of individuals with disabilities, assisting in the selection of appropriate assistive technology for a customer’s needs, and providing training in the use of the selected device(s). The Official Agency Contact will contact the proposers to make an appointment. Any such meetings are tentatively scheduled to begin on or after May 10, 2023. During such meetings, proposals may not be supplemented, changed, or corrected in any way. No comments about other proposers or proposals will be permitted. Any and all costs associated with such meetings will be entirely at the proposer’s expense. The criteria listed below will be used to evaluate the proposal to determine the top-ranking proposers.

Technology Assessment services Implemented Assistive Tech /	35%
Proposed number of annual assessments	20%
Training and Customer Service	20%
Budget/ Cost Effectiveness / Technology	15%
Quality Monitoring / Tracking / Program Evaluation & Reporting	5%
Communications with DDS	5%

6. **Site Visits:** At the discretion of the Screening Committee, committee members may visit the website or office of the proposers in order to gain a better understanding of the agency.

7. **Contractor Selection.** Upon completing its review of proposals, the Screening Committee will recommend the top-ranking proposers to the Commissioner. The final selection of a successful proposer is at the discretion of the Commissioner. Any proposer selected will be so notified and awarded 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 proposers will be notified by e-mail or U.S. mail, at the Department's discretion, about the outcome of the evaluation and proposer selection process. It is DDS's intention to notify the successful proposer by May 31, 2023, and to initiate this engagement as soon as possible thereafter.
8. **Debriefing.** Within ten (10) days of receiving notification from the Department, unsuccessful proposers may contact the Official Agency Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the ten (10) days. If unsuccessful proposers still have questions after receiving this information, they may contact the Official Agency Contact and request a meeting with the Department to discuss the evaluation process and their proposals. If held, the debriefing meeting will not include any comparisons of unsuccessful proposals with other proposals. The Department will schedule and hold the debriefing meeting within fifteen (15) days of the request. The Department will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.
9. **Appeal Process.** Proposers may appeal any aspect of the Department's competitive procurement, including the evaluation and proposer selection process. Any such appeal must be submitted to the Department head. A proposer may file an appeal at any time after the proposal due date but not later than thirty (30) days after an agency notifies unsuccessful proposers about the outcome of the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. The filing of an appeal shall not be deemed sufficient reason for the 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 Agency Contact.
10. **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

This section of the RFP provides information about the State's mandatory procurement and contracting requirements, including the standard Purchase of Service contract, proposer assurances, the terms and conditions of this RFP, the rights reserved to the State, and compliance with statutes and regulations. The Department is solely responsible for rendering decisions in matters of interpretation of all mandatory provisions.

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

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

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

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

Note:

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

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

### B. ASSURANCES

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

1. **Collusion.** The proposer represents and warrants that the proposer did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The proposer further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the proposer's proposal. The proposer also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.
2. **State Officials and Employees.** The proposer certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The 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 proposer, contractor, or its agents or employees.

3. **Competitors.** The proposer assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the proposer to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The proposer further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the proposer knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.
4. **Validity of Proposal.** The proposer certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the proposal, by reference or otherwise, into any contract with the successful proposer.
5. **Press Releases.** The proposer agrees to obtain prior written consent and approval of the 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 proposer implicitly agrees to comply with the following terms and conditions:*

1. **Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
2. **Preparation Expenses.** Neither the State nor the Department shall assume any liability for expenses incurred by a proposer in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
3. **Exclusion of Taxes.** The Department is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Proposers are liable for any other applicable taxes.
4. **Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
5. **Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Department may request and authorize proposers to submit written clarification of their proposals, in a manner or format prescribed by the Department, and at the proposer's expense.
6. **Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the Department. The Department may ask a proposer to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the

Department may limit the number of proposers invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per proposer.

7. **Presentation of Supporting Evidence.** If requested by the Department, a proposer must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. The Department may make onsite visits to an operational facility or facilities of a proposer to evaluate further the proposer's capability to perform the duties required by this RFP. At its discretion, the Department may also check or contact any reference provided by the proposer.
8. **RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Department or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the 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 proposer or for payment of services under the terms of the contract until the successful proposer is notified that the contract has been accepted and approved by the 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 proposer implicitly accepts that the following rights are reserved to the State:*

1. **Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the 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. All amendments to this RFP will be posted on the State Contracting Portal found at [CTsource Bid Board](#) Central Office RFP portal link). Proposers may also access the "Provider Gateway" (RFP) link on the State of Connecticut DDS's website at [www.ct.gov/dds](http://www.ct.gov/dds) to view the posted amendments. Failure to adapt a proposal in accordance with the instructions contained in the amendments may result in a proposal not being considered.
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. **Award and Rejection of Proposals.** The Department reserves the right to award in part, to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The 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 proposer who submits a proposal after the submission date and time.
5. **Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
6. **Contract Negotiation.** The 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 proposer for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFO) on cost from proposers. The Department may set parameters on any BFOs received.

7. **Clerical Errors in Award.** The Department reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a proposer and subsequently awarding the contract to another proposer. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial proposer is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the proposer.
8. **Key Personnel.** When the Department is the sole funder of a purchased service, the Department reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Department also reserves the right to approve replacements for key personnel who have terminated employment. The Department further reserves the right to require the removal and replacement of any of the proposer's key personnel who do not perform adequately, regardless of whether they were previously approved by the Department.

## E. STATUTORY AND REGULATORY COMPLIANCE

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

1. **Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Proposers are generally advised not to include in their proposals any confidential information. If the proposer indicates that certain documentation, as required by this RFP, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The proposer has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a proposer may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.
2. **Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
3. **Consulting Agreements, C.G.S. § 4a-81. (Form 6)** 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 include 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 2) is available on OPM's website at [http://www.ct.gov/opm/fin/ethics\\_forms](http://www.ct.gov/opm/fin/ethics_forms).

IMPORTANT NOTE: A proposer must complete and submit OPM Ethics Form 5 to the Department with the proposal. (**Attachment L**)

4. **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). (Form 7)** If a proposer is awarded an opportunity to negotiate a contract with an anticipated value of \$50,000 or more in a calendar or fiscal year, the proposer must 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 [http://www.ct.gov/opm/fin/ethics\\_forms](http://www.ct.gov/opm/fin/ethics_forms).

IMPORTANT NOTE: A proposer must complete and submit OPM Ethics Form 1 to the Department with the proposal. (**Attachment M**)

5. **Nondiscrimination Certification, C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1).** If a proposer is awarded an opportunity to negotiate a contract, the proposer must provide the Department with *written representation or documentation* that certifies the proposer 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 [http://www.ct.gov/opm/fin/nondiscrim\\_forms](http://www.ct.gov/opm/fin/nondiscrim_forms).

IMPORTANT NOTE: The successful proposer must complete and submit the appropriate nondiscrimination certification form to the awarding Department prior to contract execution.

### III. PROGRAM INFORMATION

#### A. DEPARTMENT OVERVIEW

##### **Mission Statement**

The Department of Developmental Services (DDS) Mission Statement is to partner with the individuals we support and their families, to support lifelong planning, and join with others to create and promote meaningful opportunities for individuals to fully participate as valued members of their communities.

All citizens supported by the Department of Developmental Services are valued contributors to their communities as family members, friends, neighbors, students, employees, volunteers, members of civic and religious associations, voters and advocates.

These individuals:

Live, learn, work and enjoy community life in places where they can use their personal strengths, talents, and passions.

Have safe, meaningful, and empowering relationships.

Have families who feel supported from the earliest years and throughout their lifetimes.

Have lifelong opportunities and the assistance to learn things that matter to them.

Make informed choices and take responsibility for their lives and experience the dignity of risk.

Earn money to facilitate personal choices.

Know their rights and responsibilities and pursue opportunities to live the life they choose.

## **DDS Services and Supports**

DDS offers a continuum of supports, depending on funding and need, that may include case management, residential services, employment and day options, clinical services, respite and family support.

An important component of supports provided through the Department including services designed to reflect the principles and practices of self-determination. Self-determination is a national movement about rights and personal freedom. It is an approach to service delivery that supports people with disabilities to live the lives they desire. Self-determination helps people, their families, and friends determine their future, design their own support plans, choose the assistance they need to live full lives and control a personal budget for their support. Individuals may use their individual budgets to hire their own staff, purchase supports from a traditional agency or from an Agency with Choice or may select a combination of these approaches.

## **B PROPOSAL OVERVIEW**

- The State of Connecticut Department of Developmental Services (DDS) is seeking proposals from businesses/organizations/qualified vendors to assist individuals with intellectual disability and their family members/sponsoring people to expand access and use of technology to promote independence.
  1. **The specific purpose of this RFP is to:**
    - a. Perform technology assessments that measure an individual's functional capacity and most appropriately match the individual to assistive technology equipment or software that will best meet their needs and promote further independence. Technology assessed shall include assistive technology and may also include remote supports if requested and deemed appropriate. Technology assessments must be conducted in person unless approval is given for assessment to be done virtually. All assessments will be submitted via electronic format on standardized form.
    - b. Specific to assistive technology, on behalf of the individual supported by DDS, the successful proposer will order, and oversee the delivery and installation of the assistive technology equipment or software to the person's residential and/or day service location.

Cost of assistive technology equipment or software will be paid by business/organization/qualified vendor then reimbursed by DDS with an invoice and valid receipt.

