Request for Proposal #18PSX0094

DEPARTMENT OF PUBLIC HEALTH
HIV SURVEILLANCE PROGRAM

Contract Specialist: Susanne Hawkins

Date Issued: 16 May 2018

Due Date: 24 May 2018 at 2:00 pm Eastern Time

Department of Administrative Services
Procurement Division
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Request for Proposals (RFP)

DEPARTMENT OF PUBLIC HEALTH HIV SURVEILLANCE PROGRAM

Guide to Electronic Proposal Submissions

1. **Introduction To BizNet**

   It is now a requirement of Department of Administrative Services (DAS)/Procurement Division that all Companies create a Business Network (BizNet) Account and add their company profiles to the State of Connecticut BizNet system. Companies are responsible for maintaining and updating company information in their BizNet Accounts as updates occur. Companies that have been certified through the Supplier Diversity or the Pre-Qualification Program have already created a BizNet account.

   The BizNet login is: [https://www.biznet.ct.gov/AccountMaint/Login.aspx](https://www.biznet.ct.gov/AccountMaint/Login.aspx)

   **New Companies:** Create an account by clicking the BizNet login link above and then the button on the right labeled “Create New Account”. Login and select Doing Business with the State and Company Information. Please be sure to complete information in all tabs (Company Information, Accounts, Address, etc.).

   **Existing Companies Needing to Update Their Information:** Login to BizNet and select Doing Business with the State and Company Information.

   Anyone having difficulty connecting to their account or downloading or uploading forms should call DAS/Procurement Division at 860-713-5095.

2. **Business Friendly Legislation**

   As a result of Public Act 11-229, DAS/Procurement Division’s goal is to make doing business with the State of Connecticut more business friendly. To eliminate redundancy, forms that were repetitively filled out with each request for proposal are being automated in BizNet.

   DAS/Procurement Division began the transition to on-line bidding by automating the submission of Affidavits and Non-Discrimination forms on October 1, 2011. Companies must submit forms electronically to their BizNet account if they haven’t already done so. These forms must be updated on an annual basis, no later than 30 days after the effective date of any material change. Rather than completing them with each proposal submittal, companies that have already filed these forms have the ability to view, verify and update their information prior to submitting a proposal response.

   **Instructions for Uploading Affidavits and Non-Discrimination Forms:**
   Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms: [http://das.ct.gov/images/1090/Upload%20Instructions.pdf](http://das.ct.gov/images/1090/Upload%20Instructions.pdf)

   (a) AFFIDAVITS
THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.

(1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
(2) OPM Ethics Form 5 – Consulting Agreement Affidavit
(3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary
(4) OPM Ethics Form 7 – Iran Certification

For information regarding these forms, please access the Office of Policy & Management’s website by clicking on the following link: http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038

(b) NON-DISCRIMINATION –

CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.

(1) Form A – Representation by Individual (Regardless of Value)
(2) Form B – Representation by Entity (Valued at $50,000 or less)
(3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at $50,000 or more)
(4) Form D – New Resolution by Entity
(5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management’s website by clicking following link: http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806

3. **Online Proposal Responses**

Any proposal posted by DAS/Procurement Division must be submitted electronically. The common forms listed below have also been automated in the BizNet system. In addition, specific forms are now fillable, as noted below. To complete forms; download them from your BizNet account, complete your submittal response, and then upload these completed documents (as well as any other required submittal documents) through BizNet prior to date and time upon which the Proposal is due pursuant to the RFP. Late submissions will not be accepted. All proposals response submitted must be e-signed. Proposals that are not e-signed are not received by DAS/Procurement and cannot be viewed or considered. If any required documents have not been uploaded, the system will not allow you to e-sign. After successful e-signature, Proposers will get a confirmation that their proposal has been successfully submitted. If you do not receive this electronic confirmation, please contact DAS/Procurement at 860-713-5095. Proposals are not publicly opened and are not available for viewing until after the Contract has been awarded.

