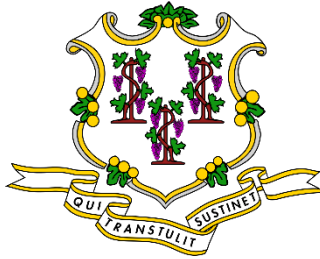


## STATE OF CONNECTICUT PROCUREMENT NOTICE



Request for Proposals (RFP)  
For Birth to Three Central Billing Office  
RFP Name: OEC-25-B23CBO  
Issued by:  
Office of Early Childhood  
January 2025

The Request for Proposal is available in electronic format on the State Contracting Portal by filtering by Organization for the "Early Childhood, Office of" (<https://portal.ct.gov/DAS/CTSource/BidBoard>) or from the OEC's Official Contact:

Name: Kaitlyn E. Czap  
Address: Office of Early Childhood 450  
Columbus Boulevard Hartford, CT  
06103  
E-Mail: [OEC.B23BillingRFP@ct.gov](mailto:OEC.B23BillingRFP@ct.gov)

The RFP is also available on the OEC's website at: <https://www.ctoec.org/rfps/>.  
**Applicants may register for the optional pre-bid conference by clicking on this link.**

**RESPONSES MUST BE RECEIVED NO LATER THAN**

**Friday, March 7, 2025, 5:00PM EST**

The Office of Early Childhood (OEC) is an Equal Opportunity/Affirmative Action Employer.

The OEC reserves the right to reject any and all submissions or cancel this procurement at any time if deemed in the best interest of the State of Connecticut (State).



Dear Colleagues,

The Birth to Three community is soliciting a procurement to address the fiscal stability of the Early Intervention system. This RFP will bring in a Central Billing Office (CBO) responsible for billing Medicaid and Commercial Insurance. To address this challenge, the Office of Early Childhood (OEC) is putting forward this RFP in support of Early Intervention contracted providers' operations and the financial stability of Birth to Three programs throughout Connecticut. OEC's Birth to Three systems theory of action is that when parents, health care providers, Birth to Three contracted providers, and Local Education Agencies have a shared understanding of the purpose of early interventions and professional development is aligned with the proper fiscal enhancements to maximize revenue and ensure adequate provider capacity then children and their families have increased outcomes. Stable fiscal enhancements allow the lead agency and Birth to Three programs to ensure evidence-based practices are accessible to those supporting families in the field. Fiscal stability enables the system to help families adequately and allows Birth to Three contracted providers to remain financially viable. Ultimately, the business support system created through this RFP will maintain the capacity and financial stability of the system and ensure that business-related resources and supports are equitably available to our Birth to Three contracted provider community.

The OEC will be hosting a pre-bid conference **on Monday, February 3 at 12:30 pm ET** to review the RFP receive questions from prospective respondents. While this conference is not mandatory, we highly encourage your attendance. Please register for the conference at:  
[zoom.us/webinar/register/WN\\_-YLhSicFRh6ZEfbCSBZh7g#/registration](https://zoom.us/webinar/register/WN_-YLhSicFRh6ZEfbCSBZh7g#/registration)

Proposals are due **Friday, March 7, 2025, by 5:00 pm ET**.

We are committed to advancing the financial infrastructure on which each Birth to Three contracted provider operates. We look forward to working with a strategically aligned partner who shares our commitment to supporting Birth to Three contracted providers in processing commercial insurance and Medicaid claims on behalf of the Birth to Three system. We look forward to reading through the proposals and hope many of you will respond to this call to action.

Sincerely,

A handwritten signature in black ink that reads "Elena Luthy".

Elena Trueworthy, Deputy Commissioner

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## I. General Information

### A. INTRODUCTION

- 1. RFP Name and Number.** Birth to Three Central Billing Office: **OEC-25-B23CBO**
- 2. RFP Summary.** The Office of Early Childhood (OEC) is seeking proposals to fund a Central Billing Office (CBO) to process commercial insurance and Medicaid claims on behalf of the Birth to Three System. As a result, the CBO will help continue to build a robust insurance processing system. Part C of the Individuals with Disabilities Education Act (IDEA) governs the Connecticut Birth to Three System. The CBO contractor will aid in keeping the System financially viable and allow Birth to Three contracted providers to provide Early Intervention Service (EIS) to support children and families.

Each year, more than 12,000 infants and toddlers in Connecticut receive an evaluation and assessment, and of those 12,000, over 11,000 receive services through the Birth to Three System. Children are referred to the System by a parent or others who are concerned about a developmental delay or disability. Children and families eligible for services work with early interventionists to support their child's development through comprehensive supports including but not limited to physical therapy, occupational therapy, speech and language pathology, and other disciplines.

Unfortunately, families are often caught in a cycle of navigating through systems to get the support and services they need because of strained resources and limited funding. The Birth to Three System has a budget of \$71.9 million comprised of state, federal, commercial insurance, and Medicaid funding. Of that budget, commercial insurance and Medicaid make up roughly 26%. As part of this work, having an efficient CBO will allow Birth to Three contracted providers to focus on improving outcomes for children ages zero to three and their families. This RFP will focus on identifying a CBO to manage the billing process. For more details, see Section II.B.

All information maintained by the Birth to Three System is protected by the Family Educational Rights and Privacy Act (FERPA). The selected Contractor is expected to maintain confidentiality of all information including at a minimum: (i) comply with all applicable Federal and State privacy and data security requirements; (ii) protect the privacy and

security of any data to which it has access; (iii) as soon as reasonably practicable after determining that a breach occurred, report such breach to the Participating Agency; (iv) not re-disclose information without the written consent of the Participating Agency.

3. **RFP Purpose** This procurement intends to address the fiscal stability of the Birth to Three system. This procurement will bring in a Central Billing Office that will be responsible for billing private insurance and Medicaid on behalf of the Birth to Three system.
4. **Commodity Codes.** The services that the OEC wishes to procure through this RFP are as follows:
  - 84000000: Financial and Insurance Services

## **B. INSTRUCTIONS**

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

Names: Kaitlyn E. Czap  
Address: Office of Early Childhood  
450 Columbus Boulevard  
Hartford, CT 06103  
E-Mail: [OEC.B23BillingRFP@ct.gov](mailto:OEC.B23BillingRFP@ct.gov)

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

2. **Registering with State Contracting Portal.** Applicants must register with the State of CT contracting portal at <https://portal.ct.gov/DAS/CTSource/Registration> if not already registered. Applicants shall submit the following information pertaining to this application to this portal (on their supplier profile), which will be checked by the OEC contact.
  - Secretary of State recognition – Click on appropriate response.
  - Non-profit status, if applicable

- Notification to Bidders, Parts I-V
  - Campaign Contribution Certification (OPM Ethics Form 1):  
<https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>
3. **RFP Information.** The RFP, amendments to the RFP, and other information associated with this procurement are available in electronic format from the Official Contact or from the Internet at the following locations:
- Agency's RFP Web Page: <https://www.ctoec.org/rfps/>
  - State Contracting Portal (go to CTsource bid board, filter by "Early Childhood, Office of"):  
<https://portal.ct.gov/DAS/CTSource/BidBoard>

It is strongly recommended that any applicant or prospective applicant interested in this procurement check the Bid Board for any solicitation changes. Interested applicants may receive additional e-mails from CTsource announcing addendums that are posted on the portal. This service is provided as a courtesy to help monitor activities associated with State procurements, including this RFP.