- c. Specific to assistive technology, conduct training that increases awareness, skills, and competencies in the use of the identified assistive technology so that the user may be proficient in its use. Training must be conducted in person unless approval is given for training to be done virtually.
  - d. Work with the individual's Person-Centered team to develop emergency backup processes in case of technology equipment or software failure.
  - e. Specific to remote supports, work with the person-centered team to help identify a remote supports vendor that may also serve as the virtual support partner. The remote support vendor will provide the delivery, installation, and training as deemed appropriate and necessary.
  - f. Engage in Person-Centered team planning discussions and provide information regarding the assistive assessment process to Individuals, families, Case Managers, and other stakeholders.
  - g. Conduct training that increases awareness of the use of assistive and remote supports technology.
  - h. Recruit experienced staff who specialize in working with individuals with intellectual disability and/or developmental disabilities (ID/DD) and their families.
  - i. Collaborate with DDS staff and state technology partners to expand the pool of individuals interested in technology equipment or software.
- 2. The successful proposer will be responsible for developing and maintaining customer service supports to assist individuals, families/support people, and staff of the Department of Developmental Services with**
- A. General information regarding assistive technology,**
  - B. Scheduling technology assessments**
  - C. Assisting with identifying a remote supports vendor**
  - D. Troubleshooting issues**
- 3. The successful proposer will survey individuals who utilize assistive technology on an annual basis for comments and feedback on the quality and ease of the services or device. The contractor will be required to accurately document and maintain data on the following:**
- a. Number of Technology inquiries/consultations*
  - b. Number of Technology Assessments scheduled*
  - c. Number of Technology Assessments completed*
  - d. Number of technology assessments that refer to remote supports*
  - e. How many individuals are still using the assistive technology equipment or software 6 months after being trained on its use?*
  - f. Individual satisfaction with the equipment and software.*
  - g. Reasons for why individuals stopped using the assistive technology equipment or software.*

- h. What did the individual do with the assistive technology equipment if they stopped using it?*
- i. Identify the Number and type of complaints*
- j. Identify the number of Resolved and unresolved assistive technology issues*
- k. Adjustments to the services/plan as appropriate.*

#### **4. Reporting**

The State shall provide the Contractor with templates to use for reporting. The Contractor shall submit detailed service reports to the State at the same time when the Contractor submits invoices. The Contractor shall ensure that each service report includes demographic information about all the individuals served and the services provided. The Contractor shall include, at a minimum, the following information in the service reports:

- Name of the Customer receiving services;
- Customer Case ID;
- Specific services provided to each Customer and rationale for service or devices selected;
- AT previously used and if still in use or abandoned.
- Number of units provided;
- Location of services;
- Name of each Contractor employee or subcontractor who provided direct services to the Customer listed on the report; and
- Service timeframes.

If upon review, the State determines that any report is deficient, the State will return the report to the Contractor and notify the Contractor of the deficiency. No later than five (5) business days after the State provides such notice of a report deficiency, the Contractor shall correct the report and resubmit it to the State.

Upon the State's request, the Contractor shall provide ad hoc reports in such form and substance and at such frequency as the State may direct in writing.

#### **5. Technology Referral, Assessment, and Notification Process.** The Contractor shall comply with the requirements and processes established in this section.

The State shall refer DDS individuals to the Contractor and provide the Contractor with relevant information regarding each individual, such as the individual's Individualized Plan (IP), that may assist in delivering services. The Contractor shall contact each individual to schedule services no later than five (5) business days after the State's referral. The Contractor shall disclose the service time and date to the Case Manager no later than five (5) business days after scheduling the Technology assessment service with the individual.

No later than ten (10) business days after the State makes a Referral, the Contractor shall schedule the technology assessment with the individual and their guardian, as appropriate. The Contractor shall complete the technology assessment no later than thirty (30) calendar days after the date of the Referral unless the Case Manager, individual, or their guardian indicates a different date and time in writing. The Contractor shall perform the technology assessment to determine which form of technology will best meet the individual's specific needs. The technology

assessment may include but is not limited to alternative and augmentative communication, blind and low vision access, computer and phone access, daily living, deaf or hard of hearing access, environmental adaptations, ergonomic access, and workplace accommodations. If requested, the Contractor shall perform a remote supports assessment to determine if the person has the skills and capabilities to utilize remote supports to enable the person to obtain or maintain independent living. The Contractor shall ensure that each Assistive technology / Remote Supports assessment is completed within the least amount of time possible from the date of receiving the referral. The Contractor shall maintain documentation of each step and completion timeframe for each referral.

The Contractor shall notify the Case Manager on the day when each of the following occurs:

- The Contractor completes the Assistive Technology / Remote Supports assessment; and
- The Contractor completes delivery and installation of Assistive Technology equipment and software, including but not limited to training as stated below.

## **6. Assistive and Remote Supports Technology Assessment Report**

No later than ten (10) business days after completing the technology assessment, the Contractor shall submit to the Case Manager a full assistive technology and, if requested, remote supports technology assessment report. The Contractor shall ensure that each technology assessment report itemizes the recommended assistive and/or remote supports technology and justifies, with specific information, how the assistive technology and/or remote supports will meet the individual's needs. Additionally, at a minimum, the Contractor shall include in each Assistive Technology / Remote Supports assessment report the following elements of information:

- The specifics of the actual assistive technology/remote supports assessment;
- The individual's needs;
- Results of the assessment;
- The Contractor's recommendations for specific assistive technology equipment and software.
- Technology Supplier(s),
- The confirmed delivery date of AT device from a 3<sup>rd</sup> party vendor when purchased and ensure production of the recommended device has not been discontinued.
- Anticipated Customer training needs; and
- The estimated cost of the Assistive Technology equipment and software and the amount of time needed for training (if training is needed).
- Referral to a remote support vendor if appropriate

## **7. Assistive Technology Training**

The Contractor shall train DDS individual on recommended assistive technology and services to meet the needs of the individual. The Contractor shall ensure that all such training is consistent with the recommendations the Contractor made in the assistive and remote support technology assessment report. Training may occur prior to the acquisition of assistive technology if approved in advance by the Case Manager. The Contractor shall not provide training services except after receiving a Referral by the State. Training must be conducted in person unless approval is given

for training to be done virtually. The Contractor shall submit training status reports to the Case Manager upon the completion of each segment of training or monthly, whichever occurs first. If the Contractor determines that further training is needed, The Contractor shall document the estimated number of additional training hours needed in the training status report. The Contractor shall not commence further training until the Case Manager accepts the training status report and confirms the estimated number of hours for the next segment of training is needed. The Contractor shall submit to the Case Manager a full report detailing the outcomes of the training and the topics covered no later than five (5) business days after the conclusion of training. The Contractor shall provide assistive technology training at the Customer's residence, job site or other location determined by the Customer that is within the Service Area.

## **8. Service Area**

At the Department's discretion and the bidder's proposals, the service area in the state may be partitioned in order to ensure individuals funded by DDS receive the desired technology services. The successful contractor(s) may be assigned a designated service area, such as a particular county or region. The Contractor shall provide Technology assessment Services in the Service Area identified following the award to the selected bidder/s. The Contractor shall coordinate Assistive Technology Services with the department to ensure the timely delivery of goods and services to DDS supported individuals. The Contractor shall not begin the assessment process for any such DDS individual until the Case Manager refers that individual to the Contractor. The Contractor shall provide Assistive and Technology Services at the individual's location as necessary to meet the needs of the Customer. By way of example only, the individual and/or guardian may direct the Contractor to provide Assistive Technology Services at the individual's residence, job site, or other location determined by the planning and support team, individual, and their guardian, if appropriate.

## **9. Service Coordination and Support**

The Contractor shall provide troubleshooting services to individuals remotely, at home, in the workplace, or at a location determined by the planning and support team, individual, and their guardian, if appropriate.

Troubleshooting services include but are not limited to software installation, programming, customizing assistive technology, and remediating device incompatibility. The Contractor shall Initiate troubleshooting services for individuals no later than one (1) business day after being contacted. Service coordination includes all time and labor required to schedule, plan, coordinate, or otherwise administer services under this Contract. The resolution up to and including replacement of equipment or software that is malfunctioning within the stated warranty period is the sole responsibility of the contractor. The contractor will loan an equal to or similar replacement for any equipment or software that is projected to be out of commission for longer than 48 hours.

## **10. Delivery and Installation**

The Contractor is responsible for overseeing the ordering, delivery, and installation of assistive technology equipment and/or software. The cost of the equipment and software will be purchased/reimbursed by the individual or the department. The contractor may subcontract out the delivery and installation of the assistive technology equipment and/or software. The subcontracting out of these services does not release the successful contractor from its obligation of ensuring the timely delivery and the correct and proper installation of the identified equipment

or software. The Contractor shall deliver Assistive Technology and related services within the service area at their residence, job site, or other location requested by the planning and support team, individual, and their guardian, if appropriate. Installation includes all labor required to assemble, deliver, set up, install, or otherwise make operable assistive or remote support technology. To the greatest extent possible, the Contractor shall complete preliminary installation of all hardware and software prior to delivery to the individual. In the event the State purchases Assistive Technology for the individual, the Contractor shall receive the assistive support technology and hold the item for the individual. The Contractor shall notify the Case Manager and individual no later than one (1) business day after receiving the technology item, and the Contractor shall deliver the Technology item to the Customer and provide installation services no later than ten (10) business days after Contractor receives the Technology item. If the individual needs training, the Contractor shall request authorization from the Case Manager to schedule an appointment with the individual and provide Technology training in accordance with the **Assistive Technology Training** written above.

### **11. Assistive Technology Inventory**

The Contractor shall keep an inventory report of Assistive Technology equipment. The Contractor shall ensure that the inventory report contains a complete and accurate record of all Assistive Technology on hand on the date the inventory is taken. The Contractor shall maintain the inventory report at the Contractor's registered location. Assistive Technology and associated service equipment shall be deemed to be "on hand" if the item is in the possession of or under the control of the Contractor, including without limitation items received by the Contractor and held on behalf of a Customer in accordance with delivery, installation, implementation plans.