- Contractor Information/Electronic Signature Page – Web Based fillable Form
- Employment Information Form (DAS-45) – Web Based fillable Form
- Statement of Qualifications (DAS-14) – PDF Fillable Form
- Connecticut Economic Impact Form (DAS-46) – Web Based fillable Form
- Contract Exhibit B – Price Schedule (RFP-16)
- RFP Addendum (RFP-18) – if applicable
Additional forms such as those listed below must be reviewed carefully and accepted by the proposer prior to proposal submittal:

- Request for Proposal IT Contract (RFP-50IT)
- Exhibit C – Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitations Limitations

4. **Insurance Accord Certificates**

Contractors are responsible for maintaining their BizNet accounts with new and/or updated insurance information.

The following documentation will need to be uploaded to each company’s BizNet account and evidencing that the State is an additional insured:

(a) Certificate of Insurance (Accord Form)
(b) The insurance policy declaration page
(c) The additional insured endorsement to the policy

Training documentation relating to the completion of the above-reference forms is available through the DAS Website under “DAS Business Friendly Initiatives” at the following website: [http://portal.ct.gov/DAS/Search-Results?SearchKeyword=insurance instructions](http://portal.ct.gov/DAS/Search-Results?SearchKeyword=insurance instructions)

*bProposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.*
Overview

The State of Connecticut Department of Administrative Services ("DAS") is issuing this Request for Proposal to solicit proposals for the Connecticut Department of Public Health (DPH) HIV Surveillance Program to develop an application – the HIV/AIDS Networked Knowledgebase ("HANK") - to streamline and facilitate Data-to-Care (D2C) directives as outlined in the Centers for Disease Control and Prevention (CDC) Funding Opportunity Announcement (FOA) PS18-1802: Integrated Human Immunodeficiency Virus (HIV) Surveillance and Prevention Programs for Health Departments.

An “envisioning phase” has been conducted to review existing DPH technology, resources, data sources and infrastructure. HANK implementation will be essential to identify and establish relationships between details in individual client cases existing in siloed data systems. Once the matching records are linked, the agency will be able to detect Data-to-Care events and execute timely prevention measures in Connecticut.

The implementation of HANK will improve the health outcomes of people infected with HIV and provide interventions to prevent transmission of HIV to individuals at risk. Ultimately, HANK will serve to reduce forward transmission of the HIV epidemic

Scope of Services

It is the intention of this RFP to allow contractor(s), in whole or in part, to propose and participate in an Agile approach to providing solutions to design, develop, implement and maintain functional and technical needs over time.

1. HANK will be developed over time using a phased approach with ongoing rollouts. It is anticipated that this work will be done in an Agile Project Management methodology with Phased deliverables. The initial phase of this engagement is expected to last 3-6 months at which time the preliminary “Gold Record” and D2C Dashboards must be delivered, and completed within 18 months from contractor selection. It is anticipated the work will start within 30 days of Purchase Order issuance.

2. The technical design to meet the business need for project (HANK) should utilize existing, Microsoft SQL 2016 server based Business Intelligence (BI) against existing DPH data sources.

3. The development must be hosted on local Windows 2016 VM server infrastructure and may not utilize Cloud components.

4. The solution(s) must implement Bi-logic on existing data sources to prioritize existing clients and utilize automation tools to identify, streamline and improve the response time to detect and execute Data-to-Care (D2C) initiatives for the Department.

5. DPH will be responsible for preparing a Statement of Work (“SOW”) for each designated project scope that will be attached to any purchase order issued for each project phase.

6. The Consultants shall maintain and provide written documentation on all work performed in conjunction with this engagement. Written documentation will become part of the project deliverables.
1. Proposal Schedule

<table>
<thead>
<tr>
<th>RELEASE OF RFP:</th>
<th>Date:</th>
<th>16 May 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP DUE DATE:</td>
<td>Date:</td>
<td>24 May 2018 at 2:00 pm Eastern Time</td>
</tr>
</tbody>
</table>

2. Pre-Proposal Meeting Requirements

This RFP contains no pre-proposal meeting requirements.