4. **Procurement Schedule.** See table below. Dates after the due date for proposals ("Proposals Due") are non-binding target dates and are only estimated dates that may be subject to change (\*). The OEC may amend the schedule as needed. Any change to dates listed below, excluding non-binding dates, will be made by means of an amendment to this RFP and will be posted on the State Contracting Portal and the OEC's RFP Web Page.

#### Procurement Schedule Table

<b>RFP Released:</b>	<b>Monday, January 27, 2025</b>
<b>Optional Pre-Bid Conference:</b>	<b>Monday, February 3, 2025</b>
<b>Optional Letter of Intent Due:</b>	<b>Wednesday, February 5, 2025</b>
<b>Q&amp;A Period:</b>	<b>Friday, January 24, 2025, through Tuesday, February 25, 2025</b>

Questions received by each Friday in the Q & A period will receive responses the following Tuesday.

**The OEC will collect and respond to questions weekly.**

<b>Deadlines for Questions</b>	<b>Responses by</b>
Friday, January 31, 5:00 PM ET	Tuesday, February 4
Friday, February 7, 5:00 PM ET	Tuesday, February 11
Friday, February 21, 5:00 PM ET	Tuesday, February 25

**Proposals Due: Friday, March 7, 2025, 5:00PM ET**

**(\*) Proposer Selection: Tuesday, April 1, 2025**  
**(\*) Start of Contract: Tuesday, July 1, 2025**

5. **Contract Awards.** The award of any contract pursuant to this RFP is dependent upon the availability of funding to the OEC. The OEC anticipates the following:

<b>Total Funding Available</b>	Up to <b>\$1,850,000.00</b> is available through this RFP. Payments to contractor shall be based on 1) percent of successful claims and 2) progress towards key deliverables.
<b>Number of Contracts</b>	1
<b>Contract Term</b>	July 1, 2025 – June 30, 2028
<b>Funding Source</b>	State of Connecticut funds

6. **Eligibility.** Eligible applicants for this RFP are as follows:

All RFP applicants must be legally registered with CT's Secretary of State or exempt from such registration per State of CT legislation and provide proof of exemption from registration. Applicants claiming nonprofit status must provide proof of nonprofit status, such as a copy of their Internal Revenue Service (IRS) determination letter.

7. **Minimum Qualifications of Applicants.** To qualify for a contract award, an applicant must have the following minimum qualifications:
- Be able to provide sufficient staff at the time of award, including managerial and administrative support to implement the required operational and evaluation services and resources to meet Office of Early Childhood (OEC) data/technology and reporting requirements defined in the Scope of Service Description, found in Section II.D.
  - Be in sound fiscal health, as determined by a recent organizational budget. The applicant's most recent statement of financial activities (profit and loss statement) and documentation of clean opinions in audited financial statements for the last three (3) years (or whatever number of years are available, for newer organizations) must be made available if requested.
  - Adhere to Generally Accepted Accounting Principles.
  - Be registered with [System of Award Management \(SAM\)](#) by the time of contract execution.
  - Have the capacity and expertise to understand Part C of the Individuals with Disabilities Education Act, HIPAA and FERPA requirements.

- Shall adhere to Part II of State of Connecticut's standard contract for health and human services, unless otherwise approved by OEC and CT Office of Attorney General.
8. **Letter of Intent.** A Letter of Intent (LOI) is not required but encouraged by this RFP. The LOI is non-binding and does not obligate the sender to submit a proposal. The LOI must be submitted to the Official Contact by e-mail by the deadline established in the Procurement Schedule. The LOI must clearly identify the sender, including name, postal address, telephone number, and e-mail address. It is the sender's responsibility to confirm the OEC's receipt of the LOI.
9. **Inquiry Procedures.** All questions regarding this RFP or the OEC's procurement process must be directed, in writing, to the Official Contacts contact (Section B.1) before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline(s) will be answered. However, the OEC will not answer questions when the source is unknown (e.g., nuisance or anonymous questions). Questions deemed unrelated to the RFP, or the procurement process will not be answered. At its discretion, the OEC may or may not respond to questions received after the deadline. The OEC may combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and noted as such.
- The agency will release the answers to questions on the date(s) established in the Procurement Schedule. The OEC will publish all amendments to this RFP on the State Contracting Portal and, if available, on the OEC's RFP Web Page. At its discretion, the OEC may distribute any amendments to this RFP to prospective applicants who submitted a Letter of Intent or attended the RFP Conference.
10. **RFP Bidder's Conference. The virtual RFP Bidder's Conference will be held on Monday, February 3, 2025.** Attendance at the conference is optional, but highly encouraged. The OEC will publish conference material on its website after the conference. 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 agency will release the amendment on the date established in the Procurement Schedule. The OEC will publish all amendments to this RFP on the State Contracting Portal and on the OEC's RFP Web Page.



11. **Proposal Due Date and Time.** The Official Contacts are the **only authorized recipients** of proposals submitted in response to this RFP. Proposals and all supporting documentation must be received by the Official Contacts on or before the due date and time: **Friday, March 7, 2025, 5:00 PM EST.**

Please be aware that delays may occur when emailing submissions with large attachments and plan accordingly. If the proposal and/or any required supporting documentation are received after the due date and time, the proposal will be ineligible for review. The OEC will send an official letter alerting late applicants of ineligibility.

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

- One (1) conforming electronic copy of the original proposal. The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

The electronic copy of the proposal must be emailed to the official agency contact for this procurement. The subject line of the email must read: **OEC-25-B23CBO**. The main body should be submitted as PDF, while the completed budget template should be submitted as a spreadsheet. Required forms and appendices may be scanned and submitted as PDFs at the end of the main proposal document.

Please consolidate the main proposal body and attachments into a single PDF file or as few files as possible. Please be sure that each file submitted with your proposal is appropriately titled with your organization name and an indicator of the content. For example, if you are submitting the main body and attachments as one file, an appropriate file title would be "ORGNOME\_FullProposal." If you are submitting the budget, an appropriate file title would be "ORGNOME\_Budget."

Please ensure the entire email submission is less than 25MB as this reflects the OEC's server limitations. Applicants should work to ensure there are not additional IT limitations from the applicant side.