The Contractor shall prepare and maintain a separate inventory report for each of the Contractor's registered locations. In the event Technology in the possession of or under the control of the Contractor are stored at a location for which is not registered with the State, the devices shall be included in the inventory of the registered location to which they are subject to control or to which the person possessing the assistive technology is responsible. The Contractor shall take inventory either as of opening of business on the inventory date or as of the close of business on the inventory date, and the Contractor shall indicate on the inventory report which approach the Contractor uses.

### **12. Initial Inventory Date**

The Contractor shall take an inventory of all Assistive Technology equipment on hand on the Effective Date. If the Contractor has no technology on hand on the Effective Date, the Contractor shall record this fact as the initial inventory.

### **13. Quarterly Collaboration**

The Contractor shall consistently coordinate and communicate with DDS. The Contractor shall communicate with the State through various mediums, including but not limited to electronic mail, in-person group meetings, telephonic conference calls, virtual meetings, and individual meetings. Through communication with the State, the Contractor shall review work outcomes, assess progress, and coordinate efforts.



The Contractor shall schedule a quarterly meeting with representatives from DDS during the months of September, December, March, and June to review service delivery, to include but not limited to the current number of Referrals to the Contractor, ways to increase Referrals, topics for quarterly training sessions and any other issues related to the timely, efficient delivery of Assistive Technology and services to DDS individuals. No later than three (3) business days before each such quarterly meeting, the Contractor shall submit to the State a quarterly service summary report. The Contractor or DDS can request additional meetings as necessary.

The Contractor shall provide quarterly training to DDS employees in coordination with Regional Supervisors and appropriate DDS management staff. The Contractor shall ensure that such quarterly training includes types of Assistive or remote support technology and services available and their potential to benefit DDS individuals. Upon the State's request, the Contractor shall also include other topics in the quarterly training events, such as interactive device demonstrations, specific device usage, case studies, and other topics related to the appropriate, timely, and efficient delivery of assistive and remote support technology services.

#### **14. Marketing of Assistive and Remote Support Technology**

Collaborate with DDS to effectively communicate the benefits of assistive and remote support Technology through media marketing.

#### **15. Accessibility**

The Contractor shall ensure the design of products and devices, delivery of services, and service environments are usable by DDS individuals and comply with the Americans with Disabilities Act. The Contractor shall make every effort to ensure that training is accessible to all individuals and shall adapt training, where needed, for individuals with disabilities to meet their needs.

#### **16. Background Checks**

At no additional cost to the State, throughout the Contract's term, the Contractor shall comply with the requirement of the Connecticut Department of Developmental Background Checks for DDS Employees, Contractors, and Interns, and any written directive the State issues to the Contractor pertaining to background checks.

#### **17. Warranty**

Contractor represents and warrants that the term of the warranty ("Warranty Period") shall be the greater of the Term of this Contract or any other warranty generally offered by Contractor, its suppliers, or manufacturers to customers of its goods or services. The goods or services provided under this Contract shall conform to the terms and conditions of this Contract throughout the Warranty Period. Any nonconformance of the goods or services to the terms and conditions of this Contract shall constitute a "Defect" and shall be considered "Defective." If Contractor receives notice of a Defect during the Warranty Period, then Contractor shall correct the Defect at no additional charge.

Contractor represents and warrants that the State is authorized to possess and use all equipment, materials, software, and deliverables provided under this Contract.

Contractor represents and warrants that all goods or services provided under this Contract shall be provided in a timely and professional manner, by qualified and skilled individuals, and in conformity with standards generally accepted in Contractor’s industry.

If Contractor fails to provide the goods or services as warranted, then Contractor will re-provide the goods or services at no additional charge. If Contractor is unable or unwilling to re-provide the goods or services as warranted, then the State shall be entitled to recover the fees paid to Contractor for the Defective goods or services. Any exercise of the State’s rights under this Section shall not prejudice the State’s rights to seek any other remedies available under this Contract or applicable law.

**18. Inspection and Acceptance.**

The State shall have the right to inspect all goods or services provided by the Contractor under this Contract. If, upon inspection, the State determines that the goods or services are Defective, the State shall notify the Contractor, and Contractor shall re-deliver the goods or provide the services at no additional cost to the State. If after a period of thirty (30) days following delivery of goods or performance of services, the State does not provide a notice of any Defects, the goods or services shall be deemed to have been accepted by the State

**19. Supports and Services - Outcomes and Measures**

The successful proposer shall implement the services described herein to result in the following outcomes. Such outcomes shall be measured in the manner described herein. The Department will monitor outcome results achieved pursuant to these terms and conditions. The successful proposer will be required to take immediate actions to address any identified deficiencies.

<b>Outcomes</b>	<b>Measures</b>
<ul style="list-style-type: none"> <li>The contractor will perform the number of Assistive Technology assessments identified in their proposal annually.</li> </ul>	Based on the submitted invoice.
<ul style="list-style-type: none"> <li>The contractor performs an assessment of the technology needs of an individual with a disability, including a functional assessment of the impact of the provision of appropriate assistive technology and, if appropriate remote supports and related services to the individual in the individual's customary environment.</li> </ul>	A 3-month and 6-month survey to measure if the desired effect of AT device or service meets its goal.

<ul style="list-style-type: none"> <li>Individuals, families, and DCSS are fully trained on using assistive technology devices, and product abandonment is avoided.</li> </ul>	<p>More than 90% of Individuals, families, and DCSSs have trained adequately on AT/RS devices suggested through assessments. Contractor checks in quarterly to ensure a complete grasp of how to use AT/RS devices.</p>
<ul style="list-style-type: none"> <li>Product Abandonment is reduced or nonexistent</li> </ul>	<p>More than 90% of the AT/RS devices suggested through assessments is in use.</p>

**20. Financial /Funding**

Successful Proposers will receive funding for start-up in addition to the Total Maximum Funding in accordance with DDS policies and procedures. Proposers must provide a budget outline for start-up projections.

Total Maximum Funding Available: Not to exceed \$ 500,000.00 annually or \$2,250.00 per person, whichever is lower.

**C. PROPOSAL COMPONENTS**

**Program – Assistive Technology**

**DDS Contracting Division-** Central Office

**PROGRAM DESCRIPTION:** The assistive technology services should be accessible through the State of Connecticut.

**SUMMARY:** Contractor should be able to:

- easily allow individuals and/or their case managers to schedule technology assessments
- input information in a secure environment
- upload and download related AT/RS documents
- accommodate various learning styles and languages
- have a maximum capacity to handle a minimum of 50 technology assessments annually at a minimum with the ability to expand should the need arise. (Note: Preference will be given to entities that can demonstrate they can successfully provide Assistive Technology services to 150 individuals in a 12-month period.)
- available on-demand training materials
- provide emergency backup protocols to ensure the continuous operation of AT devices or services to avoid product abandonment
- have available customer service personnel to assist with troubleshooting an AT device.
- provide continuous quality improvement-based user input

**DATA and TECHNOLOGY REQUIREMENTS:**

- a) The provided solution must follow industry standards and best practices for performance, integrity, reliability, and security. More specifically,
  - a. The proposer, its employees, subcontractors, and agents shall
    - i. Maintain secure network connections through the utilization of industry standard and mutually agreed-upon encryption technology if and while transferring Data. Data includes Personal Information (as defined under the GDPR), financial data, trade secrets, or any

- data that, if improperly disclosed, could result in damage or liability to the State or users of the solution.
- ii. Store all Data in an encrypted format utilizing industry standard encryption technology and provide security key management and other facilities to ensure that encrypted Data is not lost.
  - iii. Ensure that all inbound and outbound remote access to and from user computer systems and any systems that process, transmit, or store Data utilize an end-to-end encryption method acceptable to the State.
  - iv. Maintain a firewall at all logical demilitarized zones (“DMZ”) and Internet connection points, with access control restricted to that required for authorized use of the proposed system.
  - v. Provide physical security to prevent unauthorized access to any device used to access systems that process, store or transmit data.
  - vi. Ensure that all remote personal computing systems, workstations, and laptops that process Data have functional and current antivirus and firewall software installed and have appropriate security patches applied.
- b. The proposer shall attest to an understanding of the security provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, [Health Insurance Portability and Accountability Act of 1996 \(HIPAA\) | CDC](#)) and certify compliance with HIPAA Security by the proposer’s employees, subcontractors, and agents.
- c. The proposer shall provide documentation concerning how the proposed system ensures appropriate
- i. Access control, including authentication and authorization
  - ii. Auditing and accountability
  - iii. Business continuity (including time to recovery)
  - iv. System maintenance and backups
  - v. Intake and handling of customer-identified issues
  - vi. Management of cybersecurity risk (see [Cybersecurity Framework | NIST](#))
  - vii. Breach identification and notification ([C.G.S § 4e-70](#))
- b) For vendor-hosted or cloud solutions, the proposer shall answer the following questions:
- a. The State has determined that the solution/service will process, transmit and/or store data that is federally regulated and that the data being hosted needs to comply with federal information security law (i.e., HIPAA). How does the contractor ensure this compliance?
  - b. The State has classified the data handled by the proposed solution as
    - i. Confidentiality Impact: **High**
    - ii. Integrity Impact: **Low**
    - iii. Availability Impact: **Low**

Referring to the State’s [“Data Classification Methodology,”](#) describe how the solution/service will meet these minimum standards. Include a description of how the contractor will secure and protect the data.

- c. What mechanisms does the contractor offer, if any, to assist the state in migrating data off their solution in the event that your agency desires to terminate your relationship with the contractor?
- d. Will the contractor run its own data center, or does it rely on the use of a separate cloud services provider (e.g., Amazon Web Services, Microsoft Azure etc.)?
- e. Where will the data reside geographically? This includes not only any primary data centers but any other data centers that may provide replication and/or failover support.
- f. Will the contractor provide service resiliency by means of physically separate data centers or failover environments?

