

**LEGAL NOTICE**  
**Request for Proposals (RFP)**  
**Title: FY 23 DDS Training Application and Technical Assistance**

The State of Connecticut, Department of Developmental Services (DDS) is seeking proposals from businesses to provide a training application and technical assistance for all staff supporting people with ID/DD receiving supports and are funded through DDS services throughout the state of CT.



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

Name: Evette Rivera  
Address: Department of Developmental Services  
Education Support and Staff Development  
61 Woodland Street  
Hartford Connecticut 06105  
Phone Number: 860-616-2054  
Toll-Free: 866-737-0330  
TDD: 860-418-6079  
Fax: 860-616-2081  
E-Mail: [Evette.Rivera@ct.gov](mailto:Evette.Rivera@ct.gov)

The RFP link is also available on the Department's website at [RFP \(ct.gov\)](#) under the "Business Opportunities (RFPs)" link. A printed copy of the RFP can be obtained from the Official Contact upon request. Deadline for submission of proposals is October 31, 2022 at 4:00pm.

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

**TABLE OF CONTENTS**

<i>Below is an outline of this Request for Proposal.</i>	
Procurement Notice . . . . .	Page 1
Section I — GENERAL INFORMATION . . . . .	3
A. Introduction . . . . .	3
B. Abbreviations / Acronyms / Definitions . . . . .	5
C. Instructions . . . . .	6
D. Proposal Format . . . . .	10
E. Evaluation of Proposals . . . . .	11
Section II — MANDATORY PROVISIONS . . . . .	14
A. POS Standard Contract, Parts I and II . . . . .	15
B. Assurances . . . . .	15
C. Terms and Conditions . . . . .	16
D. Rights Reserved to the State . . . . .	17
E. Statutory and Regulatory Compliance . . . . .	18
Section III — PROGRAM INFORMATION . . . . .	20
A. Department Overview . . . . .	20
B. Proposal Overview . . . . .	21
C. Proposal Components . . . . .	23
Section IV — PROPOSAL OUTLINE . . . . .	29
A. Cover Sheet . . . . .	29
B. Table of Contents . . . . .	29
C. Declaration of Confidential Information . . . . .	29
D. Conflict of Interest – Disclosure Statement . . . . .	29
E. Executive Summary . . . . .	29
F. Main Proposal . . . . .	29
G. Scope of Services . . . . .	31
H. Staffing Plan . . . . .	31
I. Data & Technology . . . . .	32
J. Subcontractors . . . . .	32
K. Work Plan . . . . .	32
L. Cost Proposal . . . . .	33
M. Appendices . . . . .	33
Section V – Forms . . . . .	34
A. Proposers Authorized Representative Form . . . . . Form 1 . . . . .	35
B. Non-Disclosure Form . . . . . Form 2 . . . . .	36
C. Agreement and Assurance Form . . . . . Form 3 . . . . .	37
D. Notification To Bidders, Parts I – V (CHRO) . . . . . Form 4 . . . . .	38
E. Conflict of Interest Form 5 . . . . .	43
F. Consulting Agreement Affidavit Form 6 . . . . .	44
G. Gift and Campaign Contributions Certification Form 7 . . . . .	45
H. Budget Summary Form 8 . . . . .	47
Section VI – Miscellaneous Information . . . . .	
A. . . . .	49
B. Minimum Submission Requirement Checklist . . . . .	50
C. Qualifying Proposal Evaluation Checklist . . . . .	52
D. Interview Evaluation Checklist . . . . .	55
E. Guidelines for Qualifying Proposal Evaluation Checklist . . . . .	57

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**I. GENERAL INFORMATION**

**A. INTRODUCTION**

1. **RFP Name: FY 23 DDS Training Application and Technical Assistance**
2. **Number of Contracts**– One contract will be developed for this proposal. The primary focus of the contract is. to provide a training application and technical assistance for all staff providing supports and services to individual receiving funds from DDS throughout the state of CT. The contract award will be capped at \$300,000 a year, for a three-year period with periodic reviews to assure services and supports are being rendered as indicated.
3. **RFP Summary** - The State of Connecticut, Department of Developmental Services (DDS) is seeking proposals from businesses to develop and utilize a training application to support the required education/training and assistance to staff providing services and supports to individuals with intellectual disabilities.  
The following areas are to be developed, supported, managed, and updated in accordance to the training requirements of the department.  
Areas include:
  - Development of a Mobile Training Application to support the department’s training curriculum
  - Technical Assistance for the Application
  - Provision of support through virtual remote media platform using Microsoft TEAMS
  - Collaboration with Stakeholders
  - Provision of existing training curriculum that can be accessed to support the general needs of the department or ability to develop and modify curriculum as needed
  - Development of a reporting and quality assurance system and completion of necessary documents

Mobile Training Application – Contractor will develop, implement, and maintain an application to support the training needs of the department. Application needs to be accessed on a variety of platforms – android and IOS – computer, phone, tablet, etc. to best meet the needs of the department. The application will support the use of established, new, and updated curriculum developed by the department.

Technical Assistance Application Unit/Team - Contractor must establish a technical support unit/team with at least one main contact manager/supervisor who will oversee the coordination of all training for the three DDS regions in CT. The training unit/team established will support an average 10,000 staff in CT. Staff will include, but not limited to, public, private, self-directed, and ICF supports.

Provision of support through virtual remote media platforms using Microsoft TEAMS – Contractor must provide ongoing/as needed technical support to training participants through various platforms – especially Microsoft TEAMS.

Collaboration with Stakeholders – Proposer will work closely with DDS (Educational Support Staff Development, ESSD) appointed staff to assure curriculum is available and accessible to all stakeholders. Proposer will develop communication for all stakeholders outlining the training application and the supports provided. Ongoing communication and training updates will be provided through the application for all stakeholders. Proposer will work to ensure the LMS system has the ability to support a system administrator for each site supporting approximately 10,000 staff including Public, Private, Self-Directed and ICF Supports.

Provision of existing training curriculum that can be accessed through a library of trainings to support the general needs of the department. Contractor will have an established library of training curriculum which can be accessed and modified as needed in collaboration with the department’s existing and future training modules. All training modules will be accessible on the application platform and website.

Development of a reporting and quality assurance system and completion of necessary documents – Contractor will be responsible for providing ongoing reports of trainings completed and assure all training platforms are included in the data reported. Provide a quality assurance tracking system for all required staff trainings and follow up system for overdue training requirements. Department appointee will have access to all training data collected in collaboration with the contractor, with the ability to develop customizable reports, as needed.

This contract has no one time cost associated upfront. An established application that can be developed or adapted to meet the needs of the department with the inclusive yearly cost of \$300,000 over 3 years will support this proposal. Payment of services rendered will be done through quarterly invoices of equal payments and include all components of the RFP outcomes in the yearly payment.

Proposers must demonstrate experience in training applications on a variety of platforms, letters of recommendation, and preferred experience or familiarity with supporting individuals with ID/DD.

Proposers must meet all the objectives outlined within the DDS Training Application and Technical Assistance RFP

The due date for proposals is 4:00 p.m. on October 31, 2022. Proposals must be received in PDF form and emailed to E-Mail: [Evette.Rivera@ct.gov](mailto:Evette.Rivera@ct.gov) the Department of Developmental Services, 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.