3. Communications

During the period from your organization’s receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Susanne Hawkins via email: susanne.hawkins@ct.gov.

4. Solicitation Submission

Solicitations shall be submitted online by the RFP due date and time only. Proposers shall upload their solicitation submission to their BizNet Account.
I. DELIVERABLES

A. Improve work flow and report processing of HIV related laboratory findings

1. Create a laboratory report staging area that will:
   1-a. Reside on existing MS-SQL Server 2016 Enterprise database installations
   1-b. Have a browser based User interface suitable for use by non-technical staff
   1-c. Retrieve electronic lab files from several internal sources
   1-d. Develop an ETL process to import lab results into existing eHARS and HARMS records.

2. Create "new record" files for unmatched lab reports

3. Create new HARMS records for new, unmatched lab reports;

4. Create an input screen to allow for manual data entry of paper lab reports;

5. Generate summary reports.

B. Existing System Modifications (HARMS and eHARS)

1. Develop a method for automated eHARS ID number assignment

2. Develop and implement an automated method to create findings and follow-up mail notifications for providers

3. Develop a PrEP Navigator case management module that will allow for cases management and tracking PrEP recipients enrolled in this HIV Prevention activity

4. Develop and implement basic epi analytic “quick views” that can assess both aggregate data and critical client factors in a single, unified screen.
C. Develop access to multiple data sources and systems, identify individual client matches across systems and create a unified display for results

1. Create a dashboard to display Business Intelligence results for search names across up to nine (9) data systems including eHARS and HARMS

   1-a. Must utilize standard MS-SQL Server Enterprise Business Intelligence capabilities in existing DPH Environments

   1-b. Data sources that are not MS-SQL hosted may be added as needed. No transformation of the data formats will be expected

2. Direct Business Intelligence analysis against both eHARS, HARMS and the report staging areas

3. Display cross database match results in a format that allows for manual verification and over-ride and includes a match probability score

4. Based on matching criteria, users select which records to link thereby creating a “gold” record for each client and a Master Patient Index for all records within the target environments.

5. Display the critical data elements of the “gold” record data into a “Person View” based on the Business Intelligence criteria to display at minimum

   5-a. Best available client residence

   5-b. Best available client contact information

      5-b-1. Phone Numbers

      5-b-c. Email Address

   5-c. Last known medical provider details

   5-d. Current or last known HIV laboratory reports (HIV, CD4 and viral load)

   5-e. Co-morbidity (with identified DPH reportable diseases)

   5-f. Calculate and display a HIV “health meter” based on 10 Data-to-Care parameters.
D. Identify and prioritize Data-to-Care events (Reference “Attachment 2” the D2C Event Guide)

1. Create algorithms that will determine the criticality of clients’ needs for intervention based on the 10 defined Data-to-Care criteria defined in the appendix and triggers

2. Automate the identification and prioritization of clients for personal care follow-up, based on the (10) Data-to-Care events

3. Create a prioritized list of all known clients ranked by criticality

4. Assign prioritized clients list to regionalized worklists within HARMS for follow-up actions by DIS case workers

5. Create an input screen in the existing HARMS system to accept feedback from field input that will update new information received as a result of the D2C process and reprioritize clients

6. Create a D2C Client assignment analysis dashboard that will:
   
   6-a. Allow supervisors to assign and monitor caseworker assignments
   
   6-b. Track visits and contacts conducted by case worker staff
   
   6-c. Allow for manual reprioritization of individuals based on field findings or other factors
   
   6-d. Identify critical or overdue interventions that are required.