- g. Does the contractor allow employees and/or subcontractors to access customer data? If so, in what cases is this allowed, and how does the contractor monitor this activity for appropriateness?
- h. Does the use of this solution require any integration with existing state and/or agency technology platforms? If so, identify those platforms and the integration needed.
- i. Will the contractor's solution need to send outbound emails in the context of any business transactions? This would mean that any business emails sent by the solution would use the state's "@ct.gov" email domain.
- j. Does the solution require any contractor appliances and/or software to be installed on state or agency systems? If so, please describe.
- k. How does the contractor communicate to their customers on routine maintenance and planned or unplanned outages?
- l. Is secure (authenticated) access required? If so, how is user authentication and authorization handled? Who is responsible for administering end-user security?
- m. Does the solution/service support standards-driven (e.g., OIDC, SAML) third-party identity providers for user logins? If so, please describe.
- n. Does the solution utilize multifactor authentication or more advanced security? If so, please describe.

### **FINANCIAL REQUIREMENTS:**

The maximum annual obligation is not to exceed \$ 500,000.00 annually or \$2,250.00 per person, whichever is lower.

- a. This maximum annual obligation is inclusive of the demonstrated competence in analyzing the needs of individuals with intellectual disabilities, assisting in the selection of appropriate assistive technology, acquisition, and installation for a customer's needs, providing training in the use of the selected device(s) and administrative fee.
- b. The successful proposer will receive an administrative fee as itemized in the proposer's budget but no more than 10% of the maximum financial amount. The awarded administrative fee will be paid over a 12-month period in equal and consistent payments.
- c. Failure to meet the identified number of assessments identified in the proposal without prior approval of DDS by the successful proposer will result in a compliance penalty as listed below:
  - The contractor must complete at least 90% of the number of completed assessments identified in the proposal, otherwise there is a 10% reduction in the administrative fee for each completed assessment.
  - The contractor must complete at least 80% of the number of completed assessments identified in the proposal, otherwise there is a 25% reduction in the administrative fee for each completed assessment.
  - The contractor must complete at least 70% of the number of completed assessments identified in the proposal, otherwise there is a 50% reduction in the administrative fee for each completed assessment.
  - The contractor must complete at least 60% of the number of completed assessments identified in the proposal, otherwise there is a 100% reduction in the administrative fee for each completed assessment.

- d. Start-up funding is negotiable. Proposers must include a detailed cost itemization of start-up costs and a timeline for payment.

**IV. PROPOSAL OUTLINE**

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

<b>A. Cover Sheet</b> . . . . .	<b>1</b>
<p>The Cover Sheet should have the following components:</p> <ul style="list-style-type: none"> <li>• RFP Name or Number:</li> <li>• Legal Name:</li> <li>• FEIN:</li> <li>• Street Address:</li> <li>• Town/City/State/Zip:</li> <li>• Authorized representatives:</li> <li>• Title:</li> <li>• Phone Number:</li> <li>• FAX Number:</li> <li>• E-Mail Address:</li> <li>• Authorized Official:</li> <li>• Title:</li> <li>• Signature:</li> </ul>	
<b>B. Table of Contents</b> . . . . .	<b>2</b>
<b>C. Declaration of Confidential Information</b> . . . . .	<b>3</b>
<p>If a proposer deems that certain information required by this RFP is confidential, the Proposer must label such information as CONFIDENTIAL. If applicable, the proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. (EXAMPLE: Section G.1. a.)</p> <p><i>If this is not applicable, insert N/A for the page number.</i></p>	
<b>D. Conflict of Interest - Disclosure Statement (Form 5)</b> . . . . .	<b>4</b>
<p>All proposers must complete the Conflict of Interest Disclosure Form. An acceptable form must clearly highlight whether the entity does or does not have any current business relationships.</p>	
<b>E. Executive Summary</b> . . . . .	<b>5</b>
<b>F. Main Proposal</b> . . . . .	
1. <b>Organizational Profile</b> . . . . .	

- a. *Qualifications.* Provide an overview of your organization, including years in operation, mission statement, and the current range of services the organization provides. Describe how your organization meets the required contractor qualifications of this RFP: (1) experience and demonstrated success working with the target population; (2) Executive Management role in management and oversight of assistive technology services needed; (3) sufficient managerial and administrative support to implement the programmatic services required by this RFP including the ability to meet data submission requirements; (4) sufficient resources to operate the proposed program(s); (5) the ability to supervise and monitor employees to ensure continuity of service; (7) a continuous improvement process to ensure quality services; (8) a copy of the incorporation documentation. **(Attachment O)**
- b. *Summary of Relevant Experience.* Provide a list of projects that your organization has completed within the last three (3) years in the subject area with an emphasis on activities relevant and related to the proposed project.
- c. *Organization Chart.* Provide a diagram showing the hierarchical structure of functions and positions within your organization overseeing this project **(Attachment D)**. Indicate on the diagram where the following functions related to this project will be located: supervision of the Project Manager, staff maintaining the level of performance required in this RFP, continuous quality improvement, and administrative support.
- d. *Project Management Personnel.* Provide the names and job titles of the administrator of the Management Team. **(Attachment E)**.
- e. *Proposer Performance Reviews.* Provide documentation to demonstrate that the quality of the proposer’s past projects over the past three years. **(Attachment F)** Include consumer satisfaction surveys, if available. **Any such documentation should be redacted of HIPAA protected information for individuals not associated with the facility or program for which the agency proposal is submitted.**
- f. *Service Area.* Provide a rationale explaining why your organization is well suited to provide services in the proposed area.
- g. *Financial Condition.* Include the most recent annual financial statements prepared by an independent Certified Public Accountant and reviewed or audited in accordance with Generally Accepted Accounting Principles (USA) **(Attachment G)**. If a proposer has been in business for less than two years, such proposer must include any financial statements prepared by a Certified Public Accountant and reviewed or audited in accordance with Generally Accepted Accounting Principles (US) for the entire existence of such firm or corporation.
- h. *References:* Include three (3) letters of reference from business entities, state and/or local municipalities that recently utilized assistive technology services managed by your organization. **(Attachment H)**.

**G. Scope of Services** . . . . .

The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.

Definitions. For purposes of this Contract, definitions shall be as follows and as set forth in the Contract:

- a. "Assistive Technology" (AT) means any item, piece of equipment, or product system, whether fabricated, acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with a disability.
- b. "Assistive Technology Certificate" means a third-party credentialing agency's formal recognition of demonstrated competence in analyzing the needs of individuals with disabilities, assisting in the selection of appropriate assistive technology for a customer's needs, and providing training in the use of the selected device(s).
- c. "Assistive Technology Service" means any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology, including:
  - 1. The assessment of the assistive technology needs of an individual with a disability, including a functional assessment of the impact of the provision of appropriate assistive technology and appropriate services to the individual in the customary environment of the individual;
  - 2. Services consisting of the recommendation to purchase, lease, or otherwise provide for the acquisition of assistive technology devices by individuals with disabilities;
  - 3. Services consisting of selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices;
  - 4. Training or technical assistance for an individual with disabilities, or, where appropriate, the family members, guardians, advocates, or authorized representatives of such an individual; and
  - 5. Training or technical assistance for professionals (including individuals providing education and rehabilitation services), employers, or other individuals who provide services to, employ, or are otherwise substantially involved in the major life functions of individuals with disabilities.
- d. **Remote Supports (RS)** – the delivery of supports at a remote location through virtual means by paid staff or natural supports who are engaged with the individual through technology/devices with the capability for live two-way communication.



- a. *Proposed Services.* Provide a description of the proposed assistive technology/ remote supports and services to be provided. At a minimum, the description should detail the proposed AT services, the number of completed assessments per year, and the various features to assist the user and applicant in finding a successful outcome.
- b. *Customer Support Strategies.* Describe how your organization will support the user to ensure success. Describe the resources available should the candidate experience issues with the AT/RS service or device.
- c. *Training Opportunities.* Describe *the training opportunities that will be available for all new family or staff assisting individual.*
- d. *Continuous Improvement Plan:* Describe your continuous improvement plan and how users will be part of the continuous assessment process.

**H. Staffing Plan . . . . .**

- *Organization Chart for the Program(s).* Provide an organization chart showing anticipated lines of authority (reporting relationships) of the project staff (**Attachment D**).
- *Key Personnel.* Provide the name and job title of the individual within your organization who will supervise the Program Manager. On the organization chart required in Section 3, indicate this individual's location within your organization.
- The Contractor shall ensure that all of its employees and subcontractors who provide Assistive Technology Services under this Contract either have an Assistive Technology Certificate from an accredited university program or meet the requirements established **Staff Qualifications**.
- If the Contractor intends for one of its employees or subcontractors to provide Assistive or remote support Technology Services under this Contract but that individual does not hold an Assistive Technology Certificate from an accredited university program, then before that individual performs any Assistive Technology Services under this Contract the Contractor shall propose to the State the use of that individual's services and shall provide the State with information demonstrating the individual's qualifications.
- The Contractor shall only propose use of individuals with Assistive Technology education or work experience or combination thereof. If the State approves in writing the Contractor's proposal to use such an individual, then the Contractor may use such individual in the delivery of Assistive Technology Services under this Contract. The Contractor's proposal to utilize such an individual to perform services under this Contract shall include, at a minimum, the following information:
  - A resume detailing the individual's title, education, current position with the Contractor, and employment history; and evidence that the individual's education, credential or degrees and work experience qualify the individual to perform Assistive Technology/ Services as an AT Specialist or an AT professional.

The State's approval under **Staff Qualifications** does not relieve the Contractor of ultimate responsibility for the professional and appropriate delivery of services. In the delivery of services under this Contract, the Contractor shall only use qualified employees and subcontractors that have the educational background, professional or personal experience or a combination thereof to provide comprehensive Assistive Technology Services and who:

Have knowledge of anatomy, physiology, disabling conditions, and disease processes relevant to the technical aspects of the assistive technology and services that they represent or provide; and

Regularly engage in self-guided study and attend courses, seminars, trade shows, and other continuing education activities, with at least 10 hours per year of such activities.