4. **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)
EEO	Equal Employment Opportunities
EOR	Employer of Record
ESSD	Education Support and Staff Development
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 overall management, operation and provision of the family organization's services.
- **Contractor:** A private non-profit family organization 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.
- **Participant/Individual:** A person who has been authorized by the DDS to receive services.
- **Experienced Trainers:** Training and technical assistance to ESSD Staff, ESSD Administrators and other Stakeholder Administrators .
- **Principal of the Entity:** The designated person primarily responsible for the overall management, operation and provision of services within the entity.
- **Proposer:** A non-profit family organization 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 merits of the proposal with the Department.
- **Prospective Proposer:** A non-profit family organization that may submit a proposal to the Department in response to this RFP but has not yet done so.

- **Subcontractor:** An individual (other than an employee of the contractor) or business entity hired by a contractor to provide a specific health or human service as part of a POS contract with the 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: Evette Rivera  
Address: Department of Developmental Services  
Education Support and Staff Development  
61 Woodland Street  
Hartford, Connecticut 06105  
Phone Number: 860-616-2054  
Toll-Free: 866-737-0330  
TDD: 860-418-6079  
Fax: 860-616-2081  
E-Mail: [Evette.Rivera@ct.gov](mailto:Evette.Rivera@ct.gov)

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](#).

Proposers may also access the “Business Opportunities (RFPs)” link on the State of Connecticut Department of Developmental Services web site at [RFP \(ct.gov\)](#) 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 [RFP \(ct.gov\)](#) under the "Business Opportunities (RFPs)" link. The form must be signed by the organization's Chief Executive Officer or another official with signatory authority and submitted as Attachment A. Non-Profit family organizations 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 is available in electronic format from the Internet at the following locations:

- State Contracting Portal  
[CTsource Bid Board](#)
- Department of Developmental Services Web Page  
[RFP \(ct.gov\)](#)

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.

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:

- Total Maximum Funding Available: Not to exceed \$300,000 per year.
- Payment for services rendered will be billed through quarterly invoices and submitted to Luis Ayala  
Phone: 860-418-6138  
Email: [Luis.ayala@ct.gov](mailto:Luis.ayala@ct.gov)

5. **Eligibility.** Experienced Training and Website Application organizations are eligible to submit proposals in response to this RFP.

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

- A. Relevant Performance History
- B. Fiscal Performance
- C. Administrative Experience
- D. References and Relationships
- E. Feasible Work Plan for 1/1/2023 Implementation

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.

<b>October 3, 2022</b>	RFP Released
<b>October 12, 2022</b>	Letter of Intent must be submitted on or before 4 pm deadline in order to submit inquiries and bid
<b>October 12, 2022</b>	Deadline for Inquiries by 4:00 pm
<b>October 19, 2022</b>	Anticipated Release of Official answer to Inquires
<b>October 31, 2022</b>	Proposals due 4:00 PM
<b>November 18, 2022</b>	Anticipated Selection of Contractor
<b>January 1, 2023</b>	Anticipated Start of Contract

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 e-mail not later than October 12, 2022 at 4:00 pm. 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](#). Proposers may also access the "Business Opportunities (RFPs)" link on the State of Connecticut DDS web site at [RFP \(ct.gov\)](#) to view the Non-Disclosure Form.
9. **Inquiry Procedures.** All questions regarding this RFP must be directed, in writing via email ([Evette.Rivera@ct.gov](mailto:Evette.Rivera@ct.gov)), to Evette Rivera by on October 12, 2022 at 4:00 pm. **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 not later than October 19, 2022. The amendment will be posted on the State Contracting Portal at [CTsource Bid Board](#). Proposers may also access the "Business Opportunities (RFPs)" link on the State of Connecticut DDS web site at [RFP \(ct.gov\)](#) to view the amendment. A notice of amendment will also be sent no later than October 19, 2022 to interested proposers who have submitted a letter of intent by the due date.
10. **Proposers' Conference.** A Proposers' Conference will not be held. Proposers' questions shall be submitted to the Official Agency Contact no later than October 12, 2022 at 4:00 pm. All questions asked 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 noted as such. The written amendment will serve as the Department's official response to Proposers' questions. A formal amendment to this RFP is anticipated to be issued not later than October 19, 2022 to provide answers to questions.

The amendment will be posted on the State Contracting Portal at [CTsource Bid Board](#). Proposers may also access the "Business Opportunities (RFPs)" link on the State of Connecticut DDS web site at [RFP \(ct.gov\)](#) to view the amendment. A notice of amendment will also be sent to interested proposers who submitted a Letter of Intent by October 12, 2022 by 4:00 pm.

11. **Proposals Due.** Proposal must be received no later than 4:00 p.m. on October 31, 2022. Proposals must be received by email in PDF format with the required labeling not later than the deadline. Late submissions will not be accepted.

**Proposals are to be submitted to:**

Name: Evette Rivera



Address: Department of Developmental Services  
Education Support and Staff Development  
61 Woodland Street  
Hartford Connecticut 06105  
Phone Number: 860-616-2054  
Toll-Free: 866-737-0330  
TDD: 860-418-6079  
Fax: 860-616-2081  
E-Mail: [Evette.Rivera@ct.gov](mailto:Evette.Rivera@ct.gov)

An acceptable submission must include the following:

- one (1) proposal including attachments and ethics forms.

The proposal must carry original electronic signatures that includes the title and email address of the signer. The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee. Proposals will be electronically shared with the Screening Committee for review.

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 averse 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.

## 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.

**Cover Sheet.** The proposer must develop a Cover Sheet that includes the information below. *Legal Name* is defined as the name of the non-profit family organization, 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
  - Legal Name:
  - FEIN:
  - Street Address:
  - Town/City/State/Zip:
  - Authorized representatives:
  - Title:
  - Phone Number:
  - FAX Number:
  - E-Mail Address:
  - Authorized Official:
  - Title:
  - Signature:
2. **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.)
  3. **Executive Summary.** Proposals must include a high-level executive summary of the main proposal and budget summary, not exceeding 2 pages.
  4. **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.
  5. **General Requirements.**
    - All required forms must be submitted with the proposal as attachments.
  6. **Style Requirements.** Submitted proposals must conform to the following specifications:
    - Paper Portrait
    - Page Limit: None specified
    - Print Style: All pages **except** Financial Statement(s) must be numbered
    - Font Size: 12
    - Font Type: Times New Roman

- Margins: 1” minimum on the top, bottom, and sides of all pages
- Line Spacing: None specified

7. **Pagination.** The proposer’s name must be displayed in the header of each page. All pages, including the required appendices and forms, must be numbered in the footer. 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.)

## 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 will be composed of individuals or family member, 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 disqualification of the proposer.
3. **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 (3) follow the required Proposal Outline; (4) proposed budget must be no more than the maximum financial amount identified for each grouping 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.
4. **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.
5. **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, will be interviewed. The criteria are weighted according to their relative importance.

<b>Minimum Provider Qualifications</b>	<b>Present and Likely to be Implemented</b>
All five organizational requirements must be met: A. Relevant Performance History B. Fiscal Performance C. Administrative Experience D. References and Relationships E. Feasible Work Plan for 1/1/2023 Implementation	Yes/No
<b>Scored Proposal Areas</b>	<b>Scoring Weights</b>
Demonstrate that the organization has the ability and proficiency to develop implement, improve, and maintain a user friendly and accessible training application and website to support all stakeholders.	20%
Demonstrate that the organization has the ability and proficiency to develop a quality assurance tracking system for all required staff trainings and follow up system for overdue training requirements.	20%
Demonstrate that the organization can effectively support the data collection needs of the department and provide all required reporting documents on a timely basis.	20%
Demonstrates the proficiency and ability to develop, maintain, and support user friendly and accessible virtual/remote platforms to provide information/communication to all accessing the training platform and provide a library of trainings to support the ID/DD community.	20%
Demonstrates the organization has the capacity to support the current need of the department and the anticipated growth.	20%

**Timeline:** The following timeline, up to and including the deadline for submission.

Note: 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).