## II. Purpose of RFP and Scope of Services

### A. OFFICE OF EARLY CHILDHOOD OVERVIEW

Established in 2013, the OEC is the state agency charged with fostering cross-system integration, coordination, and collaboration at the state and local levels to enhance the health and well-being of young children, families, and communities. The OEC brings together leadership, expertise, and a wide range of early childhood and family support services formerly housed at five different state agencies. The OEC aims to build an integrated early childhood system that includes high-quality services for family support and home visiting services, early intervention services, early care and education programming, and regulation.

The OEC provides funding standards, regulations, quality improvement supports, technical assistance, and oversight to ensure that early care and education programs for young children:

- Are safe, healthy, and nurturing.
- Effectively support children's physical, social, emotional, and cognitive development.
- They are accessible to all children, particularly those facing barriers, risks, or challenges to their healthy development and success.
- Provide equitable access for all.

The Connecticut Birth to Three system's mission is to support infants and toddlers with delays and disabilities to develop and grow through everyday routines in partnership with families. The system provides equitable access to all families and connections to resources within the community. The Connecticut Birth to Three System evaluates over 12,000 children and serves approximately 11,500 eligible children each year. On any given day there are approximately 7,000 eligible children supported in the system.

The system is designed to ensure that all families have equal access to a coordinated program of comprehensive services and supports that foster collaborative partnerships, are family-centered, occur in natural environments, recognize current best practices in early intervention, and are built upon mutual respect and choice.

For more information, visit the OEC's website: <https://www.ctoec.org/>.

**B. PROPOSAL OVERVIEW:**

The OEC seeks proposals from billing and claiming companies to join the OEC in providing billing functions for EIS through the Individuals with Disabilities Education Act (IDEA, Part C). The Office of Early Childhood seeks proposals from qualified firms with extensive experience in commercial health insurance and Medicaid billing collections.

**Background & Problem Statement**

The Office of Early Childhood is seeking a CBO Contractor for billing Medicaid and commercial insurance on behalf of Connecticut's Birth to Three system to maximize reimbursements, reduce strain on families and providers, and improve financial systems. As part of this procurement the CBO contractor will provide accessible and comprehensive training, support to contracted providers through the adjudication process, and guidance to the billing and collections system.

A summary of the Birth to Three insurance rates are posted on the Birth to Three webpage at [State Rates & DSS Information – Birth23.org](https://www.birthe23.org).

As the goal of this RFP is to increase commercial and Medicaid insurance revenue, the number of current claims is an important aspect in understanding the level of work the CBO will input into this process. Over the last state fiscal year, the system has billed insurance and recouped funds as outlined below.

Commercial Health Insurance Claims filed by Birth to Three contracted providers in Fiscal Year 2023 (7/1/22 through 6/30/23)

**115,840 claims filed.** Of those claims:  
\$17,340,012.90 billed to insurers.  
\$3,525,868.73 claims paid by health insurance.

Medicaid Claims filed by OEC in Fiscal Year 2023  
(7/1/22 through 6/30/23)

**256,309 claims filed with Medicaid.** Of those claims:  
\$34,226,881.82 billed to Medicaid.  
\$33,383,796.65 paid by Medicaid

This RFP aims to support Birth to Three contracted providers and families in keeping the system financially viable through billing commercial health insurance and Medicaid. The successful CBO will be required to work with providers to ensure families understand any explanation of benefits (EOB) and processing of claims. The successful applicant will be submitting insurance preauthorization's on behalf of contracted providers and determining the appropriate payers through an agreed upon adjudication process. Additionally, through working with contracted Birth to Three providers and the OEC, the successful applicant will work to:

1. Increase the revenue of the Birth to Three system by maximizing the billing of third-party insurers.
2. Utilize high-quality systems and processes with the State, contractors, and families to ensure a compliant, transparent, and communicative relationship.
3. Ensure an accurate and sophisticated data-driven reporting system that mitigates problems and is responsive with solutions.
4. Comply with the provisions of FERPA for all collection, storage, and transmittal of data. For purposes of this RFP, nothing in this RFP may be construed to allow the Vendor to maintain, use, disclose or share OEC's Data in a manner not allowed by federal law or regulations, including but not limited to FERPA.

### **C. VISION FOR SUCCESS**

With a well-functioning CBO, the Birth to Three system's funding streams will increase in revenue, leading to a more stable and financially viable system. This increase will include increases within both Medicaid claims and commercial health insurance claims paid. With this, Birth to Three contracted providers will have timely payments from Medicaid and private insurance, and families will understand the impacts of billing commercial health insurance. The OEC seeks to partner with the successful CBO to maintain and improve communication with the OEC and ensure transparency within the reporting requirements outlined in the contract. To do this, the successful CBO will also have an efficient and modernized data system that can securely transmit data between the system and Birth to Three's transactional database.

### **D. SCOPE OF SERVICE DESCRIPTION**

The CBO contractor will be adaptable, responsive, and a commercial health insurance and Medicaid billing expert.

The successful CBO candidate will process Commercial Health Insurance and Medicaid through:

1. Submission of claims to commercial health insurance plans and Medicaid on behalf of all contracted Birth to Three contracted providers.
2. Ensure that each claim submitted under Birth to Three insurance coverage and Medicaid properly identifies it as a Birth to Three claim in whatever manner requested by the insurance plan and/or Medicaid.
3. Develop a format for the Birth to Three contracted providers to submit all data necessary for processing claims.
4. Ensure the CBO contractor is informed by each insurance plan and Medicaid of the claims paid to each Birth to Three contracted provider. (i.e., can receive the EOBs).
5. Track all claims and reimbursements by child, by Birth to Three contracted provider, and overall, each month.
6. Establish and follow procedures for pursuing claim denials and re-submitting claims in a timely manner.
7. Produce regular quality data reports and other lists as requested by the OEC to improve the quality of the data and timely reimbursement.

In particular, the OEC is interested in potential applicants to this RFP who can:

1. Increase the revenue of the Birth to Three system by maximizing the billing of third-party insurers. To achieve this goal, the Contractor shall:
  - a. Develop tools and processes to maximize revenue and billing efficiency (e.g., adjudication matrix, process improvement strategy, and reporting dashboard).
  - b. Maintain a comprehensive, up-to-date system that allows for accurate billing reconciliation.
  - c. To ensure smooth and efficient claim processing, lead and build relationships with stakeholders, including Birth to Three contracted providers and Insurance/Medicaid.
  - d. Maintain knowledge and expertise in industry standards in billing, claiming, insurance, legal statutes, medical coding, and Part C of IDEA.
2. Ensure a compliant, transparent, and communicative relationship, utilize high-quality systems and processes for the state, contractors, and families. To achieve this goal, the Contractor shall:
  - a. Prioritize customer service to help OEC and Birth to Three providers.