The Contractor shall maintain documentation of the training and professional development records for all the Contractor's employees and subcontractors.

No later than thirty (30) days after the Effective Date, the Contractor shall submit to the State a staff roster with a complete list of the Contractor's employees and subcontractors who will provide services under this Contract. No later than thirty (30) days after any change in the Contractor's service delivery team, the Contractor shall submit to the State an updated staff roster.

**I. Data and Technology . . . . .**

Provide a response to the items and questions identified in Part C under Data and Technology requirements.

**J. Subcontractors . . . . .**

If the proposer plans to use subcontractors, provide a list with the following information:

- a. Legal Name of Agency or Individual Practitioner, Address, FEIN
- b. Contact Person, Title, Phone, Fax, E-mail
- c. Services Currently Provided
- d. Services to Be Provided Under Subcontract

**K. Work Plan. . . . .**

- *Work Plan.* Develop a work plan **from the date of award through the first year of operation**, describing **what steps** (activities, actions, tasks) your organization will take to develop and implement DDS's requirements for providing AT services. This plan must include projected dates for establishing an agreed upon Scope of Service, anticipated start-up of the platform, the implementation of marketing and recruitment strategies, and training opportunities.

- Provide a narrative illustrating your plan to manage the project, ensure completion of the scope of services, and accomplish required objectives within the State’s project schedule.
- Provide a narrative demonstrating knowledge of person-centered practices per the National Center on Advancing Person-Centered Practices and Systems (NCAPPS)
- <https://ncapps.acl.gov/>. The narrative should present the plan for incorporating these approaches into regular operations.
- Describe in detail the Respondent’s assessment tools and approach to performing assistive technology assessments for individuals with varying disabilities. Include the estimated amount of time Respondent expects to spend on an assessment and the various types of assessment tools, forms, techniques, and abilities used.
- Provide a detailed description of the step-by-step process and resources that Respondent will use once a referral is received and the ways your organization will manage the referral process. Please explain how your organization will ensure adherence to Section **Assistive Technology Referral, Assessment and Notification Process, and Assistive Technology Training** regarding the referral and assessment process. Include timeframes for each step in the process.
- Provide a detailed narrative describing the method that you use to track and record service times, the number of assessments provided to customers, and describe the process used to ensure service requests have been completed.
- *Methods.* Describe **how** your organization will accomplish each step of the work plan, providing a detailed explanation of the procedures or processes that will be used to attain the expected outcomes.
- Describe in detail the method Respondent uses to track and monitor customer wait times for assistive technology services. Note factors that would indicate a need to take action, address wait times, and subsequently develop a plan for reducing wait times for ensuring timely service delivery.
- Describe your plan for providing technology assessments and training at such locations as a customer’s residence or place of employment in accordance with Sections **Assistive Technology Referral, Assessment and Notification Process, and Assistive Technology Training.**
- Describe the methods you use to assess someone who has a communication impairment:
  - Due to an intellectual disability that affects speech; and
  - Due to a physical disability that affects speech.

- Provide a proposed draft of a high-quality assistive technology assessment report, as described in Contract Section **Assistive Technology / Remote Support Assessment Report** that demonstrates the elements considered during the assessment process.
- Describe the current inventory you use during assistive or remote support technology assessments. Please explain how various types of assistive technology are incorporated during assistive or remote support technology assessments and the ways your organization will be able to ensure the most current and emerging assistive technology is incorporated.
- Provide a detailed narrative that describes your plan and capacity for receiving and storing assistive technology devices and communicating the status of the devices with the Rehabilitation Counselor and Customer in accordance with the Section **Delivery and Installation** and **Assistive Technology and related equipment inventory**.
- Provide a detailed narrative of your plan to set up and deliver assistive or remote support technology and related equipment in accordance with Section **Delivery and Installation**. Describe how you will implement device set up in preparation for delivery. What method of delivering assistive technology to customers would you use?
- Provide a detailed narrative illustrating the approach to assistive technology training. Describe the method for delivering training based on the customer's needs, including factors determining ability to utilize virtual training and related implementation strategies. Describe how your organization determines what training is needed and the length of that training.
- Provide a narrative demonstrating technical experience fabricating and designing assistive and remote support technology devices.
- Please describe in detail how the reports required by Section **Reporting** will be completed. Indicate steps to ensure the accuracy, completion, and timeliness of the monthly reports.
- *Timetable.* Include a proposed timetable indicating **when** each step of your organization's proposed work plan will be accomplished. Identify any significant milestones or deadlines.

**L. Cost Proposal . . . . .**

**1. Financial Profile . . . . .**

***Financial Condition:*** Provide a description of the financial condition of the company. This should include a history of the proposer's experience in managing and operating within budget and managing the required **scope of services**.

**2. Budget and Budget Narrative . . . . .**

1. Provide an all-inclusive fee associated with assessing technology, including assistive technology and/or remote supports, ordering, delivering, and installing the assistive technology equipment, and training the individual, family/support

- people and/or staff on the use of the assistive technology equipment or software.
2. Provide an hourly rate should additional training supports be approved by the Department.
  3. Include a budget narrative to detail the cost and tasks associated with the administrative fee. All items listed in this RFP not associated with the assessment, ordering, delivery, installation and training for the assistive technology equipment and software should be included.
  4. Total maximum award not to exceed \$ 500,000.00 annually or \$2,250.00 per person, whichever is lower.

NOTE 1: All proposed costs are subject to the standards developed by the State's Office of Policy and Management for the purchase of service (POS). The cost standards must be incorporated into the provisions of all new State awards effective on or after January 1, 2007. Be advised that your organization's cost proposal is subject to revision prior to award in order to ensure compliance with the cost standards. For more information, go to [www.ct.gov/opm](http://www.ct.gov/opm), click on "Publications," then click on "Purchase of Service (POS) Cost Standards."

**M. Appendices** . . . . .

*Appendices should clearly identify the attachment label, and each page numbered sequentially as part of the total RFP.*

- Attachment A** - Proposer's Authorized Representatives (**Form 1**)
- Attachment B** - Agency Agreement and Assurance Form (**Form 3**)
- Attachment C** - Notification To Bidders, Parts I – V (CHRO) (**Form 4**)
- Attachment D** - Organization Chart (**no form provided**)
- Attachment E** – Project Management Personnel (**no form provided**).
- Attachment F** - Proposer Performance Reviews (**no form provided**)
- Attachment G** – Financial Condition. (**no form provided**)
- Attachment H** - Letters of Reference (3 total) (**no form provided**)
- Attachment I** - Copy of Non-Disclosure Form sent with letter of intent (**Form 2**)
- Attachment K** -Conflict of Interest (**Form 5**)
- Attachment L** - Consulting Agreement Affidavit (OPM Ethics Form 2) (**Form 6**)
- Attachment M**-Gift and Campaign Contributions Certification (OPM Ethics Form 1) (**Form 7**)
- Attachment O** - Copy of the Incorporation Documents (**no form provided**)

**V. Forms**

*The purpose of this subsection is to provide blank copies of any Department forms that must be submitted with a proposal.*

- Form 1** - Proposer's Authorized Representatives
- Form 2** – Non-disclosure Form
- Form 3** – Agency Agreement and Assurances Form
- Form 4** – Notification to Bidders, Parts I – V (CHRO)
- Form 5** – Conflict of Interest Form
- Form 6** – Consulting Agreement Affidavit (OPM Ethics Form 2)
- Form 7** – Gift and Campaign Contributions Certification (OPM Ethics Form1)
- Form 8** – Budget

**PROPOSER INFORMATION**  
**STATE OF CONNECTICUT**  
**Department of Developmental Services**

Applicant Agency: \_\_\_\_\_  
 Legal Name

*Authorized Representatives:* Applicants must designate an authorized representative and one (1) alternate. The form must be signed by the organization's Chief Executive Officer or another official with signatory authority.

**Authorized Representative:**

		(    )    -
Name	Title	Telephone Number
Street	Town	Zip Code
E-mail Address	Facsimile Number	
Normal Working Hours		

**Alternate:**

		(    )    -
Name	Title	Telephone Number
Street	Town	Zip Code
E-mail Address	Facsimile Number	
Normal Working Hours		

I, the undersigned, for and on behalf of the named applicant agency, do herewith apply for this funding and attest that to the best of my knowledge the statements made herein are true.

\_\_\_\_\_  
 Signature of Authorizing Official

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Typed Name and Title



State of Connecticut  
Department of Developmental Services



Ned Lamont  
Governor

Jordan A. Scheff  
Commissioner

Elisa F. Velardo  
Deputy Commissioner

**Non-Disclosure Form**  
HIPAA and Privacy Rights  
Acknowledgement and Agreement

The undersigned in submitting a Letter of Intent for \_\_\_\_\_ to  
(Name of Proposer)  
participate in a Request for Proposal process hereby acknowledges the applicability of HIPAA  
and state law protections of DDS client information and agrees that any protected health  
information, individually identifiable health information, and/or any other DDS client  
information which is obtained during Participation in the RFP process shall be maintained  
confidential.

Further, the undersigned acknowledges and agrees to return any of the aforementioned  
information to DDS if the provider agency is not selected at the conclusion of the RFP  
process.