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<b>October 31, 2022</b>	Proposals due 4:00 PM
<b>November 18, 2022</b>	Anticipated Selection of Contractor
<b>January 1, 2023</b>	Anticipated Start of Contract

**6: Meetings with Proposers:**

The Screening Committee may convene meetings (virtual) with proposers in order to gain a fuller understanding of their proposals. The meetings may involve demonstrations, interviews, presentations or review of sample training curriculum. The Official Agency Contact will contact proposers to make an appointment. 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.

<b>Minimum Provider Qualifications</b>	<b>Present and Likely to be Implemented</b>
All five organizational requirements must be met: A. Relevant Performance History B. Fiscal Performance a. Adequate Financial Resources C. Administrative Experience D. References and Relationships E. Feasible Work Plan for 1/1/2023 Implementation	Yes/No
<b>Scored Proposal Areas:</b>	<b>Scoring Weights</b>
Demonstrate that the organization has the ability and proficiency to develop implement, improve, and maintain a user friendly and accessible training application and website to support all stakeholders.	20%
Demonstrate that the organization has the ability and proficiency to develop a quality assurance tracking system for all required staff trainings and follow up system for overdue training requirements.	20%
Demonstrate that the organization can effectively support the data collection needs of the department and provide all required reporting documents on a timely basis.	20%
Demonstrates the proficiency and ability to develop, maintain, and support user friendly and accessible virtual/remote platforms to provide information/communication to all accessing the training platform and provide a library of trainings to support the ID/DD community.	20%
Demonstrates the organization has the capacity to support the current need of the department and the anticipated growth.	20%

7. **Organization Observation:** At the discretion of the Screening Committee, committee members may observe the organization in order to gain a better understanding of the agency. At the discretion of the Screening Committee, committee members may observe a family meeting led by the proposers in order to gain a better understanding of the agency.

8. **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(s) 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 November 18, 2022 and to initiate this engagement as soon as possible thereafter.
9. **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 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.
10. **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 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.
11. **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 afore mentioned 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 provide 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](#). Proposers may also access the "Business Opportunities (RFPs)" link on the State of Connecticut DDS's web site at [RFP \(ct.gov\)](#) 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. Consideration will be given to proposals that include recruitment and retention of former DDS employees for continuity of care.
- 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 rights 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 with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at [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/ethicsforms>.

**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/nondiscrimforms>.

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

## II. PROGRAM INFORMATION

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### 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.

### B. PROPOSAL OVERVIEW

(DDS) is seeking proposals from businesses to develop and utilize a training application and website to support the required education/training and assistance to staff providing services and supports to

individuals with intellectual disabilities. The below noted action steps are to be developed, supported, managed, and updated in accordance to the training needs of the department. Contractor responsibilities under the DDS Training and Technical Assistance RFP will include:

### **Development of Training Application**

- Develop, implement, and maintain a training application to support the department's training curriculum in collaboration with and approval of DDS ESSD.
- Application needs to be user-friendly and accessed on a variety of platforms – android and IOS – computer, phone, tablet and other AT devices available.
- Development of training application and technical assistance based on the department's materials, policies, procedures, requirements, and Mission of the department.
- Application will support the use of established, new, and updated curriculum developed by the department. Trainings can be in the form of online materials, webinars, face time/Skype, Power Point and other modalities to best meet the training needs
- DDS ESSD be able to upload current and new DDS developed trainings: The platform would be able to allow DDS ESSD to upload trainings in their current format or that the training can be converted to a compatible format in a user-friendly method. DDS retains ownership to these trainings & materials.
- All training curriculum modules will be uploaded to the Training Application within 5 business days of receipt.

### **Technical Assistance Application Unit/Team**

- Develop a training unit/team with at least one main contact manager/supervisor who will oversee the coordination of all training application needs for the three DDS regions.
- Development of differentiating between various staff to assure all required trainings are completed. The training unit/team established will support an average 10,000 staff in CT. Staff will include, but not limited to, public, private, self-directed, and ICF supports.
- Provide available technical assistance 24 hours/7 days a week to support all participating trainees' shifts. Technical assistance can include but not limited to video, in person or virtual support.
- Development a pilot testing the system to differentiate between various staff (Self-Directed Staff, Private Staff and Public Staff) to assure required trainings are completed.
- An established timely resolution to system downtime with an interface notification process for all users (i.e. sending text messages, emails, etc).
- **Remote Support**
  - Contractor must provide remote supports as needed to all trainees.
  - Remote support is to be provided on State of Connecticut media platform of Microsoft TEAMS. In addition, contractor can provide other virtual supports best meeting the needs of the department and all the participating trainees.
  - Remote support should be available/able to be accessed 24/7 to best meet the needs of the participating trainees working various hours

## **Collaboration with Stakeholders**

- Contractor to work collaboratively with DDS appointed staff to assure required training curriculum is available and accessible to all stakeholders.
- Contractor will develop appropriate, easily understandable communication for all stakeholders outlining the training application, the supports provided, and the availability of supports.
- Contractor will provide ongoing communication and training updates, as needed and as deemed important by the department, through the application for all stakeholders.
- Contractor will provide updates and reminders of all required and appropriate training needed by all stakeholders. Tracking system needs to be imbedded in the application to assure mandates are maintained.
- All stakeholder will have access to available library of classes. This would include any classes added by the contractor in collaboration with DDS ESSD.

## **Accessible Training Library**

- Contractor to have access and use of existing applicable ID/DD training curriculum that can be accessed to support the general needs of the department or ability to develop and modify curriculum as needed.
- Contractor's training curriculum library could be accessed in collaboration with the department existing and future training modules.
- All training modules will be accessible on the application platform and website.
- The contractor be capable of developing training curriculum & materials in collaboration with DDS ESSD based on the department's requirements.
- Training curriculum library will include but not limited to Supporting People with ID/DD, Person-Centered Planning and Supports, Workplace Professional Behavior, Communication Techniques Working with People with ID/DD.

## **Development of a Reporting and Quality Assurance System and Completion of Necessary Documents**

- Contractor will be responsible for providing ongoing reports of trainings completed and assure all training platforms are included in the data reported.
- Provide a quality assurance tracking system for all required staff trainings and follow up system for overdue training requirements.
- Application needs to have a simple and easy "real time" tracking system that all stakeholders can understand and know their training requirements. Tracking should include identification of trainings completed, timeframes to complete required trainings, and timeframes for additional training needed.
- Facilitation/ Completion of necessary State, Federal, DDS, and DSS Specific Documents
- Provide ongoing documentation of scope of work completed and submit to DDS on a monthly basis.
- Initial and Ongoing application service to be invoiced on a quarterly basis to the DDS Business Department.

- Contractor must conduct satisfaction surveys at least yearly to identify training need areas and strengths.
- A Plan of Correction will be submitted for any outstanding concerns/issues identified by the satisfaction survey and quality assurance measures and outcomes conducted.
- Contractors will be reviewed yearly to assure service delivery is in compliance with DDS and the scope of the RFP.

**DATA and TECHNOLOGY REQUIREMENTS:**

1. 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 and 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](#))
2. 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 need 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.
3. The provided solution must be able to establish either a fully automated or partially manual interface with the state's HRMS (Core-CT, an Oracle/PeopleSoft system) in order to use HRMS data to update user data in the LMS.
    - a. At a minimum, the provided solution will be able to import, add and remove/disable users based upon start dates and termination dates in a CSV file downloaded from the HRMS.
    - b. Ideally, the provided solution will be able to create a programming interface with the HRMS and handle the user updates without manual intervention.
  4. The provided solution must include a full-featured mobile LMS application that works on both Android and Apple devices. A web application can be used as the mobile application only if the user experience is very similar to what would be provided by a native mobile application.