- b. Develop tools and processes to ensure compliant and transparent communication with stakeholders.
  - c. Establish and implement a responsive helpdesk and ticketing system for Birth to Three providers.
  - d. Develop a comprehensive budget forecast for OEC on contracted services.
  - e. Create a modern, dynamic, and stable system that is specific to Connecticut Birth to Three needs, flexible, and compatible with the statewide Birth to Three data system.
3. Ensure an accurate and sophisticated reporting system that is data-driven, mitigates problems, and is responsive with solutions. To achieve this goal, the Contractor shall:
- a. Provide quick and accurate reporting as needed or requested by OEC, including quarterly and annual reports that include claims billed and paid broken out by source.
  - b. Have sufficient staffing, including a Project Manager assignment and internal procedures in place with subject matter expertise.
  - c. Develop policies & procedures on how the billing system operates, including data manual, user manual, and procedures.
  - d. Prioritize User Experience to ensure the entry interface is accessible to Birth to Three contracted providers so they can work their insurance claims as quickly and efficiently as possible.
  - e. Utilize data including but not limited to the ticketing system to make timely adjustments to improve system/processes.
  - g. Gather and synthesize necessary data from Birth to Three providers, insurance companies, and other stakeholders to create timely and accurate claims data that are reportable.
  - h. Ensure that the CBO is working with contracted providers to identify any errors and correct any identified areas of non-compliance promptly.
  - i. Participate in the state and fiscal monitoring process of insurance and Medicaid billings that will ensure compliance with Part C of IDEA, HIPAA, and FERPA.

#### **E. Contract Management/Data Reporting**

As part of the State's commitment to becoming more outcomes oriented, OEC seeks to actively collaborate with contractors to enhance contract management, improve results, and adjust service delivery and policy based on reacting to and improving processes.

OEC will work with the awarded applicant to set expectations for what contract management will look like. At a minimum, this will include:

- A. Provide OEC quarterly reports, in a format approved by OEC, on the percent of revenue billed to commercial insurance and denied.
- B. Submit complete data exports, in formats approved by OEC, of all claims with dates of service in each calendar year, with fields, as directed in writing in advance by the OEC.
- C. Attend and facilitate every other week state office meetings, Interagency Coordinating Council (ICC) meetings, program director meetings, monthly Community of Practices, and meet with Birth to Three contracted providers as needed.

#### **F. Performance Measures**

The performance measures will be analyzed regularly during the lifetime of the contract following this RFP. The awarded applicants will be responsible for reporting quarterly data which may include the performance metrics indicated below.

The table below highlights desired outcomes and performance the Office of Early Childhood will examine during their contract. The tables below do not represent an exhaustive list; rather, these metrics are indicators of how the OEC will approach analyzing its desired outcomes. The OEC looks forward to working with the awarded Contractor to collaboratively refine and define additional important performance metrics.

#### **Performance Measures**

<b>Desired Outcomes</b>	<b>Metrics</b>	<b>Potential Data Source</b>
Increase the revenue of the Birth to Three system by maximizing billing of third-party insurers.	<ol style="list-style-type: none"> <li>1. Percent commercial insurance and percent Medicaid revenue processed versus what was billed.</li> <li>2. Number of denial of claims and revisions to processes and systems to reduce future denials.</li> </ol>	CBO internal data system  CBO internal procedures, processes and guides
Ensure a compliant, transparent, and communicative relationship, utilize high-quality systems and	<ol style="list-style-type: none"> <li>1. Number of communications categorized by subject shared and or posted</li> </ol>	Quality control survey and/or satisfaction survey conducted by CBO

Desired Outcomes	Metrics	Potential Data Source
processes for the state, contractors, and families.	<p>during a specific time frame.</p> <p>2. Number and type of complaints received from OEC, Providers, Families, or other stakeholders.</p> <p>3. Amount of time taken to implement and/or resolve system or processes work.</p>	CBO internal data system
Ensure an accurate, and sophisticated reporting system that is data driven that mitigates problems and is responsive with solutions.	<p>1. Number of system updates based on compliance.</p> <p>2. Number of calls to help desk.</p> <p>3. Number of outreach activities to stakeholders.</p> <p>4. Number of business days to resolve help desk tickets.</p> <p>5. Number and types of communication to Birth to Three contracted providers.</p>	<p>Internal CBO data system</p> <p>CBO Help Desk ticketing system</p>

## G. **EVALUATION OF PROPOSALS**

1. **Evaluation Process.** The OEC intends to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful applicants, and awarding contracts, the OEC will conform with its written procedures for POS and PSA procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85). Final funding allocation decisions will be determined during contract negotiation.
2. **Evaluation Committee.** The OEC will designate an Evaluation Committee to evaluate proposals submitted in response to this RFP. The Evaluation Committee will be composed OEC staff or other designees as



deemed appropriate. The contents of all submitted proposals, including any confidential information, will be shared with the Evaluation Committee. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions may be rejected after review by the Evaluation Committee Chairs. The Evaluation Committee shall evaluate all proposals that meet the Minimum Submission Requirements by score and rank ordered and make recommendations for awards. Attempts by any applicant (or representative of any applicant) to contact or influence any member of the Evaluation Committee may result in disqualification of the applicant.

**3. Minimum Submission Requirements.** To be eligible for evaluation, proposals must (1) meet the Proposal Format requirements; (2) follow the required Proposal Outline; and (3) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements may be disqualified upon review of the Evaluation Committee Chairs. The OEC will reject any proposal that deviates significantly from the requirements of this RFP.

**4. Evaluation Criteria and Weights.** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards the Evaluation Committee will use to evaluate the proposals' technical merits. Only the criteria listed below will be used to evaluate proposals. The weights are disclosed below.

Evaluation Criterion Title	What Would a Top Score Look Like?
<b>Organizational Structure and Staffing (15%)</b>	<p>The ideal candidate will:</p> <ul style="list-style-type: none"> <li>A. Have a successful history of providing services in private insurance and Medicaid billing to local, state, or federal entities.</li> <li>B. Have a clear organizational structure that includes a dedicated project manager and team with subject matter expertise in early intervention billing, with a proven ability to manage large-scale contracts and multiple stakeholders.</li> <li>C. Have a well-established internal workflow process for staffing, ensuring that sufficient and qualified personnel are available to meet the needs of the OEC and contracted Birth to Three providers. This includes the capability to scale staffing based on fluctuating workloads or project demands.</li> </ul>