\_\_\_\_\_  
Executive Director/Authorized Agent

Date: \_\_\_\_\_

**FORM 2**

**Department of Developmental Services (DDS)**

**AGREEMENTS AND ASSURANCES**

The undersigned proposer affirms and declares that:

**1. General**

- (5) This proposal is executed and signed with full knowledge and acceptance of the RFP CONDITIONS stated in the RFP.
- (6) The proposer will deliver services to DDS at the cost proposed in the RFP and within the time frames therein.
- (7) Neither the proposer or any official of the organization nor any subcontractor to the proposer or any official of the subcontractor's organization has received any notices of debarment or suspension from contracting with the State of Connecticut or the Federal Government.
- (8) Neither the proposer or any official of the organization nor any subcontractor to the proposer or any official of the subcontractor's organization has received any notices of debarment or suspension from contracting with other states within the United States.

**2. DDS Policies and Procedures**

- a. The proposer has read and understands the DDS Policies and Procedures Manual and will adhere to all DDS policies and procedures.
- b. The proposer will participate in the Individual Planning Process and attend regular meetings.
- c. The proposer will seek prior approval from DDS before making any changes to the level of services.
- d. The proposer will seek prior approval from DDS before making any changes to the location of services.
- e. The proposer will follow the Continuous Quality Improvement policies and procedures.

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Legal Name of Organization

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Authorized Signatory Date



**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES  
CONTRACT COMPLIANCE REGULATIONS  
NOTIFICATION TO BIDDERS**

(Revised 09/3/15)

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

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**INSTRUCTIONS AND OTHER INFORMATION**

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidder’s good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

1) Definition of Small Contractor

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding fifteen million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

**FORM 4**

2) Description of Job Categories (as used in Part IV Bidder Employment Information) (Page 2)

<p><b>MANAGEMENT:</b> Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.</p> <p><b>BUSINESS AND FINANCIAL OPERATIONS:</b> These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.</p> <p><b>MARKETING AND SALES:</b> Occupations related to the act or process of buying and selling products and/or services such as sales engineer, retail sales workers and sales representatives including wholesale.</p> <p><b>LEGAL OCCUPATIONS:</b> In-House Counsel who is charged with providing legal advice and services in regards to legal issues that may arise during the course of standard business practices. This category also includes assistive legal occupations such as paralegals, legal assistants.</p> <p><b>COMPUTER SPECIALISTS:</b> Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists</p> <p><b>ARCHITECTURE AND ENGINEERING:</b> Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.</p> <p><b>OFFICE AND ADMINISTRATIVE SUPPORT:</b> All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, bill and account collectors, customer service representatives, dispatchers, secretaries and administrative assistants, computer operators and clerks (such as payroll, shipping, stock, mail and file).</p>	<p><b>BUILDING AND GROUNDS CLEANING AND MAINTENANCE:</b> This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.</p> <p><b>CONSTRUCTION AND EXTRACTION:</b> This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.</p> <p><b>INSTALLATION, MAINTENANCE AND REPAIR:</b> Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.</p> <p><b>MATERIAL MOVING WORKERS:</b> The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.</p> <p><b>PRODUCTION WORKERS:</b> The job titles included in this category are chemical production machine setters, operators and tenders; crushing/grinding workers; cutting workers; inspectors, testers sorters, samplers, weighers; precious stone/metal workers; painting workers; cementing/gluing machine operators and tenders; etchers/engravers; molders, shapers and casters except for metal and plastic; and production workers.</p>
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3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information) (Page 3)

<p>White (not of Hispanic Origin)- All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</p> <p>Black(not of Hispanic Origin)- All persons having origins in any of the Black racial groups of Africa.</p> <p>Hispanic- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</p>	<p>Asian or Pacific Islander- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</p> <p>American Indian or Alaskan Native- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</p>
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**BIDDER CONTRACT COMPLIANCE MONITORING REPORT**

**PART I - Bidder Information**

<p>Company Name Street Address City &amp; State Chief Executive</p>	<p>Bidder Federal Employer Identification Number _____ Or Social Security Number _____</p>
<p>Major Business Activity (brief description)</p>	<p>Bidder Identification (response optional/definitions on page 1)</p> <p>-Bidder is a small contractor. Yes__ No__ -Bidder is a minority business enterprise Yes__ No__ (If yes, check ownership category) Black__ Hispanic__ Asian American__ American Indian/Alaskan Native__ Iberian Peninsula__ Individual(s) with a Physical Disability__ Female__ - Bidder is certified as above by State of CT Yes__ No__</p>
<p>Bidder Parent Company (If any)</p>	
<p>Other Locations in Ct. (If any)</p>	

**PART II - Bidder Nondiscrimination Policies and Procedures**

<p>A. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards?  Yes__ No__</p>	<p>7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 &amp; 4a-60a Conn. Gen. Stat.?  Yes__ No__</p>
<p>2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards?  Yes__ No__</p>	<p>8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability?  Yes__ No__</p>
<p>3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy?  Yes__ No__</p>	<p>9. Does your company have a mandatory retirement age for all employees?  Yes__ No__</p>
<p>4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer?  Yes__ No__</p>	<p>10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors?  Yes__ No__ NA__</p>
<p>5. Do you notify the Ct. State Employment Service of all employment openings with your company?  Yes__ No__</p>	<p>11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor?  Yes__ No__ NA__</p>
<p>6. Does your company have a collective bargaining agreement with workers?  Yes__ No__</p> <p>6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes__ No__</p> <p>6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of Ct?  Yes__ No__</p>	<p>12. Does your company have a written affirmative action Plan?  Yes__ No__</p> <p>If no, please explain.</p> <p>13. Is there a person in your company who is responsible for equal employment opportunity?  Yes__ No__</p> <p>If yes, give name and phone number. _____ _____</p>

**Part III - Bidder Subcontracting Practices (Page 4)**

1. Will the work of this contract include subcontractors or suppliers? Yes\_\_ No\_\_

1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)

1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above?  
Yes\_\_ No\_\_

**PART IV - Bidder Employment Information**

Date:

JOB CATEGORY*	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Management											
Business & Financial Ops											
Marketing & Sales											
Legal Occupations											
Computer Specialists											
Architecture/Engineering											
Office & Admin Support											
Bldg/Grounds Cleaning/Maintenance											
Construction & Extraction											
Installation Maintenance & Repair											
Material Moving Workers											
Production Occupations											
TOTALS ABOVE											
Total One Year Ago											
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

\* NOTE: JOB CATEGORIES CAN BE CHANGED OR ADDED TO (EX. SALES CAN BE ADDED OR REPLACE A CATEGORY NOT USED IN YOUR COMPANY)

**PART V - Bidder Hiring and Recruitment Practices (Page 5)**

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				2. Check (X) any of the below listed requirements that you use as a hiring qualification  (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination
SOURCE	YES	NO	% of applicants provided by source			
State Employment Service					Work Experience	
Private Employment Agencies					Ability to Speak or Write English	
Schools and Colleges					Written Tests	
Newspaper Advertisement					High School Diploma	
Walk Ins					College Degree	
Present Employees					Union Membership	
Labor Organizations					Personal Recommendation	
Minority/Community Organizations					Height or Weight	
Others (please identify)					Car Ownership	
					Arrest Record	
					Wage Garnishments	

Certification (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature)	(Title)	(Date Signed)	(Telephone)
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**CONFLICT OF INTEREST**

*This form must be printed on your company letterhead.*

I, \_\_\_\_\_  
(Name, Title)

\_\_\_\_\_  
(Organization)

\_\_\_\_\_  
(Address)

certifies that this business entity

does/does not (***circle one***)

have any current business relationships [within the past (3) years] that pose a conflict of interest as defined by Connecticut General Statutes Section 1-85.

\_\_\_\_\_  
Legal Signature

\_\_\_\_\_  
Date

***If you circled "does" above, please explain:***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***Section 1-85. (Formerly Sec. 1-68). Interest in conflict with discharge of duties.*** A public official, including an elected state official, or state employee has an interest which is in substantial conflict with the proper discharge of his duties or employment in the public interest and of his responsibilities as prescribed in the laws of this state, if he has reason to believe or expect that he, his spouse, a dependent child, or a business with which he is associated will derive a direct monetary gain or suffer a direct monetary loss, as the case may be, by reason of his official activity. A public official, including an elected state official, or state employee does not have an interest which is in substantial conflict with the proper discharge of his duties in the public interest and of his responsibilities as prescribed by the laws of this state, if any benefit or detriment accrues to him, his spouse, a dependent child, or a business with which he, his spouse or such dependent child is associated as a member of a profession, occupation or group to no greater extent than any other member of such profession, occupation or group. A public official, including an elected state official or state employee who has a substantial conflict may not take official action on the matter.



# STATE OF CONNECTICUT CONSULTING AGREEMENT REPRESENTATION

*Representation to accompany a purchase of service contract with a value of \$50,000 or more in a calendar or fiscal year, pursuant to Connecticut General Statutes §§ 4a-81(a) and 4a-81(b).*

**INSTRUCTIONS:**

Complete all sections of the form. If the bidder or contractor has entered into more than one such consulting agreement, use a separate form for each agreement. Sign and date the form in the presence of a Commissioner of the Superior Court or Notary Public. **If the bidder or contractor has not entered into a consulting agreement, as defined by Connecticut General Statutes § 4a-81(b)(1):** Mark the fields below with "Not Applicable (N/A)". Sign and date the form on the second page in the presence of a Commissioner of the Superior Court or Notary Public.

Submit completed form to the awarding State agency at the time of contract execution.

Pursuant to section 4a-81 of the Connecticut General Statutes, the Contractor represents that it has not entered into any consulting agreements in connection with this Contract, except for the agreements listed below. "Consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information, or (C) any other similar activity related to such contracts. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of chapter 10 of the Connecticut General Statutes as of the date such contract is executed in accordance with the provisions of section 4a-81 of the Connecticut General Statutes.