## *Quality Measures*

<b>Outcomes</b>	<b>Measures</b>
<p><b>1. Development of Training Application.</b></p>	<ul style="list-style-type: none"> <li>• On line training application to be fully functional and accessible by all stakeholder by 3/1/23.</li> <li>• Application to show all platforms available at rollout.</li> <li>• Application is easily accessible, simple to understand (6<sup>th</sup> grade reading level), easy to use by all stakeholders.</li> <li>• Initial OnBoard Training Curriculum to be uploaded by 1/9/23</li> <li>• Pilot for a sample of all stakeholders to showcase the training application to be in place 1/23/23.</li> <li>• Pilot training application data to be shared by 2/28/23</li> <li>• Development, maintaining and updating as needed of the training application that interfaces with CoreCT (state employees), Fiscal Intermediaries (Self-Directed Staff) and Private Providers Administrator (Private Provider Staff) to meet the needs of the department to be fully operational 3/1/23.</li> <li>• Application will support the use of established, new and updated curriculum. Curriculum to be uploaded to the application within 5 business days of receipt.</li> <li>• Training Application point person will collaborate with the appointed DDS ESSD Staff during the entire contract.</li> <li>• Provide updates and revisions as needed based on the needs of the department</li> </ul>
<p><b>2. Training and Technical Assistance.</b></p>	<ul style="list-style-type: none"> <li>• Establish an application training unit/team with at least one main contact manager/supervisor who will oversee the coordination of all training application needs for the three DDS regions by 1/1/23.</li> <li>• Development of system to differentiate between various staff to assure required trainings are complete by 1/23/23 in collaboration with the pilot.</li> <li>• Provide available technical assistance 24/7. This plan for support needs to be outlined by 1/23/23 and fully operational by 3/1/23. Outline of support can include but not limited to: video, virtual, in person.</li> <li>• An established timely resolution to system downtime with an interface notification process for all users (i.e. sending text messages, emails, etc) to be completed by 3/1/23.</li> </ul>
<p><b>3. Remote Support.</b></p>	<ul style="list-style-type: none"> <li>• Establish a plan to provide remote support to all stakeholders by 2/28/23 based on the pilot data and outcome of needs identified.</li> <li>• Ongoing plan of remote support will be on the State of Connecticut Microsoft TEAMS platform but can be accessed on other platforms as developed by the contractor in coordination with DDS ESSD Appointees.</li> </ul>



4.Collaboration with Stakeholders.	<ul style="list-style-type: none"> <li>• Once awarded contract, work collaboratively with DDS appointed staff to develop the Training Application to meet the required training curriculum needs of all the stakeholders.</li> <li>• Develop communication for all stakeholders outlining the launch of the training application, the availability and supports to be provided, and the various trainee requirements, timelines and the basic OnBoard Trainings. Communication should be easy and understandable. Pictures can be used to support the platform and make the application and communication simplified. Plan for communication needs to be in place within the first 4 weeks of the contract.</li> <li>• Ongoing communication and training updates will be done in collaboration with DDS appointed staff</li> <li>• Establish a tracking system imbedded in the application to assure all mandated trainings are completed within the required timeframes. Notification system will be in place for all stakeholders by 3/1/23.</li> </ul>
5.Accessible Training Library	<ul style="list-style-type: none"> <li>• Once awarded contract, provide available curriculum modules – topics and training length – that could be accessed to support the training application. Information to be shared with the designated DDS staff (ESSD, Self-Determination Directors) and Private Agency Administrators.</li> </ul>
6. Development of Reporting and Quality Assurance Systems and Completion of Necessary Documents.	<ul style="list-style-type: none"> <li>• Develop a documentation and reporting system to identify; training completions, progress, quality performance and efficiency of all stakeholders by 2/1/23.</li> <li>• Provide a quality assurance tracking system for all required training and a follow-up system for overdue required trainings by 2/1/23.</li> <li>• Tracking system needs to be imbedded in the application for trainees to access but also a way to develop reports for the department.</li> <li>• Develop and implement a satisfaction survey to be reviewed by the DDS ESSD Appointees within the first 6 months of the Training Application rollout and then yearly thereafter for the life of the contract.</li> <li>• Satisfaction Survey results submitted within 30 days of completion to identified DDS ESSD Appointees.</li> <li>• A Plan of Correction will be submitted for any outstanding concerns/issues identified by the satisfaction survey outcomes within 60 days of the Satisfaction Survey results.</li> </ul>

**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.*

	Page
<b>A. Cover Sheet . . . . .</b>	<b>1</b>

The Cover Sheet should have the following components:

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

<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>	
<b>1. Organizational Profile</b>	

1. *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) Board of Directors composition and role in management and oversight; (3) sufficient managerial and administrative support to implement family support services required by this RFP in the proposed service area including the ability to meet data submission requirements; (4) sufficient resources to operate the proposed services; (5) the ability to supervise staff in community settings; (6) the capacity to provide staff with professional development or training opportunities; and (7) a continuous improvement process to ensure quality services; (8) a copy of the Internal Revenue Service letter that verifies the provider is a 501(3) private non-profit organization (**Attachment O**).

2. *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 emphasis on activities relevant and related to the proposed project.
3. *Organization Chart.* Provide a diagram showing the hierarchical structure of functions and positions within your organization (**Attachment D**).
4. *Executive Management Personnel.* Provide the names and job titles of the administrator of the organization and staff who will be working on this project (**Attachment E**).
5. *Proposer Performance Reviews.* Provide documentation to demonstrate that the proposer has provided quality family supports and services over the past few years (**Attachment F**). Include 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.*
6. *Service Area.* Provide a rationale explaining why your organization is well suited to provide services in the proposed area.
7. *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). If this type of financial statement has not been prepared and reviewed in this manner, provide documentation of finances with supporting documentation. (**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.
8. *References:* Include three (3) letters of reference from agencies that provide training for staff who support people with IDD. (**Attachment H**). Provide the following information for each reference: Name, title, address, and telephone number where the person can be reached during daytime hours.

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

1. *Proposed Services.* Provide a description of the proposed services to be provided. At a minimum, the description should identify the proposed training application, staffing, administrative oversight, use of community resources and examples of support activities the proposer will provide.
2. *Support Strategies.* Describe how the organization provides support to the ESSD staff, ESSD Administrators and other stakeholder administrators.

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

1. *Staff Plan.* Submit a staffing plan that discusses how and when your organization will hire staff and orient them to your organization, the program, the community, and their roles and responsibilities.
2. *Organization Chart for the agency.* Provide an organization chart showing anticipated lines of authority (reporting relationships) of staff (**Attachment J**).
3. *Key Personnel.* Provide the name and job title of the individual within your organization who will supervise staff (**Attachment K**).

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

Provide a description of the proposer’s use of virtual platforms and remote communications to provide supports to multiple users for the purpose of training, initial and ongoing education, problem solving, and electronic data collection.

Explain the data collection methodology including intelligence software to search, correlate, analyze, monitor, and report on data and outcomes achieved in real time.

Outline the proposer’s use and /or commitment to product development, cost management and competitive analysis in the domains of virtual/remote communication platforms.

Provide a description of the proposer’s use of operational intelligence to investigate, monitor, analyze data in reference to the provision of quality services, and the ability to react and respond to potential problem areas requiring attention/revision/ development.