	<p>D. Have a structured approach to hiring, training, and retaining subject matter experts who are knowledgeable in early intervention billing practices and the specific needs of Birth to Three providers.</p> <p>E. Have experience in developing and maintaining comprehensive policies, procedures, and user manuals to guide internal staff and Birth to Three providers, ensuring smooth system operations and clarity of processes.</p>
<b>Financial Profile (15%)</b>	<p>The ideal candidate will:</p> <p>A. Demonstrate strong fiscal health as determined through clean opinions in the last 3 years of audited financial statements (or whatever number of years are available, for newer organizations); a recent organizational budget; and the respondent's most recent statement of financial activities (profit and loss statement).</p> <p>B. Responsibly and proactively manages its financial systems with accuracy and clearly defined internal controls.</p> <p>C. Have prior experience managing complex financial reporting requirements.</p> <p>D. Use Generally Accepted Accounting Principles with financial systems.</p>
<b>Customer Service and Support (15%)</b>	<p>The ideal candidate will:</p> <p>A. Have experience in building and maintaining strong relationships with key stakeholders, including the OEC, Birth to Three providers, insurance companies, and Medicaid, fostering collaboration and ensuring smooth communication across all parties.</p> <p>B. Have a clear commitment to high-quality customer service, with a demonstrated track record of providing timely, responsive support to stakeholders utilizing a dedicated team.</p> <p>C. Have experience developing and managing a responsive helpdesk and ticketing system that is web-based self-service for troubleshooting issues and providing ongoing support to Birth to Three providers, ensuring prompt issue resolution.</p> <p>D. Have history of developing transparent communication strategies that keep all stakeholders informed, ensuring compliance, reducing confusion, and fostering trust across the system.</p>

	<p>E. Have experience establishing and managing a robust ticketing system for issue tracking and resolution, integrating this system with reporting tools to ensure transparency and continuous improvement.</p> <p>F. Demonstrate an ability to effectively communicate data-derived insights and understanding among stakeholders.</p>
<b>Budget (15%)</b>	<p>The ideal candidate will:</p> <p>A. Have the ability to develop and provide OEC with detailed budget forecasts for contracted services, outlining expected costs, revenue projections, and resource needs, with an emphasis on cost-efficiency and maximizing revenue.</p>
<b>IT and Data (20%)</b>	<p>The ideal candidate will:</p> <p>A. Have experience implementing sophisticated, data-driven software and systems that generate timely and accurate reports and analytics, including real-time, quarterly, and annual reports that meet federal and state requirements.</p> <p>B. Have demonstrated success in creating state of the art systems that are compatible with state-specific data systems (such as Birth to Three Data System), ensuring that all systems are dynamic, flexible, and seamlessly integrated.</p> <p>C. Have the ability to utilize data from various sources, such as Birth to Three providers and insurers, to identify issues, track trends, and make timely adjustments that improve the billing process and system functionality.</p> <p>D. Have prior experience using data driven decision making developing and measuring key metrics and utilizing data to generate performance outcomes.</p> <p>E. Have the ability to adhere to all state and federal statutes, regulations, policies, and industry standards and can secure all confidential information with controls to mitigate fraud and data breaches.</p> <p>F. Utilize a system that uses analytics, performance measures, built in tools, simplified system, all-inclusive data integration with ongoing enhancement, a unified framework connects provider, client, and biller that has audit features that detect inconsistencies that works using fast development speeds.</p>

<p><b>Work Plan (20%)</b></p>	<p>The ideal candidate:</p> <ul style="list-style-type: none"> <li>A. Will propose a plan for a comprehensive, modern billing system tailored specifically to the needs of Connecticut’s Birth to Three program, integrating seamlessly with the state’s existing data systems and ensuring flexibility as the program evolves.</li> <li>B. Have experience developing tools, strategies, and dashboards that drive continuous improvement in billing processes, ensuring maximum revenue capture while streamlining operational efficiency.</li> <li>C. Propose policies and procedures that ensure compliance with all relevant legal and regulatory requirements, providing clear guidance for both contractors and stakeholders on how the system will operate.</li> <li>D. Understand the need for a flexible, scalable billing and data management system that can adapt to future changes in policy, regulations, or funding, ensuring long-term sustainability of the program.</li> </ul>
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**Note:** As part of its evaluation of Organizational Structure and Staffing, the Evaluation Committee will consider the proposer’s demonstrated commitment to affirmative action, as required by the Regulations of CT State Agencies § 46A-68j-30(10).

- 5. Proposer Selection.** Upon completing its evaluation of proposals, the Evaluation Committee will submit the rankings of all proposals to the OEC Commissioner. The final selection of a successful proposer is at the discretion of the OEC Commissioner. The proposer selected will be so notified and awarded an opportunity to negotiate a contract with the OEC. 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, at the OEC’s discretion, about the outcome of the evaluation and proposer selection process. The OEC reserves the right to decline to award contracts for activities in which the OEC Commissioner considers there are not adequate respondents.
- 6. Debriefing.** Within ten (10) calendar days of receiving notification from the OEC, unsuccessful proposers may contact the Official Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered “day one” of the ten (10) calendar days. If unsuccessful

proposers still have questions after receiving this information, they may contact the Official Contacts and request a meeting with the OEC 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 OEC will schedule and hold the debriefing meeting within fifteen (15) business days of the request. The OEC will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.

- 7. Appeal Process.** Pursuant to General Statutes § 4e-36 (a), any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board. Such contest shall be submitted, in writing, not later than fourteen days after such bidder or proposer knew or should have known of the facts giving rise to such contest and shall be limited to the procedural elements of the solicitation or award process, or claims of an unauthorized or unwarranted, noncompetitive selection process.
- 8. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the OEC's contracting procedures, which may include approval by the Office of the Attorney General. Fully executed and approved contracts will be posted on State Contracting Portal and the OEC website.

### **III. Required Proposal Submission Outline**

- A. Cover Sheet**
  - B. Table of Contents**
  - C. Executive Summary**
  - D. Main Proposal**
  - E. Proposal Attachments** (clearly referenced to summary and main proposal where applicable)
  - F. Declaration of Confidential Information**
  - G. Conflict of Interest – Disclosure Statement**
  - H. Statement of Assurance**
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#### **A. Cover Sheet**

The applicant must include a Cover Sheet capturing the following information:

- RFP Name or Number
- Legal Name
- Federal Employer Identification Number (FEIN)
- Street Address
- Town/City/State/Zip
- Contact Person
- Title
- Phone Number
- E-Mail Address
- Authorized Official Title
- Signature

Legal Name is defined as the name of private provider organization, CT State agency, or municipality submitting the proposal. Contact Person is defined as the individual who can provide additional information about the proposal or who has immediate responsibility for the proposal. Authorized Official is defined as the individual empowered to submit a binding offer on behalf of the applicant to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto.

#### **B. Table of Contents**

Applicants must include a Table of Contents that lists sections and subsections with page numbers that follow the organization outline and sequence for this proposal.

## C. Executive Summary

The page limitation for this section is one (1) page briefly describing how the applicant meets the eligibility criteria outlined in the Proposal Overview and a brief overview of why the applicant should be selected for the activities highlighted in the scope of services.