\_\_\_\_\_  
Consultant's Name and Title

\_\_\_\_\_  
Name of Firm (if applicable)

\_\_\_\_\_  
Start Date

\_\_\_\_\_  
End Date

\_\_\_\_\_  
Cost

The basic terms of the consulting agreement are: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of Services Provided: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is the consultant a former State employee or former public official?     YES     NO

If YES: \_\_\_\_\_  
Name of Former State Agency

\_\_\_\_\_  
Termination Date of Employment

**SIGNATURE AND NOTARIZATION ON NEXT PAGE**

**Contractor**

Contractor Name: \_\_\_\_\_

Name of Signatory (print): \_\_\_\_\_

Title of Signatory: \_\_\_\_\_

The undersigned, being the person signing the Contract, swears that the representation in the Consulting Agreements Representation provision in this Contract is true to the best of my knowledge and belief, and is subject to the penalties of false statement.

\_\_\_\_\_  
Signature

Sworn and subscribed before me on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Commissioner of the Superior Court  
or Notary Public

\_\_\_\_\_  
My Commission Expires



## MINIMUM SUBMISSION REQUIREMENTS

Check ✓Yes or ✓No for each requirement listed in the table below.

If No is checked for any requirement, stop the review and notify the Chair of Screening Committee.

Yes	No	Requirement
		<b>Provider Qualification:</b>
		a. The proposal demonstrates at least three years of experience administering AT/RS Services.
		b.
		c.

Yes	NO	Requirement
		Proposal received before deadline (4pm 7/15/2022)
		Proposal meets packaging and labeling requirements:
		d. submitted in accordance with RFP guidelines
		e. addressed to official agency contact
		f. name & address of proposer appears on package or email submission ( <b>upper left corner</b> )
		g. title of RFP <b>lower left corner</b>
		h. includes signed original ( <b>labeled as original</b> )
		Proposal follows the required format:
		i. page size ( <b>8 ½ X 11 / portrait</b> ), font size, font type ( <b>Times New Roman</b> ), margins ( <b>1" all sides</b> ) & pagination ( <b>all pages numbered and double sided</b> )
		j. no prohibited attachments ( <b>required Attachments A-M</b> )
		- Proposal is complete ( <b>includes all nine sections</b> )
		Proposal includes required Outline documentation:
		k. Cover Sheet
		l. Table of Contents
		m. Conflict of Interest Disclosure Statement (Page 4) <b>Signed and either does/does not is circled</b>
		n. Executive Summary (Page 5)
		Main proposal includes required Sections:
		o. Organizational profile
		p. Scope of Services
		q. Staff
		r. Data Technology Requirements
		s. Subcontractors
		t. Work Plan
YES	NO	Requirements
		u. Cost Proposal
		v. A. Budget Summary included
		w. B. Budget Narrative

		x. Proposed budget must be no more than the maximum financial amount identified for each grouping
		y. Proposer's Authorized Representatives (Attachment A)- <b>signed</b>
		z. Agreements and Assurances Form (Attachment B) - <b>signed</b>
		aa. Notification to Bidders (Attachment C) - <b>signed</b>
		bb. Organization Chart (Attachment D)
		cc. Project Management Information (Attachment E)
		dd. Proposer Performance Reviews (Attachment F)
		ee. Financial Statement (Attachment G)
		ff. References (Attachment H)
		gg. Copy of Non-Disclosure Form sent with letter of intent (Attachment I)
		hh. Conflict of Interest Form(Attachment K)
		ii. Consulting Agreement Affidavit Form 5 (Attachment L)
		jj. Gift and Campaign Contributions Certification (Form 1) (Attachment M)
		kk. Incorporation Documents (Attachment O)

## Qualifying Proposal Evaluation Checklist

Agency \_\_\_\_\_ Date of Review \_\_\_\_\_

*A composite rating should be developed by the committee for each criteria. Using a scale of 1 –5, where 5 = Excellent (highest score) and 1 = poor (lowest Score) place your rating in the corresponding box.*

### A. Organization

- |  | Rating  |
|--|---|
| 1. Organizational Experience                     | <input style="width: 30px; height: 20px;" type="text"/> |
| 2. Organization resources to accomplish proposal | <input style="width: 30px; height: 20px;" type="text"/> |
| 3. Past Performance Reviews                      | <input style="width: 30px; height: 20px;" type="text"/> |
| 4. Project Management Personnel                  | <input style="width: 30px; height: 20px;" type="text"/> |

Total	Divided	Average	Weight	Score
<input style="width: 40px; height: 30px;" type="text"/>	BY	<input style="width: 40px; height: 30px; text-align: center; value: 4;" type="text"/>	=	<input style="width: 40px; height: 30px;" type="text"/>
		X	<input style="width: 40px; height: 30px; text-align: center; value: .15;" type="text"/>	=
				<input style="width: 40px; height: 30px; border: 2px solid black;" type="text"/>

### B. Data and Technology

- |  | Rating  |
|--|---|
| 1. Adequate and secure network connections and encryption technology   | <input style="width: 30px; height: 20px;" type="text"/> |
| 2. The processes, transmits and/or stores data that is federally regulated and that the data being hosted complies with federal information security law | <input style="width: 30px; height: 20px;" type="text"/> |
| 3. Meets the requirements described in Components  | <input style="width: 30px; height: 20px;" type="text"/> |

Total	Divided	Average	Weight	Score
<input style="width: 40px; height: 30px;" type="text"/>	BY	<input style="width: 40px; height: 30px; text-align: center; value: 3;" type="text"/>	=	<input style="width: 40px; height: 30px;" type="text"/>
		X	<input style="width: 40px; height: 30px; text-align: center; value: .10;" type="text"/>	=
				<input style="width: 40px; height: 30px; border: 2px solid black;" type="text"/>

**Continue on next page**

## Qualifying Proposal Evaluation Checklist

*A composite rating should be developed by the committee for each criteria. Using a scale of 1 –5, where 5 = Excellent (highest score) and 1 = poor (lowest Score) place your rating in the corresponding box.*

### C. Proposed AT Services

- |  | Rating                   |
|--|--------------------------|
| • Easily allow applicants and employers to register for the site   | <input type="checkbox"/> |
| • Secure environment   | <input type="checkbox"/> |
| • Upload and download AT/RS related documents  | <input type="checkbox"/> |
| • Able to search the reports based on a set number of filters  | <input type="checkbox"/> |
| • Designed to accommodate various learning styles and languages  | <input type="checkbox"/> |
| • Capacity to handle the hiring needs of the total number of employees with the ability to expand should the need arise. | <input type="checkbox"/> |
| • Emergency back-up protocols ensure continuous operation of AT/RS Services  | <input type="checkbox"/> |

Total		Average	Weight	Score
<input type="checkbox"/>	Divided BY	<input type="text" value="7"/>	=	<input type="text"/>
		X	<input type="text" value=".20"/>	=
				<input style="border: 2px solid black;" type="text"/>

### D. Work Capacity Strategies

- |                          | Rating                   |
|--------------------------|--------------------------|
| • Retention Plan         | <input type="checkbox"/> |
| • Recruitment Strategies | <input type="checkbox"/> |

Total		Average	Weight	Score
<input type="checkbox"/>	Divided BY	<input type="text" value="2"/>	=	<input type="text"/>
		X	<input type="text" value=".15"/>	=
				<input style="border: 2px solid black;" type="text"/>

### E. Proposed Work Plan and Time Frame

	Rating		Weight	Score
	<input type="checkbox"/>	X	<input type="text" value=".10"/>	=
				<input style="border: 2px solid black;" type="text"/>

**Continue on next page**

F. Training and Customer Service

- |  |                          |
|--|--------------------------|
|  | Rating                   |
| 1. Available on-demand training materials  | <input type="checkbox"/> |
| 2. Training materials are in different languages and learning modalities   | <input type="checkbox"/> |
| 3. Customer service personnel are available to assist with employers and applicants having difficulty with the site. | <input type="checkbox"/> |
| 4. A continuous quality improvement Plan meets the department's expectation and utilizes user input                  | <input type="checkbox"/> |

Total		Average	Weight	Score
<input type="checkbox"/>	Divided By	<input type="text" value="4"/>	X	<input type="text" value=".15"/>
			=	<input type="text"/>
				<input style="border: 2px solid black;" type="text"/>

G. Budget/Cost Effectiveness

- |                                      |                          |
|--------------------------------------|--------------------------|
|                                      | Rating                   |
| 1. Relationship to Available Funding | <input type="checkbox"/> |
| 2. Compare Budget to Other Proposals | <input type="checkbox"/> |
| 3. Feasibility of Proposal           | <input type="checkbox"/> |

Total		Average	Weight	Score
<input type="checkbox"/>	Divided BY	<input type="text" value="3"/>	=	<input type="text"/>
			X	<input type="text" value=".15"/>
			=	<input style="border: 2px solid black;" type="text"/>

SCORES	A	B	C	D	E	F	G	Total Score
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Total Score		Final Score
<input style="border: 2px solid black;" type="text"/>	X	<input type="text" value="100"/>
		=
		<input style="border: 2px solid black;" type="text"/>

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Comments:

Reviewer Initials:
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## Demonstration and Interview Evaluation Checklist

Agency \_\_\_\_\_ Date of Review \_\_\_\_\_

*A composite rating should be developed by the committee for each criterion. Using a scale of 1–5, where 5 = Excellent (highest score) and 1 = poor (lowest Score) place your rating in the corresponding box.*

### A. Assistive Technology Services

- 1. General qualifications
- 2. AT assessment
- 3. Technology knowledgeable
- 4. AT Reporting
- 5. Troubleshooting and Back-up

Total		Divided		Average		Weight		Score
<input type="checkbox"/>	BY	<input type="text" value="5"/>	=	<input type="text"/>	X	<input type="text" value=".40"/>	=	<input style="border: 2px solid black;" type="text"/>