7. Provide adequate documentation of the developed solutions so that successful handoff of technical support and ongoing integrations can be accomplished after the end of the development phase.
E. Technical Job Classifications

1. The following resources, in the appropriate ratios, may be needed to address the requirements of each project phase:

1-a. Technical Project Manager
Oversees the day-to-day operational responsibility for deliverables, manages technical resources and business requirements, and tracks project progress; will act as the primary liaison to the DPH HIV unit

1-b. BI Architect – manages architectural decisions, provides resources for technical issues, authors architecture documentation, will act as the primary liaison to the DPH Information Technology unit

1-c. Senior Consultant – leads system analysis, design, integration, programming, and implementation

1-d. Consultant - performs systems analysis, design, integration, programming, and implementation of applications, participates in all areas of development

1-e. User Experience (UX) Senior Consultant - works to ensure a consistent and efficient user interface across the application, develops overall design, and executes usability analysis

1-f. UX Consultant - prepares graphical elements of user interface and participates in all areas of interface design;

1-g. Quality Assurance Lead - manages quality assurance resources, test plans, delivery of test results, manages testing tools and processes, designs test cases and test methods.

2. The Department may identify additional roles, job titles, job descriptions, and/or resource requirements as business need warrants.
F. **Product Ownership**

1. All products shall be developed in collaboration with DPH project staff identified by the Department.

2. All work products, including all developed software and logic shall be subject to the approval of DPH and Department standards.

II. **Additional Terms and Conditions**

A. **Statement of Work**

The Department will be responsible for creating a Statement of Work (“SOW”) for each project phase. Each SOW must be in writing and include at a minimum:

1. The Services to be performed.

2. Applicable technical requirements capabilities if not addressed in the Technical Specifications.

3. Delivery milestones and timing

4. Specify any mandatory skills or experience required of Contractor provided individuals.

5. Pricing methodology. The pricing methodology options are set forth in Exhibit B – Pricing. Contractor shall provide pricing based on the methodology options selected.

6. Payment amount and timing of payments.

6-1. Payments must be based on receipt and acceptance of specified Deliverables and Services.

6-2. The issuance and acceptance of a SOW will not be an event that triggers a payment obligation.

7. High level acceptance criteria, to be further refined during the agile process

8. Training requirements specific to the SOW. Cross Training and collaboration by the individuals at the various project team levels is always ongoing.

9. Use of remote resources by Contractor. Unless specified otherwise in the SOW, all Contractor provided Services will be performed on-site where designated by DPH.

10. If requested in writing by DPH, Contractor shall remove any Contractor provided individual from performing work for DPH or reassign such individual to a different role under the SOW.

11. DPH may terminate a SOW with written notice to Contractor and/or cancellation of a purchase order.
B. Pricing Models
Contractor shall provide pricing models based on Agile project implementation methodologies and based on either hourly rates per position, or project size and scope.

C. Payments
1. Payments will be made by DPH on a monthly basis based on estimated project completion schedule.
2. Invoices should be sent electronically to DPH.AP@ct.gov

D. Travel and Miscellaneous Expenses
1. Travel expenses are not allowed or payable unless requested by the Department and only if authorized in advance and in writing from the Department.
2. Miscellaneous expenses and any out-of-pocket expenses are not allowed or payable.
3. Any pre-approved payments shall not exceed the State’s current prevailing reimbursement rates allowable per DAS State Travel Regulations for the Managerial Plan.

E. Administrative Considerations and/or Requirements
1. The Contractor shall require their staff to work the hours and schedule approved by the Department. All hours worked shall be subject to verification of the Department.
2. Work areas may be made available at DPH upon request within established guidelines and restrictions.
3. All work that is to be done at DPH must be performed during normal business hours; between the hours of 7:30 a.m. and 5:00 p.m., (Monday through Friday), excluding official state holidays and agency closures.
4. Access to needed applications, data locations and environments may be made available only within the DPH facilities.
5. Work may be conducted at non-DPH site locations but all interactive efforts that require system access, extended interactions or discussion with DPH staff must be done on DPH facilities.
6. **Security and/or Property Entrance Policies and Procedures**

Contractor shall adhere to established security and/or property entrance policies and procedures for the Department. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Department premises for the purpose of carrying out the scope of work described in this Contract.
Additional Terms & Conditions

1. **Contract Period**

   The State intends that this contract shall be in effect for a period of four (4) years. DAS, in its sole discretion, may extend this Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original term.