Describe the technology (hardware /software/virtual platforms) used to enhance staff effectiveness or improve the efficiency of your organization.

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

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

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

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

Develop a work plan **from the date of award through the first 12 months of operations**, describing **what steps** (activities, actions, tasks) your organization will take to implement DDS’s requirements for these services as described in the Proposal Overview.

b. *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.

c. *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.

Format for Timetable

Step:

Method:

(1)

(2)

(3)

Timetable: Complete

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

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

**Financial Condition:** Provide a description of the financial condition of the company. Describe what credit lines with the associated financial institution, are available to the proposer to meet its financial needs.

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

- a. Budget is outlined and will be adhered to the implementation in support of this contract. It should be presented to assure all requirements of the RFP are met including technology development, staff onboarding/recruiting, creation of virtual platforms.
- b. Include a budget narrative to detail operating and administrative expenses. The budget narrative should include the wage rate structure staff wages. The budget narrative should provide the background descriptive information for each of the budget lines in the Budget Summary Form.

**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** - Executive Management Resumes. Provide a copy of the resume for the administrator of the organization and the Executive Management Team (**no form provided**).
- Attachment F** - Proposer Performance Reviews (**no form provided**)
- Attachment G** - 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). 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 (**no form provided**)
- Attachment H** - Letters of Reference (3 total) (**no form provided**)
- Attachment I** - .....
- Attachment J** - .....
- Attachment K** - Key Organization Personnel Resumes (**no form provided**)
- Attachment L** - Consulting Agreement Affidavit (OPM Ethics Form 5) (**Form 6**)
- Attachment M** - Gift and Campaign Contributions Certification (OPM Ethics Form 1) (**Form 7**)
- Attachment N** - Multiple Submission Proposal (**no form provided**). A document that details the direct support and clinical coverage for each home, the supervision and administrative oversight for the bundled homes and any financial savings achieved by receiving the awards for multiple homes or groupings.
- Attachment O** - Copy of the Internal Revenue Service letter that verifies the provider is a 501(3) private non-profit organization (**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 5)

**Form 7** – Gift and Campaign Contributions Certification (OPM Ethics Form1)

**Form 8** – Budget Summary Form

**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

Peter Mason  
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: \_\_\_\_\_



**Department of Developmental Services (DDS)**

**AGREEMENTS AND ASSURANCES**

The undersigned proposer affirms and declares that:

**1. General**

- a. This proposal is executed and signed with full knowledge and acceptance of the RFP CONDITIONS stated in the RFP.
- b. The proposer will deliver services to DDS at the cost proposed in the RFP and within the time frames therein.
- c. 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.
- d. 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.

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

**MANAGEMENT:** 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.

**BUSINESS AND FINANCIAL OPERATIONS:** 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.

**MARKETING AND SALES:** 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.

**LEGAL OCCUPATIONS:** 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.

**COMPUTER SPECIALISTS:** 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

**ARCHITECTURE AND ENGINEERING:** 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.

**OFFICE AND ADMINISTRATIVE SUPPORT:** 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).

**BUILDING AND GROUNDS CLEANING AND MAINTENANCE:** 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.

**CONSTRUCTION AND EXTRACTION:** 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.

**INSTALLATION, MAINTENANCE AND REPAIR:** Occupations involving the installation, maintenance, and repair of equipment is 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.

**MATERIAL MOVING WORKERS:** 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 off bearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.

**PRODUCTION WORKERS:** 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.

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>2. 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 non-discrimination 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>

**FORM 4**

**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		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	(X)		
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)

**FORM 4**

**CONFLICT OF INTEREST**

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

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

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

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.*

**FORM 5**



**STATE OF CONNECTICUT  
CONSULTING AGREEMENT AFFIDAVIT**

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

**INSTRUCTIONS:**

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

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

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

**AFFIDAVIT:** [Number of Affidavits Sworn and Subscribed on This Day: \_\_\_\_\_]

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

_____		_____
Consultant's Name and Title		Name of Firm (if applicable)
_____	_____	_____
Start Date	End Date	Cost
Description of Services Provided: _____		
_____		

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

If YES: \_\_\_\_\_  
Name of Former State Agency Termination Date of Employment

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

_____	_____	_____
Printed Name of Bidder or Contractor	<b>Signature of Principal or Key Personnel</b>	<b>Date</b>
_____	_____	_____
Printed Name (of above)	Awarding State Agency	

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

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

\_\_\_\_\_  
**My Commission**

**FORM 6**

**STATE OF CONNECTICUT  
GIFT AND CAMPAIGN CONTRIBUTION CERTIFICATION**

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



**INSTRUCTIONS:**

Complete all sections of the form. Attach additional pages, if necessary, to provide full disclosure about any lawful campaign contributions made to campaigns of candidates for statewide public office or the General Assembly, as described herein. Sign and date the form, under oath, in the presence of a Commissioner of the Superior Court or Notary Public. Submit the completed form to the awarding State agency at the time of initial contract execution and if there is a change in the information contained in the most recently filed certification, such person shall submit an updated certification either (i) not later than thirty (30) days after the effective date of such change or (ii) upon the submittal of any new bid or proposal for a contract whichever is earlier. Such person shall also submit an accurate, updated certification not later than fourteen days after the twelve-month anniversary of the most recently filed certification or updated certification.

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

**GIFT CERTIFICATION:**

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

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

I, the undersigned, am a Principal or Key Personnel of the person, firm or corporation authorized to execute this certification on behalf of the Contractor. I hereby certify that, no gifts were made by (A) such person, firm, corporation, (B) any principals and key personnel of the person firm or corporation who participate substantially in preparing bids, proposals or negotiating state contracts or (C) any agent of such, firm, corporation, or principals or key personnel who participates substantially in preparing bids, proposals or negotiating state contracts, to (i) any public official or state employee of the state agency or quasi-public agency soliciting bids or proposals for state contracts who participates substantially in the preparing of bid solicitations or request for proposals for state contracts or the negotiation or award of state contracts or (ii) any public official or state employee of any other state agency, who has supervisory or appointing authority over such state agency or quasi-public agency.

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

**FORM 7**

**CAMPAIGN CONTRIBUTION CERTIFICATION:**

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

**Lawful Campaign Contributions to Candidates for Statewide Public Office:**

<u>Contribution Date</u>	<u>Name of Contributor</u>	<u>Recipient</u>	<u>Value</u>	<u>Description</u>

**Lawful Campaign Contributions to Candidates for the General Assembly:**

<u>Contribution Date</u>	<u>Name of Contributor</u>	<u>Recipient</u>	<u>Value</u>	<u>Description</u>

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

\_\_\_\_\_  
**Printed Contractor Name**

\_\_\_\_\_  
**Printed Name of Authorized Official**

\_\_\_\_\_  
**Signature or Authorized Official**

**Subscribed and acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.**

\_\_\_\_\_  
**Commissioner of the Superior Court (or Notary Public)**

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

**FORM 7**

# Budget Summary

Proposal Submitted by: \_\_\_\_\_

Budget for: \_\_\_\_\_

**Administrative and General Expenses**

<b>Salary &amp; Wages</b>		<b>Amount</b>	<b>FTE</b>
	Administration		
	Business		
	Other (Specify)		
	<b>Total Salary &amp; Wages</b>	-	0.00
	<b>Non-Salary</b>		
	Accounting & Auditing		
	Office Supplies		
	Technology Costs		
	Other (Specify)		
	<b>Total Non-Salary</b>	-	
	<b>Employee Benefits</b>		
	<b>Total Administrative and General</b>	-	
<b>Staffing Costs</b>			
	<b>Salaries &amp; Wages – Only complete as appropriate</b>	<b>Amount</b>	<b>FTE</b>
	Managers		
	Regional Staff		
Enter additional job descriptions and salary needed			
	<b>Total Salaries &amp; Wages</b>	-	0.00
			<b>FORM 8</b>