## D. Main Proposal Submission Questions and Prompts

**\*\*\*Please note the maximum total page length for the main proposal submission is 30 pages, attachments are not included in the page count.** Please describe in detail how the applicant will provide the work described in Section D. Scope of Service Description. Provide a clear and concise narrative which addresses the following:

**Organizational Structure and Staffing:** Describe the applicant's organizational capacity to provide work described in II. C Vision for Success. Specifically, address the following:

1. **Mission:** Provide your organization's mission statement and briefly explain how this guides your business strategies, culture, and stakeholder engagement. Include a brief organizational history including years the company has been operational, and a description of core programs. Describe the company's legal structure (private, public partnership, etc.). If applicable, mention any predecessor entities or major pivots in your business model.
2. **Organizational Capacity:** Provide a detailed explanation of the supervisory structure to be used to oversee activities and a staffing plan that includes the staff devoted to this project.
3. **Staff Qualifications:** Provide a summary of the qualifications and tenure of each key staff member who will be assigned to this contract. In the required attachments, also include resumes of key staff. If you plan to staff up, include draft job descriptions for anticipated hires and hiring timelines. *(Please compile all resumes and job descriptions into one document, instead of sending separate files for each resume or description).*
4. **Leadership:** Describe your organizational leadership's experience and involvement in the commercial insurance/Medicaid billing and claiming field.
5. **Onboarding and Training:** Describe your training and onboarding process. Outline the steps involved in your training and onboarding

process for new clients, including any materials, workshops, webinars, or support provided to ensure a smooth transition and quick adoption of your services or products.

6. **Project Management:** Describe your company's approach to project management. Outline your project management methodology, including how projects are planned, monitored, and reported on. Highlight the tools and practices you use to ensure projects stay on track and stakeholders are kept informed.
7. **Professional Affiliations:** Name the industry or professional associations your company is a member of. Explain the significance of these affiliations to your business operations and how they keep your company informed and competitive.

### **Financial Profile:**

1. **Audited Financial Statements:** As part of the required attachments, include three (3) years of audited financial statements, your most recent organizational budget, and your most recent statement of financial activities (profit and loss statement). For applicants who have been incorporated for less than three (3) years, include audited financial statements for whatever years you have available.
2. **Financial Management:** Describe the financial management and internal accounting procedures that will be used to ensure proper financial management, including fiscal controls designed for accountability. Include details on how financial records are maintained in accordance with Generally Accepted Accounting Principles (as defined by the American Institute of Certified Public Accountants).

### **Customer Service and Support:**

1. **Customer Support:** Describe how you would work with the CT Birth to Three System to develop meaningful outcomes that will identify progress and continually make improvements to their work for all stakeholders? How would you provide updates, track progress, and ensure success?
2. **Customer Engagement:** Describe how you establish and maintain strong relationships with key stakeholders to ensure efficient work processes and clear communication to maximize revenue and meet project goals. Provide examples of your communication strategy(ies) with customers/partners.



3. **Tools and Resources:** Please provide a list of self-service tools or resources that are available after onboarding. List the self-service tools and resources, such as knowledge bases, user forums, FAQs, and online training modules, that clients can access independently to resolve issues or enhance their use of your product or service. Additionally, include features, capabilities, and how these tools can help in monitoring performance, generating insights, and making data-driven decisions.
4. **Customer Service:** Describe how you manage customer requests, complaints, concerns, and feedback. Detail the process for handling customer interactions, from logging requests or complaints to resolution and follow-up. Highlight how feedback is incorporated into your continuous improvement efforts.

### **Budget:**

1. **Proposed Budget & Budget Narrative:** Submit a detailed budget using the OEC's standard budget template. The budget should reflect how funding awarded will be utilized and include a narrative description of the spending plan. This should include itemized one-time, start-up costs, and recurring annual and monthly costs. Respondents are advised that a responsive budget must limit annual administrative costs to 10% of the total budget.

### **IT and Data:**

1. **Data-informed decisions:** Detail prior experience with developing and measuring key metrics, tracking data, and using data from multiple sources to help with organizational decision making. Describe ideas for future planning that ensures process improvement to ensure a user-friendly system and dashboard. Please include names of any proprietary systems or software your organization uses or will use.
2. **Data Infrastructure:** Describe your current IT infrastructure and data reporting capacity. Describe your data security procedures and experience to ensure data collected are kept secure and confidential and comply with all state and federal data share laws, regulations, and policies. As a required attachment, share your organization's data privacy policy if one is available. If one is not yet available, describe the process you will take to formalize data security and privacy into organizational policy.
3. **Data Updates:** Describe your schedule for rolling out updates and enhancements, including any standard maintenance windows or version release cycles. When are updates and enhancements delivered to

customers? Mention how clients are notified and supported through updates.

### **Work Plan:**

1. **Experience:** Describe any experience working as a billing intermediary with IDEA Part C programs/states or insurance and Medicaid billing intermediary of state or federally funded programs. Include details on how you manage servicing multiple customers and/or partners.
2. **Timeline:** Provide a sample timeline and work plan that outlines major milestones, phases, and estimated completion dates for the deliverables specified in the RFP. Mention any assumptions or dependencies that could impact the timeline and highlight any factors that could influence this timeline. Provide an estimated timeframe, including timeframe for Connecticut specific Birth to Three billing system modifications, for the full implementation of your service from initiation to completion. Highlight any factors that could influence this timeline.
3. **Policies and Procedures:** Describe or share current or proposed policies, procedures, and manuals related to business operations.

## **E. PROPOSAL ATTACHMENTS**

Proposal Attachments other than the ones identified below are not permitted and will not be evaluated. Further, the required attachments must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions may result in disqualification.

- Proposal Budget (Found in the Budget Template).
- Most Recent Organizational Budget.
- Most Recent Statement of Financial Activities (Profit and Loss Statement).
- Copy of your data security and privacy policies, if available (Indicate "in progress" or "see main proposal" if your organization does not currently have one in place).
- Audited Financial Statements for the last three (3) years (or whatever number of years are available for newer organizations).
- Proof nonprofit status (i.e., IRS Determination Letter), if applicable. Indicate "Nonprofit status not applicable" in your attachments section if this does not apply.
- Program Attestation found in Attachment B.

- Staffing Plan of key organizational positions and a brief description of how the proposal fits into your organizational structure. Please include a workflow chart in your staffing plan.
- Insurance/Medicaid payment procedures.
- Description of computer system and software.

#### **F. DECLARATION OF CONFIDENTIAL INFORMATION**

If an applicant deems that certain information required by this RFP is confidential, the applicant must label such information as CONFIDENTIAL prior to submission. The applicant must reference where the information labeled CONFIDENTIAL is in the proposal. EXAMPLE: Section G.1.a. For each subsection so referenced, the applicant 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 applicant that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

#### **G. CONFLICT OF INTEREST – DISCLOSURE STATEMENT**

Applicants 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 applicant and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. A conflict of interest is not, in itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if an applicant tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. In the absence of any conflict of interest, an applicant must affirm such in the disclosure statement. Example: “[name of applicant] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85.”