### B. Implemented Assistive Technology Services Rating

- 1. Delivery and Installation
- 2. Service Coordination and Technical Support

Total		Divided		Average		Weight		Score
<input type="text"/>	BY	<input type="text" value="2"/>	=	<input type="text"/>	X	<input type="text" value=".25"/>	=	<input style="border: 2px solid black;" type="text"/>

*Continue on next page*

## Interview Evaluation Checklist

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### C. Training and Customer Service

Rating

1. Available on-demand training materials
2. Training materials are in different languages and learning modalities
3. Customer service personnel are available to assist with employers and applicants having difficulty with the site.
4. Continuous quality improvement Plan meets the the department's expectation and utilizes user input





Total		Average	Weight	Score
<input type="checkbox"/>	Divided BY	<input type="text" value="4"/>	=	<input type="text"/>
		X	<input type="text" value=".20"/>	=
				<input style="border: 2px solid black;" type="text"/>

### D. Budget/Cost Effectiveness/ Technology

Rating

1. Relationship to Available Funding
2. Compare Budget to Other Proposals
3. Meets Data and Technology Requirements
4. Feasibility of Proposal





Total		Average	Weight	Score
<input type="checkbox"/>	Divided BY	<input type="text" value="4"/>	=	<input type="text"/>
		X	<input type="text" value=".15"/>	=
				<input style="border: 2px solid black;" type="text"/>

SCORES    A            B            C            D            Total Score

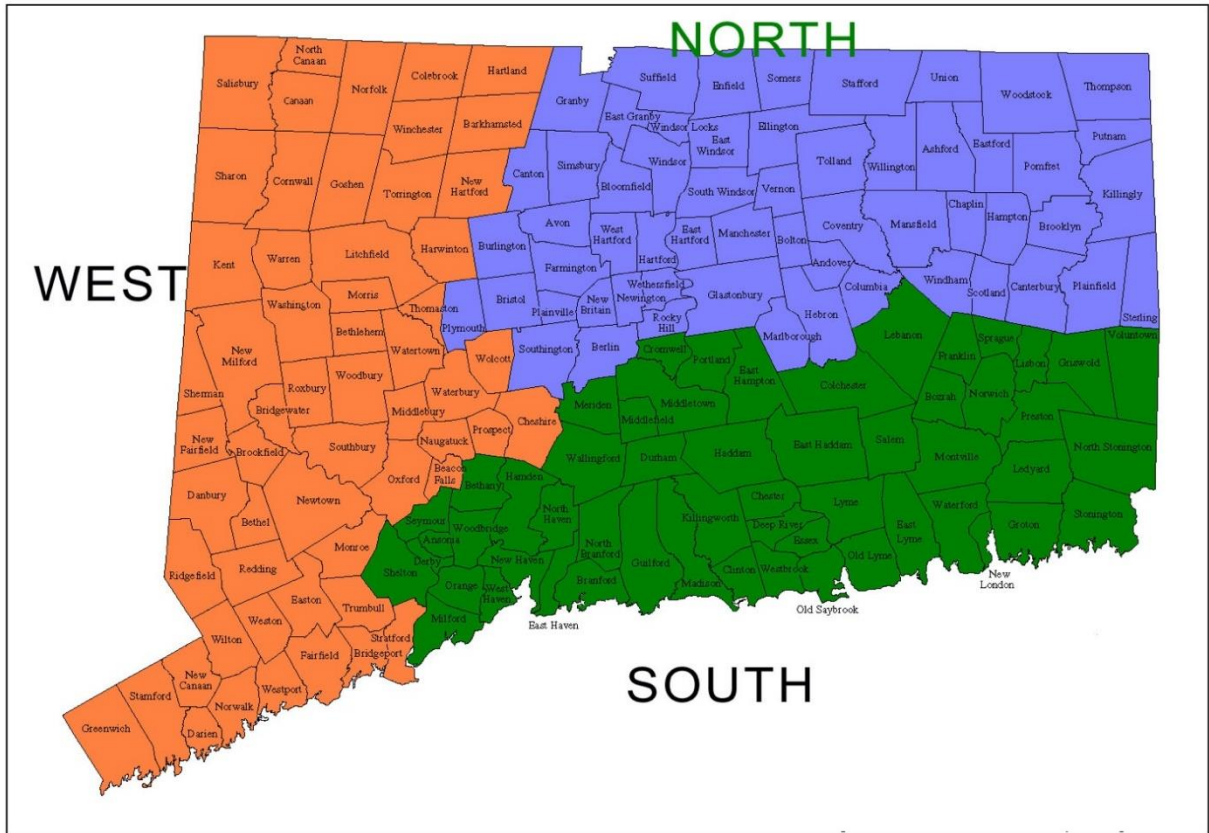
<input type="text"/>	+	<input type="text"/>	+	<input type="text"/>	+	<input type="text"/>	=	<input style="border: 2px solid black;" type="text"/>
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Total Score		Final Score
<input style="border: 2px solid black;" type="text"/>	X	<input type="text" value="100"/>
		=
		<input style="border: 2px solid black;" type="text"/>

Comments:

Reviewer Initials:

**Connecticut Department of Developmental Services (DDS) North, South, and West Regions**





	North Region	South Region	West Region
<b>Towns and Cities Served by Region</b>	<p>Abbingdon, Addison, Amston, Andover, Ashford, Attawagan, Avon Ballouville, Berlin, Bloomfield, Bolton, Bristol, Broad Brook, Brooklyn, Buckland, Burlington Canterbury, Canton, Canton Center, Central Village, Chaplin, Collinsville, Columbia, Coventry, Danielson, Dayville, East Berlin, East Glastonbury, East Granby, East Hartford, East Killingly, East Windsor, East Windsor Hill, East Woodstock, Eastford, Ellington, Elmwood, Enfield, Fabyan, Farmington, Forestville, Gilead, Glastonbury, Granby, Grosvenordale, Hampton, Hartford, Hazardville, Hebron, Kensington, Killingly, Manchester, Mansfield, Mansfield Center, Mansfield Depot, Marion, Marlborough, Mechanicsville, Melrose, Mellow, Milldale, Moosup, New Britain, Newington, North Canton, North Granby, North Grosvenordale, North Windham, North Woodstock, Oneco, Pequabuck, Plainfield, Plainville, Plantsville, Plymouth, Pomfret, Pomfret Center, Poquonock, Putnam, Quinebaug, Rockville, Rocky Hill, Rogers, Scotland, Simsbury, Somers, Somersville, South Glastonbury, South Killingly, South Willington, South Windham, South Windsor, South Woodstock, Southington, Stafford, Stafford Springs, Staffordville, Sterling, Storrs, Suffield, Talcottville, Tariffville, Terryville, Thompson, Tolland, Union, Unionville, Vernon, Wapping, Warehouse Point, Warrenville, Wauregan, Weatogue, West Granby, West Hartford, West Simsbury, West Suffield, West Willington, Wethersfield, Willimantic, Willington, Windham, Windsor, Windsor Locks, Windsorville, Woodstock, Woodstock Valley</p>	<p>Ansonia, Baltic, Bethany, Black Point, Borough, Bozrah, Branford, Centerbrook, Centerville, Chester, Clinton, Cobalt, Colchester, Cromwell, Deep River, Derby, Devon, Durham, East Haddam, East Hampton, East Haven, East Lyme, Essex, Fair Haven, Franklin, Gales Ferry, Gardner Lake, Gilman, Glasgo, Griswold, Groton, Guilford, Haddam, Hadlyme, Hamden, Hanover, Higganum, Huntington, Ivoryton, Jewett City, Killingworth, Lebanon, Ledyard, Lisbon, Lyme, Madison, Meriden, Middle Haddam, Middlefield, Middletown, Milford, Montville, Moodus, Mt. Carmel, Mystic, New London, New Haven, Niantic, Noank, North Branford, North Franklin, North Haven, North Stonington, North Westchester, Northford, Norwich, Oakdale, Old Lyme, Old Mystic, Old Saybrook, Orange, Pawcatuck, Portland, Preston, Quaker Hill, Rockfall, Salem, Saybrook, Seymour, Shelton, Short Beach, South Lyme, South Meriden, Sprague, Stonington, Stony Creek, Taftville, Uncasville, Versailles, Voluntown, Wallingford, Waterford, West Haven, West Mystic, Westbrook, Westville, Whitneyville, Woodbridge, Yalesville, Yantic</p>	<p>Bakersville, Bantam, Barkhamsted, Beacon Falls, Bethel, Bethlehem, Botsford, Bridgewater, Bridgeport, Brookfield, Brookfield Center, Byram, Canaan, Candlewood Isle, Cheshire, Colebrook, Cornwall, Cornwall Bridge, Cos Cob, Danbury, Darien, East Canaan, East Hartland, East Norwalk, Easton, Fairfield, Falls Village, Gaylordsville, Georgetown, Glenbrook, Glenville, Goshen, Greens Farms, Greenwich, Hartland, Harwinton, Hawleyville, Kent, Lakeside, Lakeville, Litchfield, Marble Dale, Middlebury, Monroe, Morris, Naugatuck, New Canaan, New Fairfield, New Hartford, New Milford, New Preston, Newtown, Norfolk, Noroton, Noroton Heights, North Canaan, Northfield, Norwalk, Oakville, Old Greenwich, Oxford, Pine Meadow, Pleasant Valley, Prospect, Redding, Redding Ridge, Ridgefield, Riverside, Riverton, Rowayton, Roxbury, Salisbury, Sandy Hook, Saugatuck, Sharon, Sherman, South Britain, South Kent, Southbury, Southport, Springdale, Stamford, Stevenson, Stratford, Taconic, Thomaston, Torrington, Trumbull, Union City, Warren, Washington Depot, Washington Green, Waterbury, Watertown, Waterville, West Cornwall, West Goshen, West Hartland, West Redding, Weston, Westport, Wilton, Winchester, Winchester Center, Winsted, Wolcott, Woodbury</p>

Table 1