Staffing Costs (continued)		Amount	
	<b>Employee Benefits</b>		
	Social Security (FICA)		
	Unemployment		
	Workers Compensation		
	Insurance (Health, Dental, Disability, Life)		
	Retirement		
	Other (Specify)		
	<b>Total Benefits</b>	-	
	<b>Non-Salary</b>		
Add additional non-salary lines as appropriate	<b>Equipment</b>		
	<b>Other (Specify)</b>		
	-		
	-		
	-		
	<b>Total Non-Salary Contract Personnel</b>	-	
		-	
	<b>Total Cost for Program</b>	-	
	<b>Total Cost for Program and Administrative</b>	-	

## 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>Minimum Provider Qualifications:</b>
		▪ Relevant Performance History
		▪ Fiscal Performance -Adequate Financial Resources
		▪ Administrative Experience
		▪ References and Relationships
		▪ Feasible Work Plan 1/1/2023 Implementation

Yes	No	Requirement
		<b>Proposal received before deadline (4 pm October 31, 2022)</b>
		<b>Proposal meets packaging and labeling requirements: N/A all proposals submitted by email</b>
		▪ submitted in sealed package
		▪ addressed to official agency contact
		▪ name & address of proposer appears on package ( <b>upper left corner</b> )
		▪ <b>title of RFP lower left corner</b>
		▪ includes signed original ( <b>labeled as original</b> )
		▪ includes four copies
		<b>Proposal follows the required format: See PAGE 11</b>
		▪ 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> ) N/A
		▪ no material dependent on color distinctions or animations
		▪ no notebooks or binders
		▪ no prohibited attachments ( <b>required Attachments A-M</b> )
		▪ Proposal is complete ( <b>includes all nine sections</b> )
		<b>Proposal includes required outline documentation:</b>
		▪ Cover Sheet
		▪ Table of Contents
		▪ Conflict of Interest Disclosure Statement (Page 4) <b>Signed and either does/does not is circled</b>
		▪ Executive Summary (Page 10)
		▪ Main proposal includes required Sections:
		▪ Organizational profile
		▪ Scope of Services
		▪ Staffing Plan

Yes	No	Requirement
		<ul style="list-style-type: none"> <li>▪ Data and Technology</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Subcontractors</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Work Plan</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Cost Proposal               <ul style="list-style-type: none"> <li>A. Budget Summary Form</li> <li>B. Budget Narrative</li> </ul> </li> </ul>
		<p><b>Proposed budget must be no more than the maximum financial amount identified for each grouping</b></p>
		<ul style="list-style-type: none"> <li>▪ Agreements and Assurances Form (Attachment B) <b>-signed</b></li> </ul>
		<ul style="list-style-type: none"> <li>▪ Notification to Bidders (Attachment C) <b>-signed</b></li> </ul>
		<ul style="list-style-type: none"> <li>▪ Organization Chart (Attachment D)</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Executive Management Resumes (Attachment E) – Administrator of the organization and the Executive Management Team</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Proposer Performance Reviews (Attachment F) –Consumer Satisfaction Surveys</li> </ul>
		<ul style="list-style-type: none"> <li>▪ 2 Financial Statements (Attachment G) 2 most recent or if &lt;2yrs operation then CPA statements reviewed or audited</li> </ul>
		<ul style="list-style-type: none"> <li>▪ 3 Letters of Reference (Attachment H)</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Consulting Agreement Affidavit Form 5 (Attachment L)</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Gift and Campaign Contributions Certification (Form 1) (Attachment M)</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Multiple Submission Proposal (Attachment N)- If applicable</li> </ul>

# Qualifying Proposal Evaluation Checklists

**Proposer /Organization Name:** \_\_\_\_\_

**Date of Review:** \_\_\_\_\_

## Qualifying Proposal Evaluation Checklist A:

*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. Organization

- |   | <b>Rating:</b>           |
|---|--------------------------|
| 1. Provides mission statement and philosophy.               | <input type="checkbox"/> |
| 2. Defines organizational resources to accomplish proposal. | <input type="checkbox"/> |
| 3. Provides Organizational Outline /Structure.              | <input type="checkbox"/> |

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

---

## Qualifying Proposal Evaluation Checklist B:

*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.*

### B. Performance Standards/Service Delivery:

- |  | <b>Rating:</b>           |
|--|--------------------------|
| 1. Demonstrates that the organization has the ability and proficiency to develop implement, improve, and maintain a mobile training application to support the training needs of employees and stakeholders. | <input type="checkbox"/> |
| 2. Demonstrates that the training organization has the ability to establish a tracking system imbedded in the application to assure all mandated trainings are completed within the required timeframes.     | <input type="checkbox"/> |
| 3. Demonstrates that the training organization has the ability and proficiency to develop and implement an educational library that may be accessed and modified as a resource.                              | <input type="checkbox"/> |

- 4. Demonstrates that the training organization can effectively develop a reporting system to identify training completion, progress, quality performance and efficiency of all stakeholders.
- 5. Demonstrates that the training organization has the ability and capacity to develop, maintain, and support virtual/remote to all stakeholders.

$$\begin{array}{ccccccc}
 & \text{Total} & & \text{Average} & \text{Weight} & & \text{Score} \\
 & \boxed{\phantom{00}} & \text{Divided} & \boxed{5} & = & \boxed{\phantom{00}} & \text{X} & \boxed{.30} & = & \boxed{\phantom{00}} \\
 & & \text{BY} & & & & & & & 
 \end{array}$$

### Qualifying Proposal Evaluation Checklist C:

*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.*

## C. Quality Measures / Ongoing Improvements:

**Rating:**

- 1. Demonstrates the ability and capacity to develop a user friendly and accessible mobile training application that is easily accessible and simple to understand (6<sup>th</sup> grade reading).
- 2. Demonstrates the ability to support the use of established, new and updated curriculum.
- 3. Demonstrates a feasible plan to engage and collaborate with Stakeholders and have an established system administrator at each site supporting Public, Private, Self-Directed and ICF Supports.
- 4. Demonstrates the ability and capacity to deliver and upload most current curriculum within 5 business days to support all established platforms for stakeholders.
- 5. Demonstrates the ability to provide technical assistance to the DDS ESSD appointees and all stakeholders 24/7.



- 6. Demonstrates the ability develop a documentation and reporting system to identify, training completions, progress, quality performance and efficiency of all stakeholders.
- 7. Demonstrates the ability to define strategies to implement ongoing improvements to service delivery process.

$$\begin{array}{ccccccc}
 \text{Total} & & \text{Average} & \text{Weight} & \text{Score} \\
 \square & \text{Divided} & \square & \times & \square \\
 & \text{BY} & 7 & & .30 \\
 & & = & & = \\
 & & & & \square
 \end{array}$$

**Qualifying Proposal Evaluation Checklist D:**

*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.*

**D. Proposed Work Plan and Time Frame**

- 1. Adherence to RFP
- 2. Work Plan is feasible, and time frames are outlined for full implementation.

**Rating:**

$$\begin{array}{ccccccc}
 \text{Total} & & \text{Average} & \text{Weight} & \text{Score} \\
 \square & \text{Divided} & \square & \times & \square \\
 & \text{By} & \square & & .10 \\
 & & = & & = \\
 & & & & \square
 \end{array}$$

**Qualifying Proposal Evaluation Checklist E:**

*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.*

**E. Support Staff/Staffing Resources**

**Rating:**

- 1.