#### **H. STATEMENT OF ASSURANCES**

Sign and return Attachment B, Statement of Assurances, and place after Conflict of Interest – Disclosure Statement in the RFP Application.

## IV. Mandatory Provisions

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

By submitting a proposal in response to this RFP, the applicant 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 OEC 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 OEC'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:

<https://portal.ct.gov/opm/fin-pos/standards/pos-standard-contract-part-ii>

**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 an applicant is awarded an opportunity to negotiate a contract with the OEC 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 applicant must inform the applicant'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 OEC, the selected applicant (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, an applicant implicitly gives the following assurances:

- 1. Collusion.** The applicant represents and warrants that the applicant 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 applicant further represents and warrants that no agent, representative, or employee of the State participated directly in preparing the applicant's proposal. The applicant also represents and warrants that the submitted proposal is fair and made without collusion or fraud.
- 2. State Officials and Employees.** The applicant 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 OEC may terminate a resulting contract if it is determined that gratuities

of any kind were either offered or received by any of the officials or employees from the applicant, contractor, or its agents or employees.

- 3. Competitors.** The applicant 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 applicant to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The applicant further assures that the proposed costs have been reached independently, without consultation, communication, or agreement with any other organization or competitor to restrict competition. Nor has the applicant knowingly disclosed the proposed costs priorly, either directly or indirectly, to any other organization or competitor.
- 4. Validity of Proposal.** The applicant 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 180 days after the submission due date and may be extended by mutual agreement. At its sole discretion, the OEC may include the proposal, by reference or otherwise, into any contract with the successful applicant.
- 5. Press Releases.** The applicant agrees to obtain prior written consent and approval of the OEC for press releases that relate to this RFP or any resultant contract.

## **C. TERMS AND CONDITIONS**

By submitting a proposal in response to this RFP, an applicant 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 OEC shall assume any liability for expenses incurred by an applicant in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
- 3. Exclusion of Taxes.** The OEC is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Applicants 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 OEC may request and authorize applicants to submit written clarification of their proposals, in a manner or format prescribed by the OEC, and at the applicant's expense.
- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the OEC. The OEC may ask an applicant to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by OEC. At its sole discretion, the OEC may limit the number of applicants invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per applicant.
- 7. Presentation of Supporting Evidence.** If requested by the OEC, an applicant 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 OEC may make onsite visits to an operational facility or facilities of an applicant to evaluate further the applicant's capability to perform the duties required by this RFP. At its discretion, the OEC may also check or contact any reference provided by the applicant.
- 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 OEC or confer any rights on any applicant unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the applicant and the OEC 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 applicant or for payment of services under the terms of the contract until the successful applicant is notified that the contract has been accepted and approved by the OEC and, if required, by the Attorney General's Office.
- 9. Declaration of Confidential Information.** Applicants 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 an applicant

deems that certain information required by this RFP is confidential, the applicant must label such information as CONFIDENTIAL prior to submission. In subsection F of the proposal submission, the applicant must reference where the information labeled CONFIDENTIAL is in the proposal.

*EXAMPLE: Section G.1.a.* For each subsection so referenced, the applicant 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 applicant 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).

- 10. Conflict of Interest - Disclosure Statement.** Applicants 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 applicant and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. A conflict of interest is not evidence of wrongdoing. A conflict of interest may, however, become a legal matter if an applicant tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The OEC will determine whether any disclosed conflict of interest poses a substantial advantage to the applicant 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, an applicant must affirm such in the disclosure statement. *Example: "[name of applicant] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

**D. RIGHTS RESERVED TO THE STATE**

By submitting a proposal in response to this RFP, an applicant 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 OEC.
- 2. Amending or Canceling RFP.** The OEC reserves the right to amend or cancel this RFP on any date and at any time, if the OEC deems it to be necessary, appropriate, or otherwise in the best interests of the State.

- 3. No Acceptable Proposals.** If no acceptable proposals are submitted in response to this RFP, the OEC 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 OEC reserves the right to award in part, to reject any proposals for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The OEC may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The OEC reserves the right to reject the proposal of any applicant who submits a proposal after the submission date and time.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any information or reports, or part thereof, shall accrue to the State without recourse.
- 6. Contract Negotiation.** The OEC reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The OEC further reserves the right to contract with one or more applicant for such services. After reviewing the scored criteria, the OEC may seek Best and Final Offers (BFO) on cost from applicants. The OEC may set parameters on any BFOs received.
- 7. Clerical Errors in Award.** The OEC 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 an applicant and subsequently awarding the contract to another applicant. 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 applicant is deemed to be void ab initio and of no effect as if no contract ever existed between the State and the applicant.
- 8. Key Personnel.** When the OEC is the sole funder of a purchased service, the OEC reserves the right to approve any additions, deletions, or changes in key personnel, except those who have terminated employment. The OEC also reserves the right to approve replacements for key personnel who have terminated employment. The OEC further reserves the right to require the removal and replacement of any of the applicant's key personnel who do not perform adequately, regardless of whether they were previously approved by the OEC.



## E. STATUTORY AND REGULATORY COMPLIANCE

By submitting a proposal in response to this RFP, the applicant 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). Applicants are generally advised not to include in their proposals any confidential information. If the applicant 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 applicant has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While an applicant may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.
- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
- 3. Consulting Agreements, C.G.S. § 4a-81. Consulting Agreements Representation, C.G.S. § 4a-81.** Pursuant to C.G.S. §§ 4a-81 the successful contracting party shall certify that it has not entered into any consulting agreements in connection with this Contract, except for the agreements listed below. "Consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for

information, or (C) any other similar activity related to such contracts. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of chapter 10 of the Connecticut General Statutes as of the date such contract is executed in accordance with the provisions of section 4a-81 of the Connecticut General Statutes. Such representation shall be sworn as true to the best knowledge and belief of the person signing the resulting contract and shall be subject to the penalties of false statement.