2. **Stability of Proposed Prices**

   Any price offerings from proposers must be valid for a period of 180 days from the due date of the proposals.

3. **Amendment or Cancellation of the RFP**

   DAS reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

4. **Proposal Modifications**

   No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by DAS. DAS, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

5. **Proposer Presentation of Supporting Evidence**

   Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that DAS deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

6. **Proposer Demonstration of Proposed Services and or Products**

   At the discretion of DAS, proposers must be able to confirm their ability to provide all proposed services. Any required confirmation must be provided at a site approved by DAS and without cost to the State.

7. **Erroneous Awards**

   DAS reserves the right to correct inaccurate awards.

8. **Proposal Expenses**

   Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by DAS.

9. **Ownership of Proposals**

   All proposals shall become the sole property of the State and will not be returned.
10. Ownership of Subsequent Products

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 otherwise stated in the contract.

11. Oral Agreement or Arrangements

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.
Selection Criteria

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

1. **Applicable Content**
   
   (a) Ability to meet deliverables and timeframes within Agile methodologies.
   
   (b) Demonstrated ability to develop and consolidate systems
   
   (c) Ability to identify methods and meet timeframes and project scope.

2. **Business Information and Experience**
   
   a) Subject matter experience and expertise.
   
   b) Demonstrated experience with projects of similar scope and development.
   
   c) References with similar size and scope of project

3. **Account Management**
   
   (a) Strategy for account management
   
   (b) Qualifications and experienced personnel
   
   (c) Strategy for managing phased approach for providing deliverables.

4. **Value**
   
   (a) Exhibit B Price Schedule
   
   (b) Added Value

DAS may award by individual item, group of items, or the entirety of all items. DAS may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.
1. **Applicable Content**
   a. Detailed response indicating how meeting deliverables and timeframes within Agile methodologies will be accomplished.
   b. Demonstrated ability to develop and consolidate systems
   c. Plan to meet project criteria.

2. **Business Information and Experience**
   a. Brief business history outlining company information, length of time in business, and experience implementing projects of this nature and scope.
   b. Provide a detailed depiction of how your company has the appropriate subject matter experience and expertise to develop and manage the requirements of this RFP.
   c. Provide qualifications and experience of staff that will be assigned to the project.
   d. Provide three (3) customer references providing similar scope of service that includes company name, company contact name, phone number, email address and description of work provided that provided similar scope of work.

5. **Account Management**
   a. Strategy for account management.
   b. Provide specific qualifications and experience personnel will bring. A copy of individual resumes would be helpful.
   c. Identify the strategy for managing phased approach for providing deliverables.

6. **Value**
   a. Exhibit B Price Schedule
   b. Added Value
Attachment 1 - Sample Contract

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, DAS and the initial proposer fail to reach consensus on the issues relative to a contract, then DAS may commence contract negotiations with other proposers. DAS may decide at any time to suspend the current RFP process and start the RFP process again.

Attachment 1 to this RFP is a draft contract and it is included in this RFP for informational purposes only in order to show some contract provisions that the State of Connecticut requires. It is not intended to, and will not, be the specific contract that the State and the successful vendor(s) will sign. After DAS selects a vendor, DAS will deliver a draft contract to the vendor for consideration and negotiation. The contract that DAS and the successful vendor will sign may vary from Attachment 1. The contract may include a liquidated damages clause at the discretion of the State.

DAS may award by individual item, group of items, or the entirety of all items. DAS may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.