Demonstrates evidence of an established mobile training application with sufficient staff to support all stakeholder needs on multiple platforms with at least one contact manager/supervisor who will oversee the coordination of all training for the three DDS regions with at least one contact manager/supervisor who will oversee the coordination of all training for the three DDS regions.

2. Demonstrates the capacity to expand staffing /resources based on the growth and needs of the Department of Developmental Services Educational Support and Staff Development needs.

$$\begin{array}{ccccccc} \text{Total} & & \text{Average} & \text{Weight} & \text{Score} & & \\ \square & \text{By Divided} & 2 & = & \square & \text{X} & .10 & = & \square \end{array}$$

**Qualifying Proposal Evaluation Checklist F:**

*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.*

**F. Contract and Rate Agreement/ Budget/ Legal Compliances:**

**Rating:**

1. Demonstrates the capacity and agreement to work within the outlined rate structure as stipulated in DDS Request for Proposal.

2. Demonstrates adherence, compliance and good standing in relation to State and Federal business guidelines.

$$\begin{array}{ccccccc} \text{Total} & & \text{Average} & \text{Weight} & \text{Score} & & \\ \square & \text{Divided BY} & 2 & = & \square & \text{X} & .05 & = & \square \end{array}$$

SCORES    A            B            C            D            E            F            G            Total Score

$$\square + \square + \square + \square + \square + \square + \square = \square$$

$$\begin{array}{ccc} \text{Total Score} & & \text{Final Score} \\ \square & \text{X} & 20 & = & \square \end{array}$$

Comments:

Reviewer Initials:

**Guidelines for Qualifying Proposal  
Evaluation Checklist**  
**SECTION A: Organization**

Assess the organization’s value, adhere to the DDS mission and potential ability to accomplish the proposal, and operate the program.

**1. Mission Statement and Philosophy:** Review the formal mission and organizational philosophy contained in each proposal and compare it to the DDS Mission and Vision. Look for clear evidence of consistency between the agency statement and the principles contained in the DDS Mission/Vision, such as:

- community presence and participation
- development of skills and competence
- fostering individual choice
- strengthening personal and family relationships
- respect and dignity
- developing natural support networks
- prompting individual control over selection of supports and service providers
- using individual preferences in establishing goals and objectives
- engaging in collaboration with other community service providers

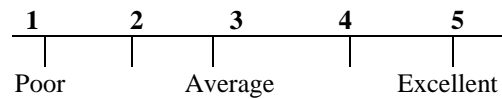
Review the proposal to identify proposed practices, which are also consistent with the DDS Mission/Vision. Examples include focusing on person-centered planning, special and unique efforts to include family and friends, using generic services and supports when appropriate, establishing a “circle” of natural supports for the individuals in the program, providing extra opportunities for meaningful participation in community life (e.g., volunteerism, membership in religious or civic organizations, etc.), seeking competitive jobs in the real workplace, etc.

Where possible review the history of the agency to identify actual and historical practices, which may support their stated philosophy and proposed actions (i.e., do they “practice what they preach”).

**2. Organizational Resources:** Review the relative strengths and weaknesses of the organization based on any identified areas of demonstrated expertise. (e.g., strong history of supporting people with ID, etc.). Evaluate the availability of clinical and other support personnel or resources that are necessary to provide expert and timely services to the people who will be served in the program. Evaluate access to technology resources, and applicable

**Rating Scale Guidelines: Section A**

*Score each criterion on a relative scale of 1-5. Use the descriptions as a guide for assigning scores. Consider a score of 2 as midway between 1 and 3; a score of 4 as a midway between 3 and 5.*



**1) POOR:**

The mission & philosophy of the organization is not consistent with the principles contained in the DDS Mission/Vision. The proposal does not address community inclusion, choice, relationships, individual/family preference, etc. The organization does not possess necessary management, independent oversight, support and/or clinical resources or expertise to adequately meet the needs of the individuals to be served in the program. Organization outline lacks detail and does not contain evidence of administrative control/oversight.

**(2) BELOW AVERAGE**

**(3) AVERAGE**

**(4) ABOVE AVERAGE**

**5) EXCELLENT:**

The mission & philosophy of the organization exemplifies the DDS Mission/Vision. The organization very clearly illustrates how it will practice these principles. It has a consistent history of demonstrating outstanding efforts to promote meaningful inclusion and integration, individual and family choice and control, building and supporting long-term relationships and networks. The organization has demonstrated special expertise in meeting the needs of similar population. There is an excellent resource base, which supports the program. Management resources are either specifically dedicated to the program or are readily available to provide close support. Strong evidence of administrative oversight, and excellence in systems management.

platforms in which to build needed systems /curriculum. Also consider the relationship of management and supervisory support. Assess the proximity, span of control and general availability of administrative oversight of the program.

- 3. Organizational Outline /Structure:** -Evaluate the organization's structure and systemic composition. Is there evidence of a table of organization, and if so, determine to what degree the organization is suitable for the project and associated responsibilities.

**Guidelines for Qualifying Proposal  
Evaluation Checklist**

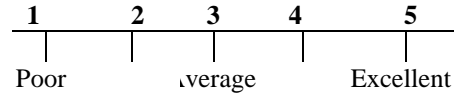
**SECTION B: Performance Standards/Service Delivery**

Evaluate the proposal in terms of its ability to meet the identified training needs of users through the provision of accessible and high-quality services. Consider the RFP stipulations as defined in performance standards, and according to the five criteria outlined below.

1. Demonstrates that the organization has the ability and proficiency to develop implement, improve, and maintain a mobile training application to support the training needs of employees and stakeholders.
2. Demonstrates that the training organization has the ability to establish a tracking system imbedded in the application to assure all mandated trainings are completed within the required timeframes.
3. Demonstrates that the training organization has the ability and proficiency to develop and implement an educational library that may be accessed and modified as a resource.
4. Demonstrates that the training organization can effectively develop a reporting system to identify training completion, progress, quality performance and efficiency of all stakeholders.
5. Demonstrates that the training organization has the ability and capacity to develop, maintain, and support virtual/remote to all stakeholders.

**Rating Scale Guidelines B:**

*Score each criterion on a relative scale of 1-5. Use the descriptions as a guide for assigning scores. Consider a score of 2 as midway between 1 and 3; a score of 4 as a midway between 3 and 5.*



**(1) POOR:**

The proposer demonstrates a lack of capacity or proficiency in two or more of the 5 categories reviewed. There is a lack of evidence that the provider has the capacity to appropriately meet the needs of the mobile training application, training/project development, technological resources/proficiency to carry out service delivery in an efficacious manner.

**(2) BELOW AVERAGE**

**(3) AVERAGE**

**(4) ABOVE AVERAGE**

**5) EXCELLENT:**

The proposer has demonstrated excellence in proposing quality programs and services as relevant to project description. Proposer demonstrates a high-level capacity to effectively provide the applications needed to be accessed on a variety of platforms – android and IOS – computer, phone, tablet, etc. to best meet the needs of the department the project goals and objectives using virtual/remote technology, with a commitment to service excellence and accessibility for all users. Organization and structure indicate a well-managed business plan and indicates measurable and formalized project goals and implementation with the capacity to grow.