- 4. Campaign Contribution Restriction, C.G.S. § 9-612.** For all State contracts, defined in section 9-612 of the Connecticut General Statutes as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to the resulting contract must represent that they have received the State Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice, as set forth in "Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations." Such notice is available at [https://seec.ct.gov/Portal/data/forms/ContrForms/seec\\_form\\_11\\_notice\\_only.pdf](https://seec.ct.gov/Portal/data/forms/ContrForms/seec_form_11_notice_only.pdf)
- 5. Gifts, C.G.S. § 4-252.** Pursuant to section 4-252 of the Connecticut General Statutes and Acting Governor Susan Bysiewicz's Executive Order No. 21-2, the Contractor, for itself and on behalf of all of its principals or key personnel who submitted a bid or proposal, represents:
- (1) That no gifts were made by (A) the Contractor, (B) any principals and key personnel of the Contractor, who participate substantially in preparing bids, proposals or negotiating State contracts, or (C) any agent of the Contractor or principals and key personnel, who participates substantially in preparing bids, proposals or negotiating State contracts, to (i) any public official or State employee of the State agency or quasi-public agency soliciting bids or proposals for State contracts, who participates substantially in the preparation of bid solicitations or requests for proposals for State contracts or the negotiation or award of State contracts, or (ii) any public official or State employee of any other State agency, who has supervisory or appointing authority over such State agency or quasi-public agency;
- (2) That no such principals and key personnel of the Contractor, or agent of the Contractor or of such principals and key personnel, knows of any action by the Contractor to circumvent such prohibition on gifts by providing for any other principals and key personnel, official, employee or agent of the Contractor to provide a gift to any such public official or State employee; and

(3) That the Contractor is submitting bids or proposals without fraud or collusion with any person. Any bidder or applicant that does not agree to the representations required under this section shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked applicant or the next lowest responsible qualified bidder or seek new bids or proposals.

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

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

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

## ATTACHMENTS

### **ATTACHMENT A: ACRONYMS/DEFINITIONS**

<b>B23</b>	Birth to Three
<b>B23 Contracted Providers</b>	The local direct service early intervention program operated by or under contract with the Office of early Childhood (OEC) to deliver early intervention services under the terms of the IDEA Part C and 17a-248 C.G.S. Programs include general programs that serve a wide range of children, autism-specific programs that only serve children with autism spectrum disorders, and programs that only serve children who are deaf or hard-of-hearing. Some contracted agencies operate more than one type of program.
<b>B23 System</b>	The system of early intervention services for infants and toddlers with disabilities operated in accordance with Part C of the federal Individuals with Disabilities Education Act and its regulations as well as Connecticut General Statute 17a-248 and its regulations. The OEC is the lead agency administering the Connecticut Birth to Three System.
<b>CBO</b>	Central Billing Office
<b>DSS</b>	Department of Social Services
<b>EIS</b>	Early Intervention Services
<b>FERPA</b>	Family Educational Rights and Privacy Act
<b>HIPAA</b>	Health Insurance Portability and Accountability Act
<b>IDEA</b>	Individuals with Disabilities Education Act

<b>IDEA Part C</b>	IDEA that applies to infants and toddlers with disabilities.
<b>LOI</b>	Letter of Intent
<b>MOA</b>	Memorandum of Agreement
<b>MOU</b>	Memorandum of Understanding
<b>OAG</b>	Office of the Attorney General
<b>OEC</b>	Office of Early Childhood
<b>POS</b>	Purchase of Service
<b>P.A.</b>	Public Act (CT)
<b>RFP</b>	Request for Proposals

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## **ATTACHMENT B: STATEMENT OF ASSURANCES TEMPLATE**

**Please use the following to create your statement of assurance, sign and attach this required document to your submission for the RFP:**

### **Office of Early Childhood**

The undersigned Applicant 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 Applicant will deliver services to the OEC per the cost proposed in the RFP and within the timeframes therein.
  - c.** The Applicant will seek prior approval from the OEC before making any changes to the location of services.
  - d.** Neither the Applicant or any official of the organization nor any subcontractor or the Applicant or any official of the subcontractor

organization has received any notices of debarment or suspension from contracting with the State of CT or the Federal Government.

- e. Neither the Applicant or any official of the organization nor any subcontractor to the Applicant or any official of the subcontractor's organization has received any notices of debarment or suspension from contracting with other states within the United States.

Legal Name of Organization:

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

Authorized Signatory:

Date:

\_\_\_\_\_

\_\_\_\_\_

## ATTACHMENT C: PROPOSAL CHECKLIST

To assist applicants in managing proposal planning and document collation processes, this document summarizes key dates and proposal requirements for this RFP. Please note that this document does not supersede what is stated in the RFP. Please refer to the Proposal Submission Overview, Required Proposal Submission Outline, and Mandatory Provisions for more comprehensive details. Each applicant is responsible for ensuring that all required documents, forms, and attachments are submitted promptly.

<b><u>Procurement Timetable</u></b>		
The OEC reserves the right to modify these dates at its sole discretion.		
<b>Item</b>	<b>Action</b>	<b>Date</b>
1	Optional Pre-Bid Conference	February 3, 2025; 1:00pm EST
2	Optional Letter of Intent (LOI)	February 5, 2025; 5:00pm EST
3	Deadline for Questions	February 21, 2025; 5:00pm EST
4	Proposals Due	March 7, 2025; 5:00pm EST

**Contract Awards.** The award of any contract pursuant to this

**Registration Link for Pre-bid Conference:**

zoom.us/webinar/register/WN\_-YLhSicFRh6ZEfbCSBZh7g#/registration

Registration with State Contracting Portal (if not already registered):

- Register at: <https://portal.ct.gov/DAS/CTSource/Registration>
- Submit Campaign Contribution: Certification (OPM Ethics Form 1): <https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

**Proposal Content Checklist**

- ☐ Cover Sheet including required information:
  - RFP Name or Number
  - Legal Name
  - Federal Employer Identification Number (FEIN)
  - Street Address
  - Town/City/State/Zip
  - Contact Person
  - Title
  - Phone Number
  - E-Mail Address
  - Authorized Official Title
  - Signature
- ☐ Table of Contents
- ☐ Executive Summary: high-level summary of proposal and cost, one-page maximum
- ☐ Main Proposal Body (not to exceed 30 pages)
- ☐ Required Attachments
  - Proposal Budget (Found in the Budget Template)
  - Most Recent Organizational Budget
  - Most Recent Statement of Financial Activities (Profit and Loss Statement)
  - Copy of your data security and privacy policies, if available (Indicate "in progress" or "see main proposal" if your organization does not currently have one in place).
  - Audited Financial Statements for the last 3 years (or whatever number of years are available for newer organizations).
  - Proof nonprofit status (i.e., IRS Determination Letter), if applicable. Indicate "Nonprofit status not applicable" in your attachments section if this does not apply.
  - Program Overview and Attestation found in Attachment D

- Staffing Plan of key organizational positions and a brief description of how the program fits into your organizational structure.
- Insurance and payment procedures
- Description of computer system and software

- ☐ Conflict of Interest Disclosure Statement
- ☐ Statement of Assurances

**Formatting Checklist**

- ☐ Is the proposal formatted to fit 8 ½ x 11 (letter-sized) paper?
- ☐ Is the main body of the proposal within the page limit?
- ☐ Is the proposal in 12-point, Times New Roman font?
- ☐ Does the proposal format follow normal (1 inch) margins and 1 ½ line spacing?
- ☐ Does the applicant's name appear in the header of each page?
- ☐ Does the proposal include page numbers in the footer?
- ☐ Are confidential labels applied to sensitive information (if applicable)?