**Guidelines for Qualifying Proposal  
Evaluation Checklist**

**SECTION C: Quality Measures / Ongoing Improvements**

Evaluate the proposal in terms of development and implementation strategies, which encourage and facilitate the engagement and inclusion of stakeholders & peers as a mechanism for meeting individual training needs. Assess the proposer’s commitment to quality, and the methodology used to implement ongoing improvements. Review based on the following seven criteria:

1. Demonstrates the ability and capacity to develop a user friendly and accessible mobile training application that is easily accessible and simple to understand (6<sup>th</sup> grade reading).
2. Demonstrates the ability to support the use of established, new and updated curriculum.
3. Demonstrates a feasible plan to engage and collaborate with Stakeholders and have an established system administrator at each site supporting Public, Private, Self-Directed and ICF Supports.
4. Demonstrates the ability and capacity to deliver and upload most current curriculum within 5 business days to support all established platforms for stakeholders.
5. Demonstrates the ability to provide technical assistance to the DDS ESSD appointees and all stakeholders 24/7.
6. Demonstrates the ability develop a documentation and reporting system to identify, training completions, progress, quality performance and efficiency of all stakeholders.
7. Defines strategies to implement ongoing improvements to service delivery process.

**Rating Scale Guidelines C**

*Score each criterion on a relative scale of 1-5.  
Use the descriptions as a guide for assigning scores.  
Consider a score of 2 as midway between 1 and 3:  
a score of 4 as a midway between 3 and 5.*

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Poor		Average		Excellent

**(1) POOR:**

The proposal does not fully meet or recognize the scope of training, nor the importance of ease of access to the people to be served. It does not adequately address the development of community and stakeholder collaboration. Lacks information regarding the development of training networks, or presents as underdeveloped, or missing key components of the importance of peer networks/collaboration. No specific evidence regarding quality measures or does not define how data collection will be collected or used toward the purpose of continuous improvement.

**(2) BELOW AVERAGE**

**(3) AVERAGE**

**(4) ABOVE AVERAGE**

**5) EXCELLENT:**

The proposal provides a clear plan to address the development of the mobile training application using accessible and user-friendly technology to assist in remote/virtual learning. It supplies detailed information regarding the development of community and stakeholder collaboration and dedicates planning and proposed outcomes specific to peer network groups. The proposal presents specific methodology regarding quality measures, and clearly defines how data collection will be collected & used toward the purpose of continuous improvement.

**Guidelines for Qualifying Proposal  
Evaluation Checklist**

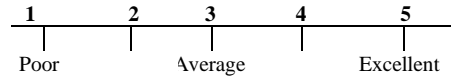
**SECTION D: RFP /Proposed Work Plan  
and Time Frames**

Evaluate the proposal responses in terms of completeness and comprehensiveness. Assess the proposer’s ability to meet the project’s time frames and clarity of planning phases. Consider the proposed mechanisms for start-up and development. If the proposal will rely on third party financing or management of the development process, review the extent to which the agency will be able to control and direct these processes. Identify any interim or temporary plans for beginning the program if difficulties/problems arise. Review the two criteria listed below:

1. Adherence to RFP.
2. Work Plan is feasible, and time frames are outlined for full implementation.

**Rating Scale Guidelines D**

Score each criterion on a relative scale of 1-5. Use the descriptions as a guide for assigning scores. Consider a score of 2 as midway between 1 and 3; a score of 4 as a midway between 3 and 5.



**(1) POOR:**

The proposal is disorganized and does not address the RFP required information. Proposer failed to provide information to address each section, or proposal is missing required responses. Submission suggests proposer may not possess the capacity or proficiency to manage a project as requested. The proposal does not address a majority of the transitional and operational activities and is not able to meet the identified timeframe for the project start-up. There is no or unclear evidence of a feasible plan to start the program within a reasonable period of time if problems in development occur. Time frames for start-up, implementation, and data collection are unreasonable or are missing.

**(2) BELOW AVERAGE**

**(3) AVERAGE**

**(4) ABOVE AVERAGE**

**(5) EXCELLENT:**

The proposal is extremely organized and comprehensively addresses each required section of RFP. The proposal is detailed and contains information outlining transitional and operational activities to meet the identified timeframe for the project start-up. There is strong supporting evidence of a feasible plan to start the program within a reasonable period if problems in development occur. Proposal reflects a work plan that exceptionally outlines time frames for start-up, implementation, and methodology for data collection.

**Guidelines for Qualifying Proposal  
Evaluation Checklist**

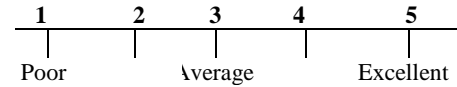
**SECTION E: Support Staff/Staffing Resources**

Particular attention should be given to the feasibility of hiring and training of staff and support personnel, establishment of any special service contracts (i.e.: Technology or virtual/remote platforms), and transition planning. Review the two criteria listed below:

1. Demonstrates evidence of an established mobile training application with sufficient staff to support all stakeholder needs on multiple platforms with at least one contact manager/supervisor who will oversee the coordination of all training for the three DDS regions with at least one contact manager/supervisor who will oversee the coordination of all training for the three DDS regions.
2. Demonstrates the capacity to expand staffing /resources based on the growth and needs of the Department of Developmental Services Educational Support and Staff Development needs.

**Rating Scale Guidelines E**

Score each criterion on a relative scale of 1-5. Use the descriptions as a guide for assigning scores. Consider a score of 2 as midway between 1 and 3; a score of 4 as a midway between 3 and 5.



**(1) POOR:**

The proposal does not address the establishment of staff support and at least one contact manager/supervisor. The response lacks detail or information regarding the construct of the staffing /organizational construct. Lacks information regarding the organization's capacity for expansion.

**(2) BELOW AVERAGE**

**(3) AVERAGE:**

**(4) ABOVE AVERAGE**

**(5) EXCELLENT:**

The proposal comprehensively outlines the establishment of staff to support all stakeholders and provides one manager/supervisor that will oversee the coordination of services. The response contains detailed information regarding the construct of the staffing /organizational construct. Provides plans and commitment of resources for growth, and capacity for expansion.



**Guidelines for Qualifying Proposal  
Evaluation Checklist**

**SECTION F. Contract and Rate  
Agreement/ Budget/ Legal Compliances:**

Evaluate the proposal’s rate agreement /budget in terms of its appropriateness to efficiently meet all the identified needs of the individuals and support all the services and programs being proposed. Determine whether the budget proposal is within the funding amount available for this project, and if expansion and growth is adequately addressed. Compare the quality of deliverables with those in competing budgets. Compare the type and amount of services proposed with competing budgets. Determine whether services outlined (defined) in the proposal are feasible and realistic. Review the two criteria listed below:

1. Demonstrates the capacity and agreement to work within the outlined rate structure as stipulated in DDS Request for Proposal.
2. Demonstrates adherence, compliance and good standing in relation to State and Federal business guidelines.

**RATING SCALE GUIDELINES F**

*Score each criterion on a relative scale of 1 – 5. Use the descriptions as a guide for assigning scores. Consider a score of 2 as midway between 1 and 3; a score of 4 as midway between 3 and 5.*

1	2	3	4	5
Poor		Average		Excellent

**(1) POOR:**  
The proposer has provided costs or information that is not consistent with the rates /contract stipulations. Proposer requesting more than RFP stipulated amount. Proposer is not registered as a business, or is in poor standing with Federal IRS/State DRS, Better Business Bureau, etc...

**(2) BELOW AVERAGE**

**(3) AVERAGE**

**(4) ABOVE AVERAGE**

**(5) EXCELLENT:**  
The budget is at or below the available RFP funding amount. The proposed budget/contract is able to support the services proposed in a cost-effective manner allowing for some expansion as needed. The proposed costs in relation to services is more cost effective and well defined than most of the other proposals.